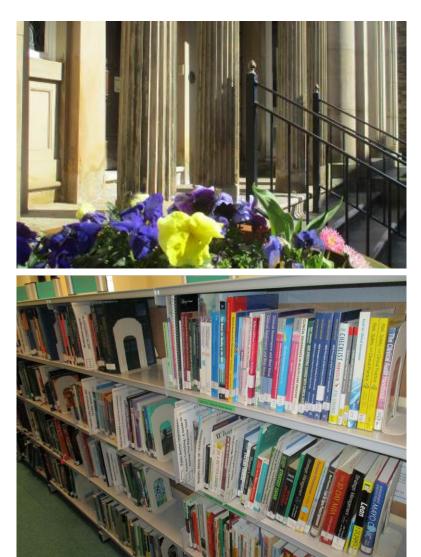# NHS

Bradford Teaching Hospitals
NHS Foundation Trust

Library and Knowledge Services Annual Report 2017/2018

Our People, Our Future
Together, putting Patients First

CONTENTS

INTRODUCTION

As a teaching hospital Bradford Teaching Hospitals NHS Foundation Trust works in partnership with local education providers and Health Education England to provide excellent clinical placements to medical students, nursing students, postgraduate doctors plus students on placement from a number of other courses and universities.

Knowledge, Library and Information Services is at the forefront of providing access to information and evidence in support of staff, students, volunteers and Public Health – City of Bradford Metropolitan District Council, Bradford City Clinical Commissioning Group, Bradford District Clinical Commissioning Group, Airedale, Wharfedale and Craven Clinical Commissioning Group. We provide access to journals and e-resources, books, study space, computers, leisure reading, health and wellbeing collection, printer/photocopier.

We deliver training on a whole range of information skills, including literature searching skills; how to use healthcare databases; how to use point of care tools; how to locate journal articles; how to find the evidence in support of:

- **General Interest and Personal Development**
- **Writing for Publication and Presentation**
- **Research or Assignment**
- **Education and Training**
- **Evidence Based Practice for Patient Care**
- **Service Management**
- **Up-to-date Protocols and Guidelines**

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We have:

- We have 22,183 catalogued items (Books, e-books, and various multimedia)
- 161 new books added to stock
- 8 Electronic databases by license or subscription
- 625 eBooks
- 24 hour access to a Computer Suite and Databases
- 24/7 access to library services
- 32 computers for library users
- Online journals
- Health and Wellbeing Collection
- Full text subject matter databases
- 2 self-service machines - You can borrow, renew, and return items using our self-service machines
- 2 networked printer/scanner/copier/fax
- Point of Care Resources – BMJ Best Practice and EBSCO DYNAMED PLUS
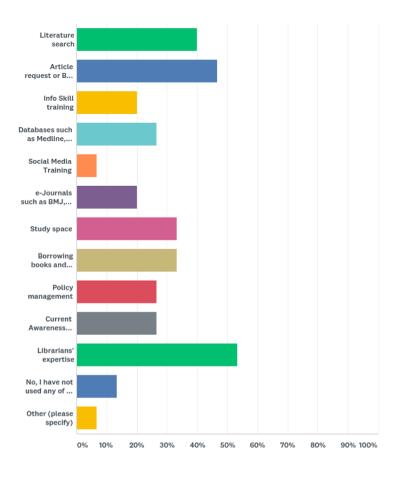- BMJ Learning Modules for CME/CPD

We offer:

- Article requests
- Literature searching
- Information skills training
- Current Awareness Bulletin Service
- Journals Club
- Library Inductions
- Research resources
- Self-service facilities
- Critical appraisal course and resources
- Social Media Training
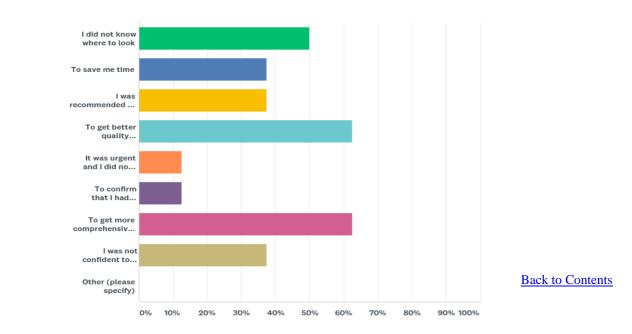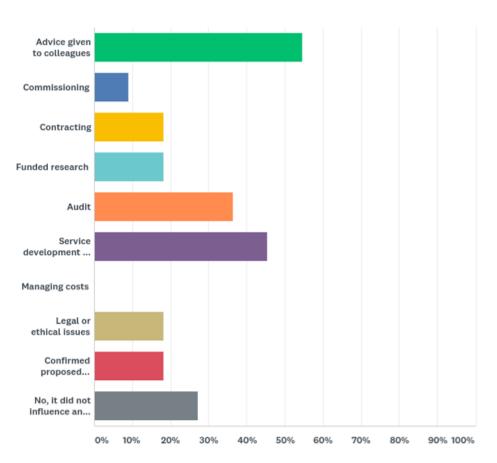- Printing and Photocopying

We conduct the survey annually to provide us with a snapshot of what our users think of the services we offer and what they use the information for and in particular, impact.

Q2 Have you used any of the Health library services or resources during the last 12 months?

Q4 I asked a librarian for help because... Please tick all relevant responses.

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Q6 Did the information you found influence any of the following?

Chart showing responses for Q6:
- Advice given to colleagues: ~55%
- Commissioning: ~8%
- Contracting: ~18%
- Funded research: ~18%
- Audit: ~37%
- Service development ...: ~45%
- Managing costs: 0%
- Legal or ethical issues: ~18%
- Confirmed proposed...: ~18%
- No, it did not influence an...: ~27%

Q9 Did the information you found have any IMPACT?

Chart showing responses for Q9:
- It confirmed my prior...: ~55%
- If refreshed my memory of...: ~45%
- I used it for course work ...: ~19%
- It satisfied my curiosity: ~55%
- I learned something new: ~55%
- I shared the information...: ~45%
- I used it for my research ...: ~45%
- I used it for teaching...: ~37%
- I used it for my CPD and...: ~63%
- No, it did not impact: 0%
- Other (please tell us more): 0%

Bradford & Airedale NHS Libraries are a collaboration of three NHS Library services, yet they exist within a much wider network of similar services both within and outside the NHS. Patch Library Services will continue to work within existing partnerships and to foster new partnerships for the benefit of our Library users. Collectively, these services comprise the libraries of:

- Airedale NHS Foundation Trust

- Bradford District Care NHS Foundation Trust

- Bradford Teaching Hospitals NHS Foundation Trust

Patch Library Services have a long history of cooperation and joint working, concentrating on the areas of:

- Current Awareness & Knowledge Services

- Marketing & Promotion

- Training

- Website & Electronic Resources

- User Consultation

- Collaboration & Cooperation

- Library Staff Development

- Document Supply

- Book and Multimedia Materials

Library Managers from each library meet 3 times per year and discuss any issues affecting signposting, mutual arrangements, any key legislation requirements (GDPR) and joint collaboration on projects.

The Knowledge and Library Services Lead works with senior colleagues and finance to plan an annual budget to meet the needs of the client base and the strategic aims of the service. Using costing data and usage statistics to inform the purchasing decisions ensuring value for money and best use of available resources to meet these needs.

Number of registered users	5453

Loans	6628

Stock

Total stock	22,183
New books added to stock	161
Number of e-books	625

Literature Searches:

Total number of mediated literature searches	207

*Purpose of literature searches

Clinical decision making (inc. patient care)	KM/ Management decision making	Patient info.: health & well being	Research/ Education / Professional Development	Other (general info)
120	59	4	101	7

*Purpose of Literature searches can be for multiple reasons

INDUCTION

Number of user education sessions delivered per year	65
Number of people receiving user education per year	683

PURPOSE OF INDUCTION

Clinical	KM/ Management	Patient info.: health & well being	Research/ Education / Professional Development	*Other
18	10	4	18	19

*Other – Social Media

Footfall	53118

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2017/18 has been an exceptionally busy year for the service with most KPIs having been exceeded on from any time in the service. These include article requests, literature searches, education and training, current awareness bulletins on offer. We are confident that the service can maintain this level of performance.

Literature Searches
Literature searches have increased by 22% on 2016/17. In 2016/17, we completed 170 lit searches. For 2017/18, this has increased to 207. The increase in lit searches has also had a knock on effect on the increase in article request.

Number of literature searches 2016/17	Number of literature searches 2017/18
170	207

Article requests have increased by over 200% from previous quarter.
For the whole of 2016/17, we obtained 428 articles. For 2017/18, the total is 1200 articles. This is an **increase of over 180%.** There are many reasons for this increase. The promotion of services; the drive to put knowledge services on the map; the increase in literature searches; the positive increase in our customer ethos; better reporting functions; our social media engagements…all these things and more have driven this success.

Information Skills Training:
In Q4, Info Skills training has increased by 38% on the previous quarter. In 2016/17, the library service delivered 22 Info Skills Sessions. In 2017/18, this increased to 119 sessions. This is an **increase of over 440%.** In 2016/17, the service had undergone some staff turnover and this impacted on what we could deliver. In 2017/18, we promoted our services much more broadly and this has resulted in much improved take up of services. In addition, we appointed to staff vacancies, including a new library manager and this new team have ensured that our KPIs have improved.

Current Awareness Bulletins
81 bulletins now offered, previously 28 (**increase of 189%)**
Uptake is high with over 740 new sign-ups. (**Increased by 23%** on previous quarter)
From these bulletins, staff will make request for articles or for further research so the return on investment is a positive one.

Policies Database
The library services looks after the administration of trust policies. This was done on FrontPage but a decision was taken to implement a new database with much improved functionality. The Web Manager was able to develop a pilot which was accepted in terms of CUI (Common User Interface) by the Medical Library staff.

To implement this:

- Meetings held with library team and Web Manger

- Training delivered to library team by Web Manager

- The proposal for the new database was taken to Trust Change Advisory Board who have to ratify changes that are global and it was approved

Improved search capability has enabled staff to find relevant policies more quickly. There are plans to make similar changes to the database of general library literature search and to develop a similar system for trust clinical guidelines.

"You said and we did".

During 2017, the library service proactively listened and engaged with its client database. We had been receiving the odd comments about opening hours and so we decided to consult more broadly. We produced a survey that went out to all staff in our global staff news and also library users on our mailing lists and in the library too. Our users indicated a mixture of responses, from more evening, early mornings and on weekends. The Trust listened carefully and we decided to go one step further and open 24/7! This has been a huge success. This is an increase from 41:30 hours per week to 93:30 inclusive of weekends. An increase of over 60%.

Library Footfall - Library Footfall has increased to **53118.** This is an **increase of 14%** on 2016/17.

Inductions and supporting trust initiatives

We believe it is very important to welcome new staff to the organization and to demonstrate what support is available to them from the KLS. We have therefore committed to attending all corporate induction events to showcase what is available from the Education Service as

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a whole as well as LKS. Providing this information at induction is reflected in the number of users and services provided.

This year, we have increased our inductions from 22 in 2016/17 to 65 in 2017/18. This is an increase of 195%. The number of users receiving induction has increased from 196 in 2016/17 to 683 in 2017/18. This is an **increase of 250%.** Staff have also supported careers events and Health and Wellbeing initiatives

Social Media Training (Twitter) - We became the first regional NHS library to offer social media training to staff. This has been a great success. Our success has been shared across the region and other libraries have followed our example and shared our resources. In February 2017 we had approximately 250 Twitter followers. We now have 668. In just over 12 months, we have increased this by **167%** which has benefits to promotion of services and services used. *This is new training.*

Patient Information Centre - A key element of LQAF is Library/knowledge services are

developed to support information provision for the patient and/or the public. In 2017/18 a number of training sessions were held with Volunteers working in the Patient Information Centre. This included demonstrating the many pathways available to locate information for patients, how to use OpenAthens and also finding information that is freely available via patient.co.uk and NHS Evidence. In addition, the Library Manager presented the success of the work the Library had done to Yorkshire and Humber Library Managers

Quality of Service
This is an excellent library service. We have increased our LQAF return to 97% from 96% previous.

Team and Individual Nominations 2017/18

The library service was nominated for Team of the Year and the manager received a nomination for Employee of the Month (February 2018).

In April 2017, the Library looked at how we could support and promote research that the Trust does. We promoted this in a number of ways. Library Manager met with Research Managers from the Bradford Institute of Health Research. We decided that -

- Library will produce a report in booklet format per month and send to divisions and other staff
- Library will make research publications booklet available to staff at induction time, this will showcase all the research that BIHR facilitates
- Library will revamp the "library services for researches" leaflet to include a statement on research, similar to what we posted in global below (we will continue to promote in global)
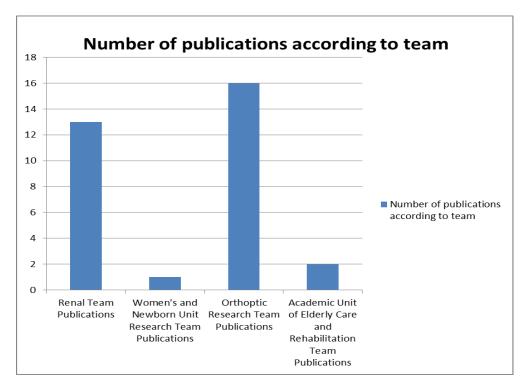
We also promoted this globally:

Global email promotion:
As part of our support for research and innovation, the Health Library collates a list of BTHFT staff publications to celebrate the good work being done by staff in the Trust and to demonstrate the volume of knowledge in our organisation. Staff publications can now be searched online in our library catalogue. Get your research noticed!

If you have published anything recently, or presented something at a conference and would like to see it added to the database, you can email details to medical.library@bthft.nhs.uk
For help getting the full-text to any of these articles please contact Health Library

We can showcase the research that is published by each team.

Number of publications according to team

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FOR IMPROVEMENT

- To increase usage of e-resources
- To implement librarian support to help researches
- To increase year on year our social media followers and promote our services using the online tools
- To increase or LQAF rating from 98%
- To work strategically with Patient Information Centre and staff to deliver on Patient and Public Information strategy
- To increase our membership by 20%
- To increase our OpenAthens membership by 20%
- To implement library and knowledge services in clinical areas and divisions
- To support all staff in their CPD activities, useful for revalidation, medical education, learning new skills and knowledge
- Further develop our relationship with Public Health to support public health work streams in Bradford
- Further develop our relationships with CCGs to support Clinical Commissioning Groups in Bradford and Airedale, Wharfedale and Craven Commissioning Groups.

CUSTOMER QUOTES

Thank you for sending this, I have just started to run a quarterly HCA forum for the HCA's working in general practice across Bradford so I can share any relevant information with them from these bulletin's" Quality Improvement Manager (Primary Care & Workforce)"

"Hi Abbas, Just an email to thank you for the session you gave to the trainee ACP's today. Your induction came across as a very warm, kind and helpful lecture. I have worked at Bradford for over 10 years and I never knew the library offered what it did. So, thanks again. "

"Good morning all, I just wanted to say a very big thank you to you all for your hard work over the last 2 days. The 5th year OSCE's were a great success & this is testament to all your hard work. Thanks again"

"I would definitely recommend this service. I would have really struggled without

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this timely, expert assistance. I really struggled with searching for "resilient leadership" within the context of healthcare and within midwifery. Thank you very much for this! "

"Now that the library is due to or is open after business hours definitely helps with study especially as doing my own research, I struggle to do this at home because of family."

"I think the library has a big role to play in helping specialty medical and surgical registrars who rotate through Bradford Royal Infirmary. Every specialty registrar is required to gain some research experience. However I fear that very few know about the services that libraries can offer. It may be worth liaising with HR to target/advertise library services around the common times that doctors at registrar level rotate into service at BRI. Usually this is October and April."

"I use the Library (Field House) more or less on a daily basis when I am here and find customer relations excellent with staff who go the 'extra mile' to help you whatever the inquiry. Both the staff and services are excellent." "The staff go above and beyond their role they are very professional helpful and polite"

"The access to the library is very easy and well sign posted, there are staff prior to entering the library room so you know where to go if you need help or if you can't find something, they are very friendly. Opening times are perfect for me, I am at work 8.30-5pm so I am able to go on my dinner period, when I was doing my NVQ which I have just completed I was able to access the library in my lessons also."
"I worked closely with the library when updating policies and clinical guidelines and found the support of the librarians invaluable."

"The information I found in the book which I borrowed helped me learn and with my NVQ."

"I need practical items to use with children who have phobia's and/or food aversion. As we don't have money to buy items I used the library to support my work. The knowledge of the staff has of the items I could possibly use, has helped 10

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fold. They have spent lots of time with me looking through stock and have taken a great interest in my work. I am able to plan and prepare more for sessions with my patients. With my prior knowledge and understanding of children I can differentiate the work I decide to do using the items from the library, therefore the individuals needs are met. The library has also bought in a book on my recommendation which many staff can now have access to."

"Several instances of updating awareness of evidence and/or guidance regarding specific management or treatment issues; some have confirmed my existing practice while others have updated my practice. Most of these instances affect small numbers of patients in specialised situations."

'The training provided was excellent. We went through the basics of using Twitter to gain more understanding of how we can use this social media app to represent the work we are doing in Quality Improvement. We would highly recommend it to teams that are not currently using Twitter. Great session!'

THANK YOU VERY MUCH FOR DOING ALL THIS. IT IS ENORMOUSLY APPRECIATED!! I HAVE BEEN TELLING MY COLLEAGUES ABOUT HOW EXCELLENT THE SERVICE PROVIDED BY YOUR DEPARTMENT IS. MAKES OUR WORK SO MUCH EASIER.

MARK PERRY, SENIOR RESEARCH FELLOW
ACADEMIC UNIT OF ELDERLY AND
REHABILITATION | BRADFORD INSTITUTE
FOR HEALTH RESEARCH

Abbas Bismillah
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