

Knowledge & Library Service Annual Report 2022-2023



2022 –23 has been a period of substantial change following the successful migration of the Knowledge & Library Service from Doncaster Council into Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust (DBTH) as part of the Education and Research Directorate. We have continued to work to support the Trust’s strategic objectives and wider local priorities as well as national priorities for NHS Library services. This report outlines our achievements and key priorities for the coming year.

Key achievements

- On 1 September 2022 the Knowledge & Library Service transferred from Doncaster Council into DBTH and the knowledge & library team has moved into DBTH through the Transfer of Undertakings (Protection of Employment) TUPE process.
- A Memorandum of Understanding has been agreed with Doncaster Council to continue the provision of recreational reading resources for patients, our people and learners.
- 303 colleagues trained on how to search or appraise the evidence.
- 115 evidence searches to support patient care, service development, research or managerial decision-making.
- Developed and delivered writing for publication workshops in collaboration with Parveen Ali, Professor of Nursing.
- DBTH volunteers have restarted the library ward trolley service providing recreational reading material to patients in partnership with Doncaster Council.
- One-click access to journal content through Browzine, Libkey and the new Knowledge & Library Hub enabling better return on investment for journal subscriptions.

The service continues to provide high quality Knowledge & Library Services aligned to the Trust’s 6 strategic objectives, True North and Breakthrough objectives to support the organisation to be “the safest Trust in England outstanding in all that we do”





Supporting colleagues working with patients to continue to develop accessible, high quality and responsive services

- 115 evidence searches were carried out including searches to support patient care e.g:
Use of Dexamethasone in acute paediatric asthma
CT Head Scanning in the Emergency Department
Blood sampling for patients on dialysis
Use of Sucrose for neonatal pain relief on postnatal ward
- 96 users have signed up to receive KnowledgeShare evidence updates of key new research on topics tailored to professional interests, we also carried out our first impact evaluation on the service.
- Continued to attend the maternity guidelines group and deliver evidence searches, comment on draft guidelines and provide referencing advice.
- DBTH volunteers have restarted the library ward trolley service providing recreational reading material to patients
- Single sign on has been enabled for the clinical decision support tool DynaMed in the Nervecentre Case Notes Stroke Pilot Project

We continued to evaluate the impact of our evidence searches

Implementation of Professional Nurse Advocate (PNA) role

“ *I've had to pitch to the board. I've had to justify my role and actually the evidence that you provided I've used in that presentation as my supporting background to why we need it. I think it's provided the spine of how I've done the presentations and how I've written our implementation strategy and our guidance; so I think it is the spine of the service development. Without that literature search, I don't know how I would have implemented the service to this point.* **”**

The Clinical Evidence Specialist was asked to find research looking at the cost effectiveness of the PNA approach / restorative clinical supervision, to support PNA service roll out at DBTH.

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

Jenny Hunt, Lead Professional Nurse Advocate, Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust

Photo by [Patty Brito](#) on [Unsplash](#)

We asked evidence search recipients what impact the information or knowledge gained had.

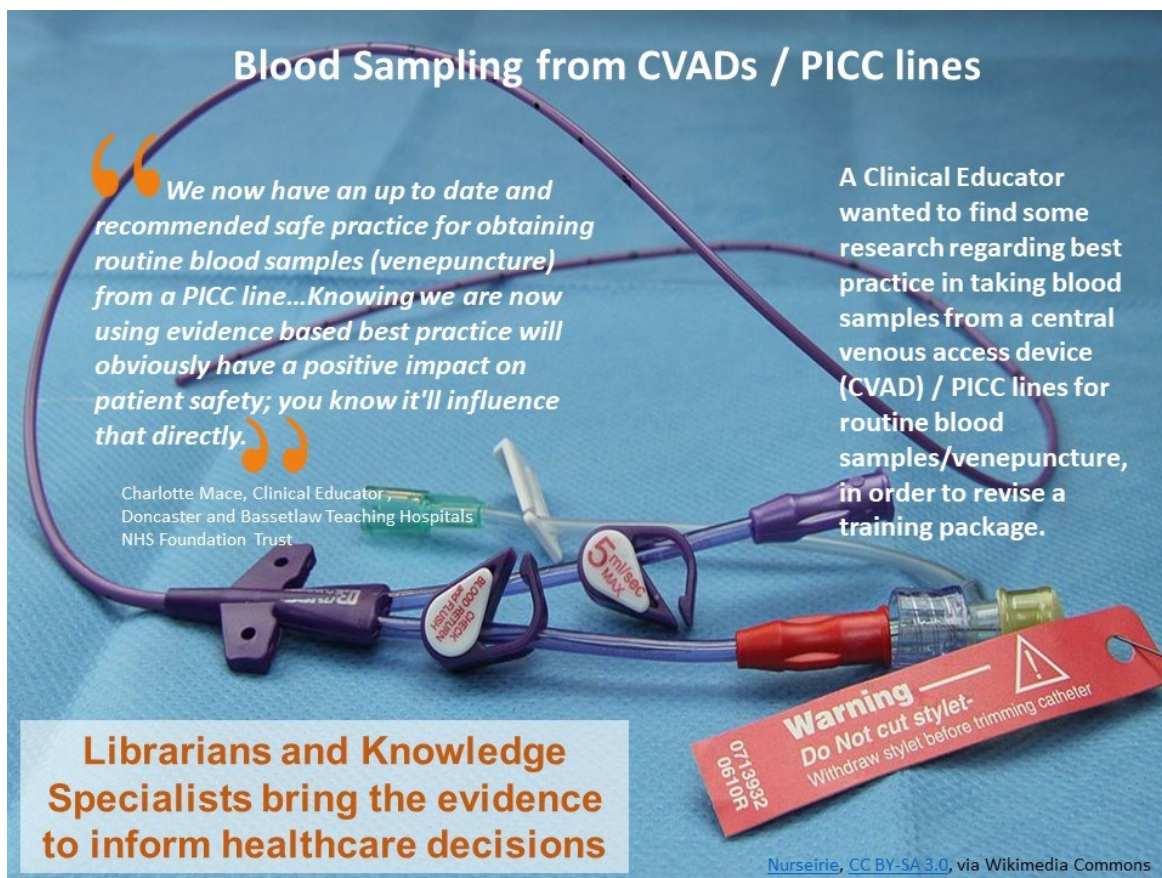
“The information received is now in Trust guidelines and Trust training. With a direct effect on improving patient care and patient safety”

“The literature search facilitated my journal club presentation to the regular doctor's CPD session”

“It is being used for a case report that will be sent for publication”

“The search supported the background literature for a research funding application”

“My colleague and I are currently writing a case report and will be sending these for publication. The search results saved us time and were obtained from a variety of sources which we would have found difficult to obtain had we researched ourselves”



Blood Sampling from CVADs / PICC lines

“We now have an up to date and recommended safe practice for obtaining routine blood samples (venepuncture) from a PICC line...Knowing we are now using evidence based best practice will obviously have a positive impact on patient safety; you know it'll influence that directly.”

Charlotte Mace, Clinical Educator
Doncaster and Bassetlaw Teaching Hospitals
NHS Foundation Trust

A Clinical Educator wanted to find some research regarding best practice in taking blood samples from a central venous access device (CVAD) / PICC lines for routine blood samples/venepuncture, in order to revise a training package.

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

Nurseirie, CC BY-SA 3.0, via Wikimedia Commons



Supporting the Trust in developing the skills, innovation and leadership of colleagues to provide quality, efficient and effective care

- Trained 303 colleagues on how to search or appraise the evidence base and make best use of our digital resources.
- Delivered group training sessions to A&E Certificate of Eligibility for Specialist Registration (CESR) trainees, Paediatric trainees, Physiotherapy research students, Advanced Clinical Practitioners (ACPs) and to Rotherham, Doncaster, & South Humber NHS Foundation Trust (RDaSH) doctors in training.
- Carried out physical or virtual inductions to new starters joining the organisation, each cohort of international nurses and pre-registration learners.

- Use of clinical decision support tools has seen a substantial increase in the number of searches carried out. In the last year searches on [DynaMed](#) have increased by 449% and searches on [BMJ Best Practice](#) have increased by 32%.
- NHS England (NHSE) formally Health Education England adopted [BrowZine](#) as the tool to access journal content. This provides one-click access to national and locally purchased journal content (by the Knowledge & Library Service). There has been an increase in full text downloads via BrowZine by 70%.
- Updated the door access system at DRI which enables 24/7 entry for colleagues and learners so that the library is on the Trust-wide access system. Work is in progress to roll this out at all sites.

Feedback following information skills training sessions:

“ The session cleared up so many questions that I had. I think facilitating such courses has such an impact on the care we deliver and teach to members of staff. If we can properly search for reliable evidence, we can deliver care that is evidence based, which can only improve practice overall.”

“Find relevant sources of information that otherwise would've been swallowed up by inappropriate searching! ”

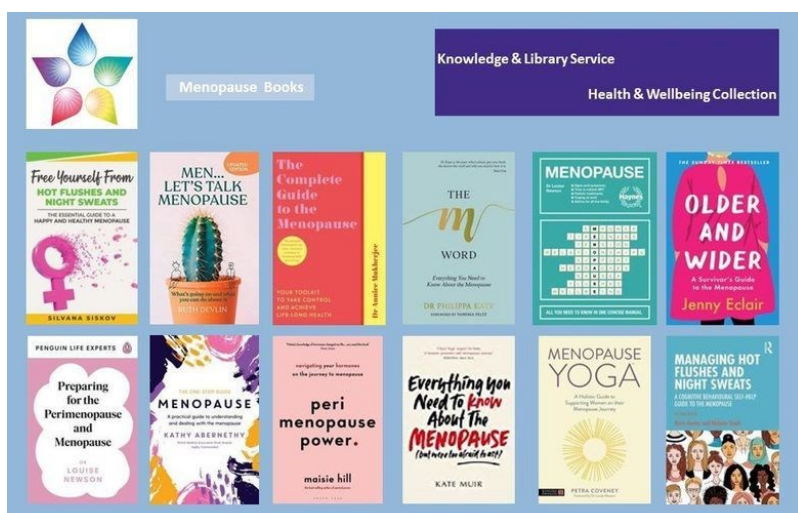
“This course will save me a lot of time when doing research on any database”

“I will be able to use the DBTH library services and will feel confident in being able to obtain up to date articles to support learning. I will be confident in performing a literature research and have the ability to find items I need easier.”



Supporting Health & Wellbeing for colleagues

- We have continued to support DBTH Wellbeing campaigns promoting Health & Wellbeing titles that support specific campaigns, promoting our uplifting resources and recreational reading offer.
- We supported the DBTH menopause campaign by joining the Health & Wellbeing team at all three sites



Supporting the Trust to ensure services are high performing

- Provided evidence to support development and review of guidelines, policies and pathways to teams such as maternity

- Continued membership of Education Package Governance Group responsible for approving and monitoring Education & Clinical Skills Packages. We provide evidence searches and referencing advice.



We will increase partnership working to benefit people and communities

- A Memorandum of Understanding has been agreed with Doncaster Council to continue the provision of recreational reading resources for patients, our people and learners.
- Continued to provide Knowledge & Library Services to RDASH.

Transgenerational inheritance of trauma related epigenetic changes in humans

The enquirer urgently required recent evidence about epigenetics, trauma and mental health. She was particularly interested in intergenerational and transgenerational inheritance of trauma related epigenetic changes in humans.

“This literature search has enabled me to begin working with TRS [Trauma and Resilience Service] and researchers to set up our own study in Rotherham to look at epigenetic changes related to trauma in our own population.”

Psychiatry Doctor
Rotherham, Doncaster & South Humber NHS Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

- We attended the RDASH research conference in November 2022 promoting Knowledge & Library Services.



- The service is working on a project with 19 NHS libraries across Yorkshire & the Humber to move to a regional Library Management System. This will be funded nationally by NHSE formally Health Education England and will go live in January 2024.



We will support the Trust in the development of enhanced community based services and self care

- Continue to promote the availability of our Health and Wellbeing Services, provided in partnership with Doncaster Libraries to staff and patients and also the public through the libraries across Doncaster.



Supporting the Trust in using methods, tools, data measurement, curiosity and an open mindset to make improvements in healthcare

- Support the trust to develop a culture of continuous improvement by enabling colleagues to access and use evidence and best practice through evidence searching, information skills training and evidence updates and bulletins.



This year we continued to deliver services to other organisations and looked for opportunities to maximise our financial sustainability.

- **Service Level Agreements**

We continue to have an agreement with RDaSH to provide library services.

- **Consortium Purchasing**

We have continued our subscriptions to Anatomy TV and OUP specialist handbooks as part of a health libraries consortia. Collaborative purchasing improves value for money and reduces duplication.

- **Better World Books**

We have set up an agreement with Better World Books to dispose of withdrawn book stock. Items are either sold, donated to charity or recycled.



Knowledge & Library Team News



Hello

We successfully recruited Rebecca Lunn as Knowledge Resources Specialist in February welcoming Rebecca to the team in April 2023.

Goodbye

Dave Ashbey, Knowledge & Information Officer left the service for pastures new in July 2022.

Sue Allinson, Knowledge & Library Assistant retired in August 2022.

Vacancies: 1 WTE Librarian post is vacant which went out to advert in May 2023.

National and Regional Projects: Member of regional Clinical Information Specialist Network, clinical librarian representative on HEE workforce development reference group, Northern Knowledgeshare Community of Practice, Yorkshire & Humber LMS Project Board and member of the Northern Lights Editorial Board

Colleague CPD: the team continue to develop their skills through training and networking opportunities. This year team members have attended courses including Refworks, Writing a research proposal, Artificial Intelligence in libraries, ChatGPT, OVID coaching day, Expert search training for NHS library staff, Fierce Conversations, Compassionate Leadership, Presenting Online, UX Research (user experience) and a Library Assistant Study Day.

We carried out our first evaluation of KnowledgeShare evidence updates.

Knowledge & Library Service

KnowledgeShare Impact 22/23

96 new users have joined KnowledgeShare this year



81% of users have used resources from evidence updates in their work



46% said evidence updates have improved the quality of patient care



62% of users said all or most of the evidence in the updates was new to them

Impact of evidence updates



"Provide quick access to the latest relevant research data – this may confirm that current practice is correct or suggest that a review of practice is needed. Both are important. There is potential for the updates to support a wider range of activities including audit, research and teaching
–Consultant Breast Surgeon

100%

Would recommend KnowledgeShare to a colleague.

I've been able to incorporate some of the evidence I've seen in to how I advise patients, it has improved my confidence in managing certain conditions.
–Physiotherapist

I read through this bulletin every single time. It has helped change practice on more than one occasion in the last year
–Consultant in Stroke Medicine

Up to date information led to a change in the reporting of transferrin saturation in females (following discussions with Haematology Consultants). Revised comment now issued with all reports.
–Consultant Biochemist



2023

By The Numbers

115

evidence searches

130

colleagues receive KnowledgeShare evidence updates

303

people trained

481

new library members

747

articles supplied

1267

information enquiries responded to by the team

1536

full text articles downloaded from Browzine

2302

book loans

5983

end user searches on Clinical Decision Support tools

15843

contacts with library users

Service Standards

We continually monitor, review and evaluate our service provision using the service standards outlined below:

- all searches will be completed within 10 working days, or by a date mutually agreed with the requestor

100% evidence searches completed within agreed timescales

- requests will be despatched within 2 working days of receipt
- 85% of requests will be supplied within 5 working days

100% requests were actioned in 2 working days of receipt

99% requests were supplied within 5 working days

- all general procedural and information-resource enquiries will be answered promptly
- enquiries that require more in-depth research and response will be answered initially, with a follow up response by a mutually agreed date between both parties

100% responses meet our enquiry standard

According to our impact evaluations:

100% would recommend our evidence search service to colleagues

100% rated our training sessions as good or excellent

Looking forward 2023-24

- Develop a new Knowledge & Library Service strategic framework aligned to the strategic direction of DBTH and complementing the new affiliated strategies including the People Strategy, the Research and Innovation Strategy, Quality Strategy as well as continuing to deliver on the education contract and national policy
- Review the infrastructure and resource needed to develop the service in line with NHS Knowledge & Library Services policy and to meet the requirements of Library Quality Improvement Outcomes Framework.
- Redevelopment of Leisure Library to incorporate multi-purpose Library IT room
- Transition to a new regional library management system
- Continue to be proactive and responsive in our delivery of clinical and outreach services to support the mobilisation of evidence and knowledge across the organisation.
- Evaluate and review our service provision regularly to identify opportunities to improve services. Continue to contribute to the national Knowledge for Healthcare Impact Case Studies database.
- Further develop and continue to promote the availability of resources to support the health and wellbeing of DBTH staff, patients and the public.
- Pilot randomised coffee trials to mobilise knowledge and evidence in the organisation.
- Carry out user and non-user consultation to inform the development of our service.
- Explore options for the potential modernisation of the library facilities at DRI in 2024/25.