



Library & Knowledge Service Annual Report 2021-2022

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Delivering Library and Knowledge Services to Wirral University Teaching Hospital NHS Foundation Trust (WUTH), and Wirral Community Health and Care NHS Foundation Trust (WCHCT).



Contents

Introduction	3
Headlines	5
LKS Service Activity	6
Fast Facts	6
Service Comparatives	6
LKS Service Impact	8
Impact Case Studies	10
Service Developments	12
1.The Physical Environment	12
2. LKS Webpage Redesign.....	13
3.Installation and Adaptation of HEE’s Knowledge Hub	13
4.Automated document requests	14
5.Customer Feedback Cards	14
6. Marketing & Visual Identity.....	15
Financial Sustainability	16
LKS Service Assessment - Quality and Improvement Assessment Framework (QIOF)	17
Looking Ahead	20
APPENDICES.....	21
Appendix A.....	22
LKS Team & Team Development	22
Team Development	23
APPENDIX B.....	24
LKS Services and Facilities.....	24
1. Professional Literature Searches	24
2. Training Delivery	25
3. Surveys.....	25
APPENDIX C.....	26
APPENDIX D.	27



Introduction

Library and Knowledge Services (LKS) are made available to all staff and students in Wirral University Teaching Hospital NHS Foundation Trust (WUTH) as well as Wirral Community Health and Care Foundation Trust (WCHCT) with whom we have a long-term Service Level Agreement (SLA).

A new three-year LKS strategy was written and approved at Education Governance Committee in 2021. The strategy was written with the following frameworks and strategies in mind:

- HEE's [Knowledge for Healthcare strategic framework 2021-26](#) (sets the direction and priorities for the development of Library and Knowledge Services throughout England)
- [The NHS Long Term Plan](#)
- [Topol Review](#)
- [NHS Education Contract](#) 2021-24 (See 9.3, 10.7 and section 14)
- [WUTH's Strategic Plan](#) (2021-26 pre 2022 amendments).

The strategy also considers the Library and Knowledge Services contribution to deliver the Trust's Strategic Priorities by enabling our workforce to:

- Apply and use evidence
- Continue to learn
- Build knowledge
- Drive innovation
- Focus on digital skills

The LKS strategy's key objectives outline how we do this - by focusing on and providing:

- The right services
- The right resources
- The right team
- Quality Assurance



LKS Strategy
2021-24 Final Approv

The strategy aligns to a 3-year implementation plan which is reviewed monthly.



Mid 2022 the strategy implementation plan was updated to highlight where the Strategy contributes to various strands of the new 2022 -26 People Strategy and the updated Trust Strategy ([See Appendix D](#)). It also highlights the various 'Outcomes' to be addressed as a result of [HEE's Quality and Improvement Outcomes Assessment](#)

The Covid-19 pandemic, social distancing, intense pressures on all Trust staff as well as reduced staffing levels within LKS, undoubtedly impacted LKS engagement throughout 2021. However, as restrictions have eased, we are gradually starting to see engagement increasing with a return to service levels similar those provided pre-pandemic. This is evidenced through the [Quantitative data](#) we collect (on a daily basis).

[Qualitative data](#) is collected and analysed regarding the impact of our services. This data is reviewed to ensure we are providing a consistently positive experience.

Performance and quality control is also measured via Health Education England's (HEE) [Library Quality Improvement Outcome framework](#)



Headlines

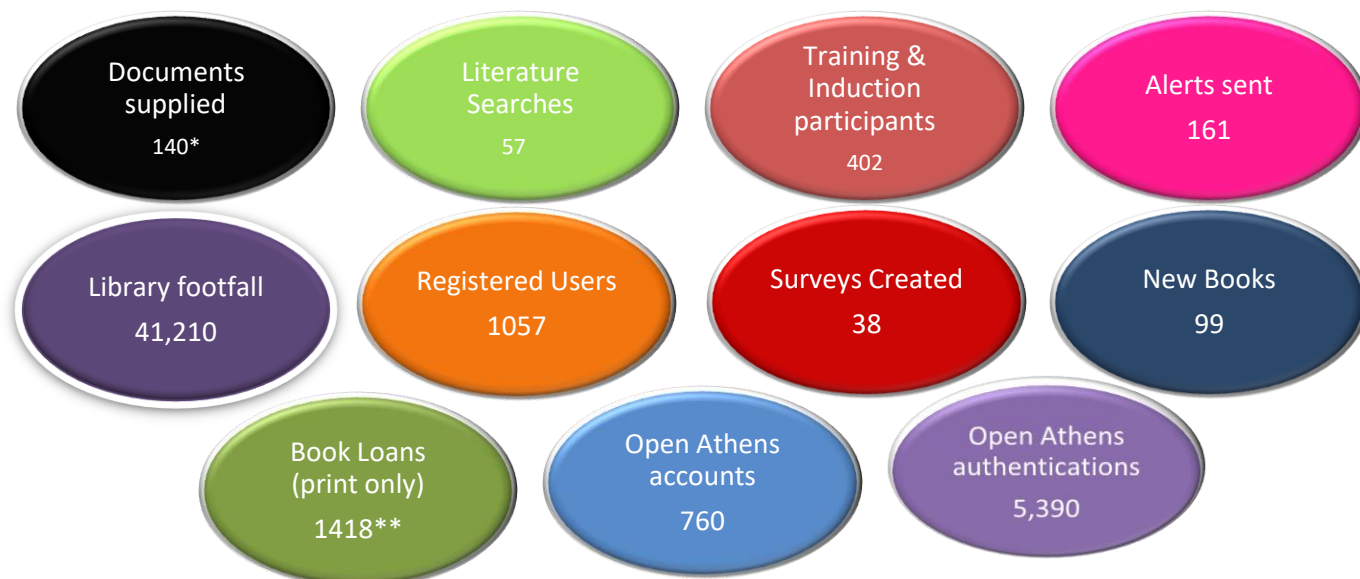
- LKS were part of a Trust restructure in April 2021 resulting in a shift from the Medical Education Department into the Organisational Development and Leadership Department. The move has had insignificant impact. Most of our customer base continues to be medical professionals and healthcare trainees.
- The Service Level Agreement with Clatterbridge Cancer Centre ended in July 2021 when the new cancer centre opened in Liverpool.
- The Service Level Agreement with Wirral Community Health and Care Trust is to be renewed until March 2023. However, although it was mutually agreed that services were to continue to be provided (since the last SLA ended in March 2021) – final terms and conditions for the new agreement for 1st April 2022 – 30 March 2023, are currently awaiting sign off. (*1st September 2022*)
- The first '[Library Quality and Improvements Outcomes Assessments](#)' for WUTH, WCHCT and CCC were submitted to HEE in September 2021.
- There have been a number of staffing changes throughout 2021-22:
 - Carly Rowley (Librarian) left the team in February 2021 and was replaced in August 2021 by Liam Kaye.
 - Linda Taylor (Outreach Librarian) retired in July 2021.
 - Jackie Pearce came into post as LKS Lead in January 2021, replacing Alexandre Williams who left the Trust in November 2019. (For full details of staffing see Appendix A)
- [Service Developments](#)
 - Refurbishment and redesign of the library space was completed in August 2021
 - LKS webpages updated
 - Installation and adaptation of HEE's new resource discovery interface – The knowledge Hub, was completed in December 2021.
 - Additional methods of obtaining feedback were created.
 - Creation of a 'Visual Identity'
 - Automated document request system
 - Improved 24-hour access to physical library



LKS Service Activity

More detail about the services we offer and of the take up these services can be found in [Appendix B](#).

Fast Facts



*As we increase access to more full text online, we expect to see this figure reduce

**This figure does not account for e-book downloads

Service Comparatives

LKS Activity increased during 2021-22.

SERVICE OR ACTIVITY	2020-21	2021-22	ACTIVITY LEVEL
Document Supply/Interlibrary Loans processed	74	140+	+89.2%
New Registrations (Library Management System)	75	274	+265%
Actual registered members	830	1057	+27.3%
Inductions (Participants)	40	227	+467.5%
User Education/Academic support (Participants)	114	175	+53.5%
Journal Club participants*	25	13	-48%
Professional Literature searches provided	66	57	-13%
Footfall for physical library	18,490	41,210	+123%
Print Circulation (Issues and Returns)	1,313	2,234	+70%
Survey Creation (Hours)*	15	40.5	+170%



*Participants for journal club support dropped as we stopped providing this service in September 2021 when the Outreach Librarian retired. However, we do intend to provide some online resources to assist anyone wishing to start a journal club.

** Numerous surveys open and close repeatedly and results are collated and disseminated after each run of the survey. The figure shown **does not** include time spent on the collating and disseminating of results after each survey has run.



LKS Service Impact

It is imperative that the services we provide enable/assist our workforce and students on placement to:

- Apply and use evidence
- Continue to learn
- Build knowledge
- Drive innovation
- Focus on digital skills

Collecting feedback about the services provided is thus essential.

We collect feedback in numerous ways including:

- Verbally
- Via printed comments cards
- Online via email / webpages or 'Ask-A-Librarian' service
- Impact Survey (emailed to each service user approximately 6 weeks after service has been delivered/provided)

Responses from the Impact Surveys sent out throughout April 2021 - March 2022 clearly show that LKS continue to provide services that are impactful and appreciated.

Examples taken from the impact survey responses can be seen below:

Q. We asked **How has the library service you received helped your Trust to:-**

...help deliver consistently high-quality secondary care services enhanced through the provision of regional specialist services - 68% agreed LKS services have helped

.... help ensure our people are aligned with our vision - 50% agreed LKS services helped

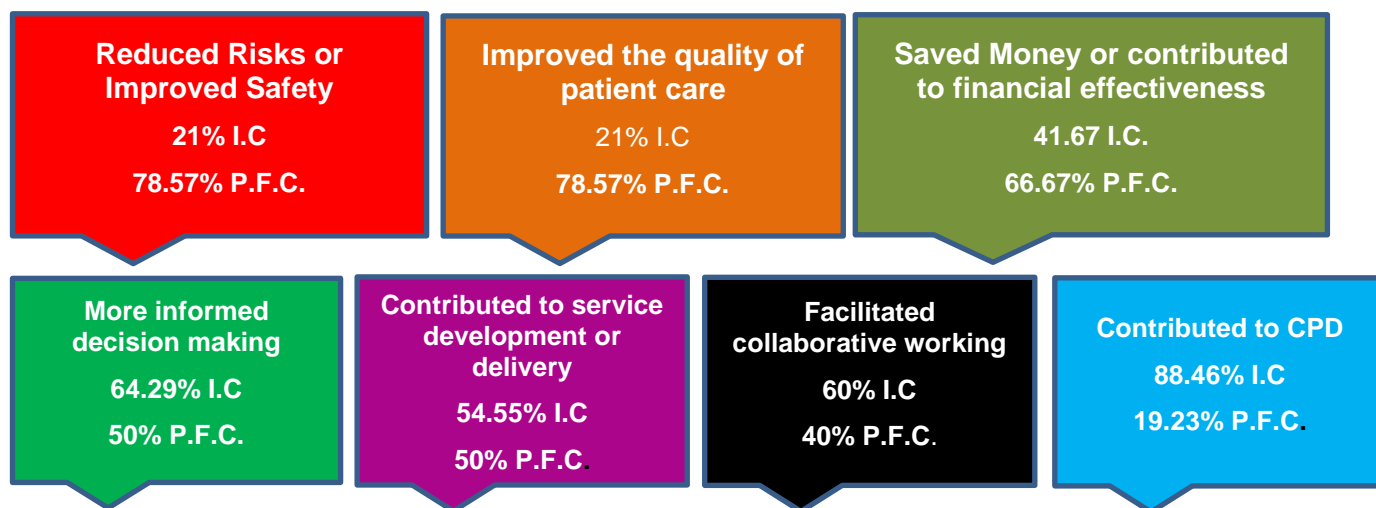
...help maximise innovation & enabling technologies - 55% said LKS services had helped

...help lead on integrated, shared pathways of care with primary social and community care - 37% said LKS services helped

.... help the Trust be the top NHS Trust in the NW for patient, customer, and staff satisfaction - 23% said LKS services helped



Q. We asked - ***“Did your use of Library services/resources contribute to any of the following impacts?”*** (IC – Immediate contribution, PFC – Probable future contribution) we received the following responses:



Q. We asked - ***‘From that single use of library services or resources how did you use, or how might you use, the information, knowledge of skills gained?’***

	Have used	Probably will use
Personal or professional development	90.91%	9.09%
Direct patient care	54.55%	50.00%
Teaching or presentations	71.43%	33.33%
Sharing information with, or advising, other staff or colleagues	78.57%	28.58%
Patient information, advising or educating patients, clients or families	50.00%	50.00%
Developing guidelines/guidance/pathways/policies	27.27%	72.73%
Audit	27.78%	72.22%
Research	81.25%	25.00%
Organisational/service development/business planning	33.3%	66.67%
Legal or ethical questions	25.00%	75.00%
Commissioning or contracting	0.00%	100%
Publication	21.43%	85.71%

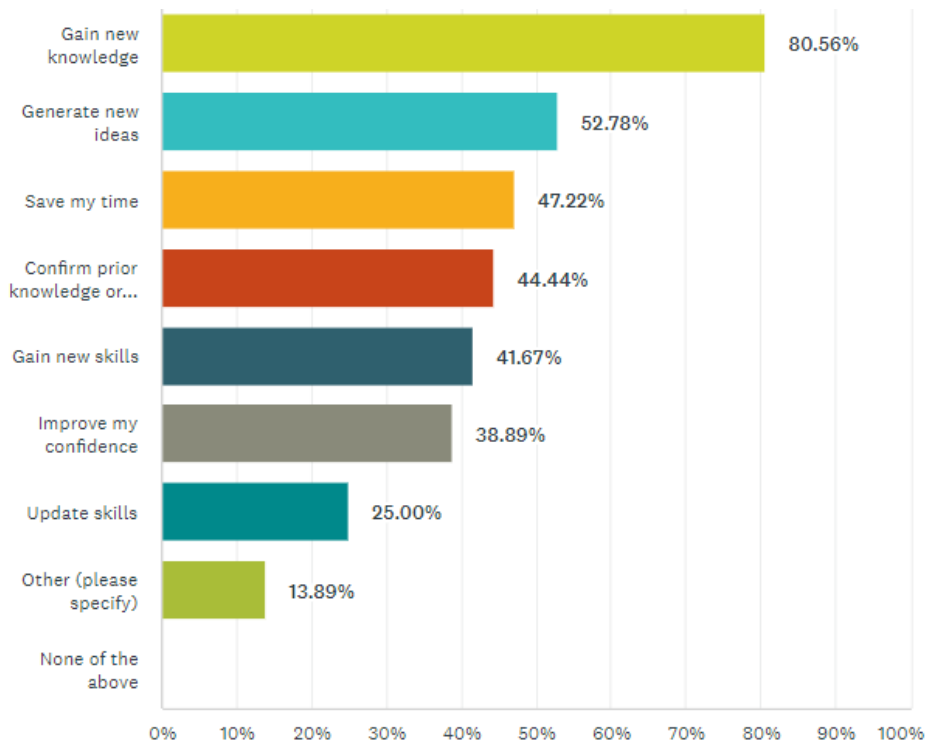
Additional Comments:

“ We will be using the information gained to support the business case we are working on.”

“Prepare for European board HPB exam”

“My consultant wanted it for information for patient”

Q. We asked – **“From that single use of library services/resources how did the information, knowledge or skills gained help?”**



Impact Case Studies

The three case studies below provide further insight into how our services have contributed to the work of the Trust.

1. Victoria Smerdon, Consultant Orthoptist - Professional Literature Search provided



“After a discussion with our consultant and pharmacy following on from a journal club; as team we wanted to support the use of a new drug to help patients with small angled squints, who would not be suitable for surgery, as well as those patients who have been non responsive to conventional orthoptic treatment. The library supported us with a literature search providing evidence of the use of the drug levobupivacaine in these areas. This allowed us to put forward a successful paper through the drugs and therapeutics panel to get the drug licenced for approval for this use within WUTH. . This has then led on to us developing a leaflet to advise our patients on this treatment and improving care and choice for our patients when previous conventional routes would have been unavailable.

The support we received from the library team was vital to us supporting our paper through the drugs and therapeutics board and allowing improved care for our patients.

*Thanks
Victoria Smerdon”*



2. Dawn Miller, MacMillan Lead Cancer Nurse – Assistance with Survey Creation, dissemination, and collation of results.

“During covid the paper version of the local patient experience was stopped, and the national Cancer Patient Experience Survey did not take place



As a result of the support from the library we have been able to capture the views of cancer patients across the organisation for 2020 and 2021 using a survey monkey which the library designed and led on the co-ordination of the results. The results of the survey were fed back to the clinical teams and have assisted in developing bids for additional staff and helped reinforce the excellent work being carried out by the cancer clinical Nurse Specialists and the teams they work with. Using the data collated in the survey, a presentation was created and fed into the PFEG and the trust wide steering group sharing with our partners and key stakeholders the feedback we have been given.

The service provided by the library has been very efficient and supportive “

3. Salma Ahmed (Trust Grade doctor ST3+) - Professional Literature Search provided

“My experience with the library service:

In the colorectal unit we use Endosponge to treat patients with low rectal anastomotic leak. We have found good results using this technique, but we wanted to compare our performance to the standard practice and also to do systematic analysis as this is a relatively a new technique with limited evidence regarding efficacy. Me and my colleagues in the department were planning to make a case study and share our experience using Endosponge.

I contacted the library to help me with the literature review, I got an immediate response from Liam and his team. I had an appointment the next day with Liam who helped me doing all the systematic review and I was able to find very good evidence about using Endosponge.

I found that our compliance in some areas needed improvement but overall, our success rate was excellent.

We now have a plan to improve our performance even better and we were able to present our case series study in two international conferences.

The help I got from the library team had a major contribution to our service”



Further examples of feedback taken via the impact survey, comments, feedback cards etc. can be found in [Appendix C](#).



Service Developments

Preparing for a return to pre-pandemic working patterns, the LKS team considered how we might develop and enhance engagement, service provision and facilities to provide for the changing/developing needs of our stakeholders. To do this we looked at customer feedback, LQIOF outcomes, the Trust Strategy, and the Education Contract.

The sections below outline six service developments which were introduced during April 2021-March 2022.

1. The Physical Environment

Purpose: Increase footfall, Provide space conducive to all staff requirements,

Work began in February 2021 to develop the physical library space to reflect HEE's Policy for NHS Library Learning Space.

Completed in August 2021, the new space provides zoned areas dedicated to private silent study; collaborative working, as well as a 'read and relax' area (created to address staff wellbeing).





As shown earlier in this report we saw footfall increase by 123% during 2021-22. Without doubt, the pandemic will have played a huge part in the low footfall during 2020-21. However, statistics gathered since April 2022 continue to show an increase in footfall.

These statistics, alongside feedback received ([see appendix C](#)) indicate that the redesign and refurbishing of the library has contributed to the increase in footfall as per the strategy objectives to provide the right services and resources.

2. LKS Webpage Redesign

Purpose: Increase Engagement; Improve web page navigation, Increase access methods to training materials and resources.

The Content and layout of [LKS Webpages](#) has been updated to include:

- 'Meet the Team'
- FAQs
- Numerous 'online tutorials and videos.' (via the Help and Support link)
- Installation of gateway to the Knowledge Hub. (Resource discovery tool)

Online Tutorials and videos have been created in house as well as using material created externally.

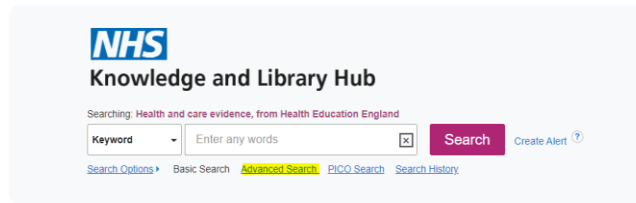
3. Installation and Adaptation of HEE's Knowledge Hub

Purpose: Improve and ease access to clinical decision-making tools and evidence-based resources for all staff. Provide additional means of contacting LKS as well as additional means of requesting LKS services.

The knowledge hub is a platform to search for and access high quality, trusted knowledge resources, including national and local e-resources. Implemented across NHS England the platform ensures a consistent experience for staff, trainees and students moving between placements and posts.

Each Trust in England have their own 'instance' of the knowledge hub. This ensures all resources paid for locally, in addition to resources provided by Health Education England are accessible.

In November 2021, we started developing both WUTH and WCHCT instance of the hub.



Clinical decision making

- [BMJ Best Practice](#)
- [Maudsley Prescribing Guidelines](#)
- [NICE Guidelines](#)
- [Royal Marsden Manual](#)
- [UpToDate](#)

In-depth searching

- [AMED](#)
- [British Nursing Index](#)
- [CINAHL](#)
- [Cochrane Library](#)
- [EMBASE](#)
- [EMCARE](#)
- [HMIC \(Health Management Information Consortium\)](#)
- [Medline](#)
- [PsycINFO](#)
- [PubMed](#)
- [Social Policy & Practice](#)
- [Trip Pro Database](#)

Library services

- [Library Catalogue](#)
- [Literature Search Request](#)
- [Library Training Request](#)
- [Library Facebook Account](#)
- [Library Twitter Account](#)
- [NHS Learning Hub](#)
- [Directory of Health Libraries](#)
- [How to search the literature effectively](#)
- [National Grey Literature Collection](#)
- [NIHR Evidence](#)

NHS OpenAthens

- [OpenAthens Registration](#)
- [OpenAthens Password Reset](#)
- [Having Problems with OpenAthens?](#)

Beginner and Advanced training sessions are available to all stakeholders.

4. Automated document requests

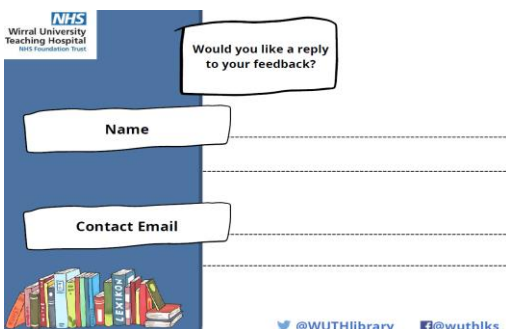
The installation of the knowledge hub has facilitated automatically document request forms when required. This service not only saves customers time but it also ensures all citation details are correct.

5. Customer Feedback Cards

Purpose: Increase and encourage feedback and engagement from physical library customers.

Customer service excellence is fundamental to LKS service provision. Means of capturing customer feedback was, until the introduction of feedback cards purely via online forms/surveys, verbal, or email.

The introduction of printed 'comments cards' in October 2021 provide all of customers with the opportunity to feedback on any element of service/facilities with the option to remain anonymous and to provide the feedback at the best time to them.



All comments receive a written response from the LKS Lead and are acted upon wherever applicable. Examples of feedback received via the comments cards can be found in [Appendix C](#).



6. Marketing & Visual Identity

Purpose: Increase engagement and recognition by developing an image that help customers identify our services and resources.

In August 2021 LKS staff started looking at the creation of a 'visual identity' for the service. Working alongside the trust Communications Team we designed an image which we feel is uncomplicated, easy to understand and visualises our most recognisable services - providing access to research material both in print and electronic format.



The image will be used on all LKS promotional materials.



Financial Sustainability

We continue to utilise collaborative purchasing thus expanding the range of resources and facilities available to our stakeholders as well as ensuring best possible value.

The following resources (provided via HEE KLS) have recently been added to the LKS resource portfolio:

- Kortext e-book package
- Royal Marsden Manual
- Maudsley Prescribing Guidelines
- Social Policy & Practice and Trip Pro Database

In October/November 2021 we conducted a review of expenditure on resources. Considering the previous year's usage and costs per download for numerous e-journals, alongside the increasing amount of 'open access' material, we were able to make savings just over £10k.



LKS Service Assessment - Quality and Improvement Assessment Framework (QIOF)

In 2019 HEE announced the introduction of a new method of driving progress in LKS improvement leading to better health outcomes – applicable to all NHS Trusts in England. The new assessment framework aimed to ensure LKS are providing a quality, high performing service and that the service is continually developing and improving to meet the changing evidence and knowledge needs of organisations and individuals.

The QIOF was based on self-evaluation around six outcomes for activity during 2020.

1. All NHS organisations enable their workforce to freely access proactive library and knowledge services that meet organisational priorities within the framework of *Knowledge for Healthcare*.
2. All NHS decision making is underpinned by high quality evidence and knowledge mobilised by skilled library and knowledge specialists
3. Library and knowledge specialists identify the knowledge and evidence needs of the workforce to deliver effective and proactive services.
4. All NHS organisations receive library and knowledge services provided by teams with the right skill mix to deliver on organisational and *Knowledge for Healthcare* priorities
5. Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation, and good practice
6. LKS demonstrate that their services make a positive impact on healthcare.

Self-evaluation was based on a scoring system of 0 (Not developed) to 4 (Highly developed). Within each level there was further breakdown into low, medium, and high and criteria established as a pathway to evaluate.

Evidence alongside notation were essential to support self-evaluation for each outcome.

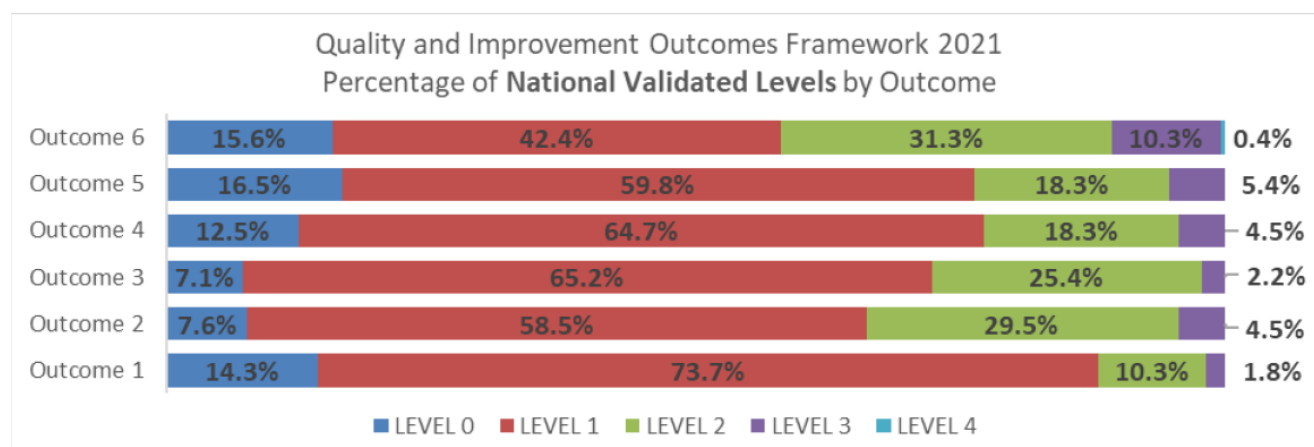
The LKS Lead submitted self-evaluations for WUTH, Wirral Community Health and Care Trust as well as Clatterbridge Cancer Centre in September 2021. Given that it is impossible to progress a level until all set criteria are reached, submission for WUTH was as follows:

Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6
2 Medium	2 High	2 High	2 High	2 Medium	2 Medium

In April 2022 HEE reported their validation of each trust based on the evidence and notation supplied. As a Trust we scored as follows:

Outcome 1	Outcome 2	Outcome 3	Outcome 4	Outcome 5	Outcome 6
1 Medium	2 Medium	2 Medium	1 Medium	2 Medium	2 Medium

National Averages were reported as:



'Actions and Recommendations' made by Health Education England KLS are as follows:

Required Actions

Actions required to address areas of concern. These actions need to be taken forward within the agreed timescale, with progress and changes reported to HEE.

Outcome no.	Areas of Concern	Required Action, Timeline and Evidence
1	There is no evidence of a Board member promoting the role and value of knowledge and library services	Action plan with steps to resolve to be submitted by September 30 th 2022
4	There is no evidence of capacity requirements for the knowledge and library team considered in service planning.	Action plan with steps to resolve to be submitted by September 30 th 2022



Outcome no.	Areas for Improvement
1	<ul style="list-style-type: none"> Identify a Board member to actively promote the role and value of the knowledge and library service
2	<ul style="list-style-type: none"> The knowledge and library service should approach at least one team to work with to identify and plan for their evidence and knowledge mobilisation requirements. This could include using the Knowledge Mobilisation Self-Assessment Tool Work with the identified team(s) to meet knowledge and evidence needs
3	<ul style="list-style-type: none"> Implementation, by the knowledge and library service, of the plans to understand the wider user base Develop profiles of targeted groups
4	<ul style="list-style-type: none"> Review and, if necessary, put in place plans to increase the capacity of the knowledge and library service team, considering the HEE Staff Ratio Policy recommendations
5	<ul style="list-style-type: none"> Implementation, by the knowledge and library service, of an ongoing cycle of measuring and evaluating activities and services
6	<ul style="list-style-type: none"> The knowledge and library service needs to increase the basic analysis of impact data Increase the use of evidence of impact to promote the knowledge and library service

The results of the LQIOF validation proved very controversial. Such was the response from Trust Librarians, who for numerous reasons disputed the results, HEE have since given Trusts the opportunity to resubmit evidence - results will be made available to Library Managers on 30th September, 2022.

Update 8 September 2022: Following the feedback about the QIOF, HEE have announced a different approach for the next 4 years. The aim is to simplify and streamline documentation and processes. So, from April 2023, every 2 years, we need to provide a:

- service improvement plan i.e., activity and progress against the six outcomes with supporting evidence. This should highlight any plans for future developments and any risks or concerns.
- The latest annual report
- A signed SLA

We'll not be asked to submit a full self-evaluation using the Outcomes Framework before 2027/28 Action plans previously due on 30th September now to be submitted on or before 16th January 2023.



Looking Ahead

Looking ahead LKS intend to enhance and increase our service provision to best meet the evolving needs and requirements of the Trust workforce and students on placement.

The LKS Strategy Implementation plan for 2022-23 ([See Appendix D](#)) outline major strategic objectives for this year. However, in addition, we aim to:

- Continue creation of online training materials
- Increase footfall by 10%
- Increase OpenAthens registrations by 10%
- Increase engagement via Inductions, Pop-Up Events, Tailored training, social media
- Revisit the concept of 'Embedded Librarians' into clinical services.
- Collate data around training requirements of the wider user base
- Review and update the Service Level Agreement with Wirral Community Health and Care Trust
- Implement a new regional Library Management System (KOHA).



APPENDICES

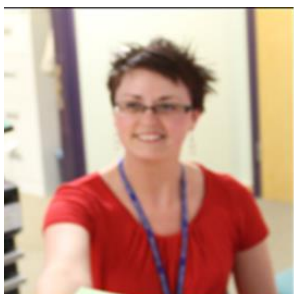


Appendix A

LKS Team & Team Development

The LKS team consist of 3.6 staff.

The section below gives an overview of LKS staff and a basic outline of their roles.



Jen Perestrelo – Library Assistant. (Full time post)

Jen has worked for the Trust for numerous years in different roles and departments. Her current role involves providing support and assistance whilst working on the library enquiry desk. She provides training – ‘Computers for Terrified’ and processes all Inter Library Loan and Document Supply requests and much more.



Annabel Leinster – Librarian. (0.6 Post)

Annabel has worked in LKS for a number of years as a Librarian. Professionally qualified, Annabel specialises in the provision of professional summarised and synthesised literature searches. Providing substantial support to the LKS Lead, she also reviews subscriptions and stock, ensures stock is accessible online and much more. Annabel recently volunteered to be the OD Health and Safety Representative. *(Update (August 2022) Annabel will leave the Trust for a new post outside NHS)*



Liam Kaye– Librarian. (Full time post)

In August 2021 we welcomed Liam to the team as a Librarian. With a background in higher education (HE) libraries, as well as teaching, Liam has brought enhanced tech skills as well as teaching experience to the team. Since starting, Liam has updated LKS webpages, created a number of online training videos, provided numerous training and induction sessions and much more.



Jackie Pearce – LKS Lead (Full time post)

Jackie joined WUTH LKS in January 2021 after working in management roles in HE libraries. Since starting in the Trust, priorities have been, the redesign of the library space, the creation of a new 3-year strategy and implementation plan, the compilation and submission of three Quality and Improvement Outcome Framework reports, installation and tailoring of the Library Knowledge Hub for WUTH and WCHCT, working with the team to develop new training materials. In February 2022 Jackie successfully revalidated her professional status with the Chartered Institute of Library and Information Professionals (CILIP).



Team Development

In addition to completing the relevant elements of Trust Mandatory Training, LKS staff undertook a wide range of staff development activities to ensure that they were supporting service development, updating their skills, professionally revalidating and being evidence based in their practice. Development undertaken was focussed on issues such as:

- Designing and creating online learning materials
- Redesign/editing of webpage
- National Discovery Service installation and implementation
- Effectively navigating and utilising native interfaces - Ovid, ProQuest and EBSCO (essential due to decommissioning of HDAS).
- Reference management software
- Navigating Supporting Systematic Reviews in CINAHL and MEDLINE
- Library Management System engagement Sessions
- EBSCO Link Resolver training
- Health literacy awareness training
- Attending regional and national LKS quality and networking events



APPENDIX B

LKS Services and Facilities

- Comprehensive website ([For Library and Knowledge Services | Wirral University Hospital NHS Foundation Trust \(wuth.nhs.uk\)](https://www.wuth.nhs.uk))
- 24/7 access to a zoned library space (located in Education Centre, first floor)
- Access to networked PCs and laptops
- Bookable study spaces for collaborative working
- Access to research resources and tools including key databases (via numerous platforms), e-journals, e-books, interactive anatomy resources and print materials.
- Access to clinical decision-making support tools such as UpToDate and BMJ Best Practice
- Access to BMJ Case Reports
- Access to the resource discovery platform – Library and Knowledge Hub
- Free automated document request service
- Free online literature search request service
- Access to photocopiers and scanners
- Tailored training
- Online training materials
- Enquiry service
- Survey creation and set up

1. Professional Literature Searches.

Trust/Division	No. of Searches	Purpose of search
Clatterbridge Cancer Centre	5	Research, Audit, CPD, Evidence Based Practice, Service Planning, Quality Improvement
Clinical Support & Clinical Support and Diagnostics	10	Service Planning, Evidence Based practice, Guidelines Patient Care, Publications, Clinical support, CPD, Policy Update
Corporate	7	Quality Improvement, Evidence Based Practice, Service Planning, Research Management Practice, Policy Update
Medicine and Acute	18	Research, Systematic Review, Quality Improvement, Audit, Publication, Academic Study
Surgery	13	Evidence Based Practice, Service Planning, Audit, Academic Study, Research, Quality Improvement, Protocol Development
Wirral Community Health and Care Trust	1	Research, Academic Study
Women's and Children's	3	Systematic Review, Protocol Development, Evidence Based Practice/Guidelines.



2. Training Delivery

Training	No. of Participants	Division/Trusts
Induction	227	2 nd Year UGs, Apprentices, Perceptors, F1 Students, International nurse, Nurses, WCHCT
Pop Up Event	33	Surgical Nurses
Finding the Evidence	87	Clinical Support, WCHCT, Surgery, Medicine and Acute, Women's and Children,
Computers for the Terrified	14	Surgery, Women and Children's, Medicine and Acute, Corporate, Clinical support
Academic Support	5	WCHCT, Nursing, Clinical Skills
Journal Club & Critical Appraisal	18	MSK Physio WCHCT, Clinical Support, Surgery

3. Surveys

Between April 2021 and March 2022 LKS assisted staff in the creation of thirty-eight bespoke surveys. This involved working with numerous staff and departments throughout the Trust, including Clinical Skills, Simulation, Nursing, Surgery, Corporate, Clinical Support, Medicine and Acute.

The surveys have focused on numerous areas but, they all aim to make improvements for either staff or patients.

Surveys have addressed matters such as educational provision for staff, students, and patients; Identification of clinical skills gaps; Review staff support services such as wellbeing services; Staff satisfaction and, most importantly direct patient contact to review patient experience & satisfaction.



APPENDIX C

(The following comments are just a snapshot taken from Impact Survey responses; Comments /Feedback cards and emails).

<p>"Thanks, and can I again express my thanks to the library for their support earlier in the year when we were putting our levobupivacaine guidance together. Thanks to their support we have written the guidance and also supported the drug use through the D&T panel, and it is now licensed for use in WUTH on patients who were nonresponsive to other treatments or are not suitable for a GA so thank you"</p>
<p>"I thought of letting you all know the excellent services I have always received from the library since the start of my career. I would especially like to mention Linda and Jenifer who has always been very helpful and supportive regardless of their own time constraints! A special note to Jackie who helped me to design a survey recently. I truly appreciate her guidance, help and time. Without her help I wouldn't have been able to do so. I am extremely grateful for the opportunity to work with you all."</p>
<p>"The library has been a fantastic resource for me while I have been studying for my degree over the past three years. Special mention to Jen who has been amazing when I have needed any help and guidance. Thank you " "All of the staff were lovely! The space is great, and the resources provided are very helpful. I really appreciated the variety of areas provided. LOVELY!"</p>
<p>The search was instrumental in allowing the staff to focus on aspects of the service and precipitated a service review with the hope of improving services once the findings are evaluated"</p>
<p>"We will be using the information gained to support the business case we are working on"</p>
<p>"Time saving. Provision of relevant literary resources"</p>
<p>"The service I got has helped me in an audit I am doing plus knowing all the evidence and presenting that information to the team probably will improve the service and help with future patient care."</p>
<p>"I didn't realise library staff had these specific knowledge and skills and I was so grateful for the advice and guidance Thank you"</p>
<p>"The search saved me and the team a lot of time and also provided us with clear evidence to support changes in our practice and development of a clear evidence-based business case. The MDT team involved in promoting rehab in critical care were extremely impressed with the report and its usefulness"</p>
<p>"This service was exceptional It was very efficient, and the results produced from the literature search were ideal and well presented. I feel very lucky to have been able to use such a valuable resource."</p>
<p>"Linda was very eager to help and had a wide knowledge range which has helped me with my work role and very confident to get back in touch if I require anymore help"</p>
<p>"This is the second time I have used the service in this year and will be utilising the service more and more as the information obtained is of a high quality and pulled from sources which are more wide ranging than my individual reading"</p>
<p>"I'm always impressed with the level of support we receive from the library services"</p>
<p>"Library and Knowledge Services "I would like a "shout out" for the fabulous LKS team – it's great to see the continuous changes to improve and make more comfortable the learning environments within the Trust, thank you. All team members are friendly and approachable."</p>
<p>"Annabel that is fantastic thanks so much I had no idea you would search wider than just the articles published in journals so that is so helpful! I'm sure our team will really benefit from accessing some of the resources you've found."</p>
<p>"I identified a gap in our service"</p>
<p>"Support I received from library, to accomplish my dream to do my masters, is amazing. I am on my final part of my masters I wouldn't have reached this far without their support."</p>
<p>"Service has developed guidance to support team and px care as well as development of more robust px service"</p>
<p>"Really brilliant service, I didn't know about best way to access and search resources or how to probably critical appraise the evidence base and keep my knowledge up to date along with colleagues"</p>
<p>"Initiated a service development review and cross working with A&E and cardiac services"</p>
<p>The session was really useful! Thank you for your time and kindly approach. It was really detailed"</p>



APPENDIX D.



LKS Strategy
Implementation Plan