

Annual Report for 1st April 2016 to 31st March 2017

HHLS Mission Statement:

Our knowledge services are an essential component of high quality evidence based healthcare vital to support education, for clinical and management decision making, and to make an important contribution to the patient experience.

Hampshire Healthcare Library Service (HHLS) is a service hosted by Southern Health NHS Foundation Trust (SHFT) providing services to SHFT and Hampshire Hospitals NHS Foundation (HHFT) along with additional provision to Wessex Public Health teams, Health Education England, and regional library support for OpenAthens and Link Resolver work.

The main highlights of the year 2016/17 are:



New library manager (Sam Burgess) following the retirement of Pauline Blagden and with grateful thanks to Jo Fabling and June White for acting up in the interim period.

Increased attendance at ward rounds and MDTs with staff supporting teams in palliative care, breast care, and postnatal care as well as continuing to support intensive care, neonatal, and paediatric teams.



The HHLS 2017/2020 strategy has been published with the Knowledge for Health strategy in mind, with particular focus on continuing to provide high quality, evidence based knowledge services delivered flexibly to meet the needs of an increasingly wide range of potential users whilst championing the importance of knowledge in delivering excellent healthcare.

Purchase of electronic resources through additional funding from the Wessex Deanery enables access to DynamedPlus and Medline Complete for both SHFT and HHFT staff.



The annual assessment using the Library Quality Assurance Framework (LQAF) was carried out and we are pleased to confirm that our compliance rate with the standards is 98%.

An almost immediate search can give us information which can direct patient care and make us far more informed when dealing with patients and speaking to parents. (Consultant Paediatrician)

1257

REASONS FOR A LITERATURE SEARCH

LITERATURE SEARCHES

Many searches are carried out for multiple reasons rather than for a single purpose, so our numbers add to slightly more than the total given. All examples below are taken from actual searches requested by our library users.

446

FOR PATIENT CARE

e.g. Risks and complications of labour for grand multiparous women and numbers of births in GM women.

293

FOR PROFESSIONAL DEVELOPMENT

e.g. Acceptance and Commitment Therapy (ACT) in Learning Disability patients with obsessive thoughts.

244

FOR PROJECT/RESEARCH

e.g. Would a standardised format for lesson plans support newly appointed inexperienced clinical trainers?

178

FOR ASSIGNMENTS

e.g. Key challenges for the next five years in terms of sourcing, selecting, developing, and retaining talent.

127

FOR POLICY/PROCEDURE

e.g. Should antibiotics be given prophylactically for minor wounds with underlying fractures?

114

FOR PRESENTATION/TEACHING

e.g. Can we live forever? Age at death and medical science in-roads towards 'curing' death; and ethics of extending healthy life or pro-longing illness.

57

FOR MANAGEMENT INFORMATION

e.g. Effect of community paramedic practitioners on emergency department admissions.

18

FOR PATIENT INFORMATION

e.g. Leaflets and information for bereaved families with relatives who died from cancer to give to families in counselling sessions.

2

FOR AUDITS

e.g. Cost of arterial blood gas analysis.

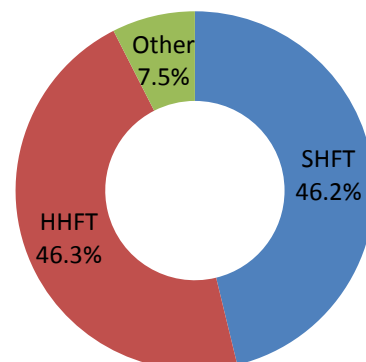
Literature searches are a key feature of service provision. For the year 2016/17, 1257 searches were requested; 33% of searches provided were for nurses/health visitors, 26% of searches were provided for consultants and doctors, and 19% were for AHPs, with the remaining 22% for all other categories of staff including managers and administrators.

The average turnaround time for providing the results of a literature search is 1.9 days; showing that we are able to provide information quickly for the benefit of our staff and patients.

Given that many requests for inter library loan documents are generated by our literature search services, we can also demonstrate that we supply documents within an average of two days. Breaking this down further, HMLS supplies 32% of requests the same day, and 83% of all requests within two days.

As demonstrated by the pie chart below, there is an even split between SHFT and HHFT when it comes to requesting searches; 'other' includes Health Education Wessex, the various local CCGs, and Hampshire County Council amongst others.

Searches by organisation



Activity levels:

The figures below show how loans and article provision varies year on year. The larger than expected drop in book loans for SHFT staff can be explained by the expected reduced footfall to the library at our Oxford site at Abell House as the premises are being managed ahead of a change in provider of NHS services.

The drop in articles provided to Other reveals that we have sent far fewer articles to other libraries as part of our collaborative work in sharing resources. This drop may be accounted for as other libraries have joined the scheme or may have increased their own journal provision and no longer need to source them from elsewhere. In addition there is a large drop in provision to Herts students as there are no longer students based at the Oxford site; along with the fact that we no longer actively promote services to local CCGs due to lack of service level agreements.

Figure 1: Books lent to library users:

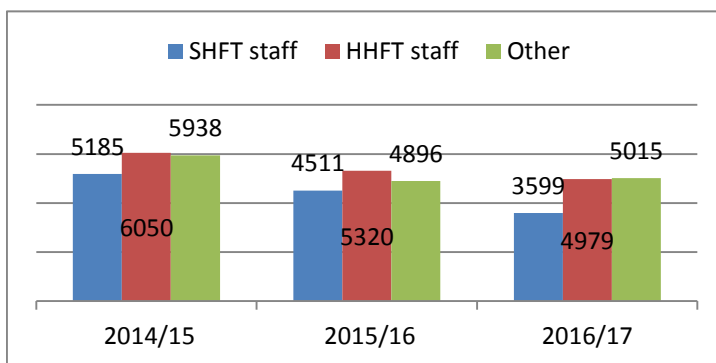
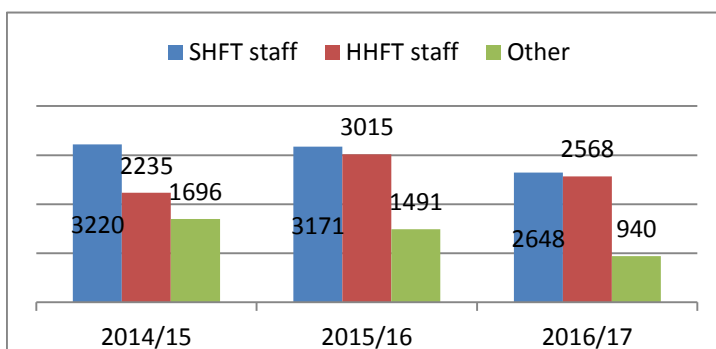


Figure 2: Articles provided to library users



HHLS IN NUMBERS

13510 Books Loaned

499 books withdrawn

1257 Literature Searches

154 training sessions

3505 Inter-Library Loans

5119 Downloads

18 LKS staff

Nine Libraries

In other news:

Library Resources:

- UpToDate has been cancelled due to increasing costs of the subscription.
- Access to Emerald journals, over and above what is already paid for, has been provided free of charge for one year to SHFT in order to gauge usage.
- DynaMedPlus and Medline Complete have been purchased for both SHFT and HHFT.
- The Mark Allen InterNurse journal collection has been purchased for SHFT staff; this also gives access for GP and practice staff in Hampshire.
- The CLIO ILLS system continues to work well for the team now that the pilot is complete.

HHLS staff continue to showcase library services in many ways:

- ✓ Marzena Szczepanska presented at a library conference in Poland.
- ✓ Deb Mills won a WOW! Award in July. (The WOW! Awards recognise outstanding customer service within HHFT.)
- ✓ Nat Gabe worked with colleagues from around the region to support training in talent management.
- ✓ Jo Fabling analysed conference feedback for a SHFT AHP conference.
- ✓ June White is training to be a Schwartz Round facilitator.
- ✓ Helen Williams provides support to the newly appointed National Clinical Sepsis lead.

Looking forward:

The key elements taken from the Business plan for 2017 are:

- Ensure library services reflect the needs of staff and students within SHFT and HHFT and that service is equitably provided.
- Increase visibility of library services and associated resources through promotion and enabling access.
- Establish mechanisms for collecting and responding to customer feedback; and to demonstrate our impact on those customers or their departments.

**...library team have been instrumental in helping me perform literature searches...with their help I can continue to undertake research and develop the department and thus improve patient care.
(Senior Respiratory Physiologist)**

**Sam Burgess
Library Service Manager
May 2017**