LIBRARY AND KNOWLEDGE SERVICE
Annual Report 2011-2012

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Brighton and Sussex NHS LKS is part of Brighton and Sussex University Hospitals NHS Trust
Introduction

The recent Department of Health report *Innovation, health and wealth* notes that NHS trusts have an excellent record when it comes to the development of new ideas, but are particularly bad at implementing and spreading these innovations more widely.

The report directs NHS organisations to "seek out and adopt best practice" and concludes that:

“Our ambition must be for an NHS defined by its success in the rapid adoption and diffusion of the best, transformative, most innovative ideas and clinical practice.”

The goal of the Brighton and Sussex NHS Library and Knowledge Service is to work hand-in-hand with local clinicians, managers and academics to ensure that staff and students have the skills and knowledge to translate innovative ideas into practice. In addition to providing access to journal articles, books, and exam preparation tools, our expert information specialists provide evidence to inform decision-making, teach research literacy and alert our members to key publications in their fields.

This year, our team has responded to the feedback of users and pushed ahead with improvements to the service, both small and large. We have piloted an extended service to general practice staff, extended our online resource provision and begun work to introduce self-service across our three libraries. Our health promotion role expanded to include work on the Brighton and Hove Information Prescriptions project and our medical students scored their satisfaction with library services at 100%.

Our annual report for 2011/12 presents key performance indicators, conveys the impact of the service in our members’ own words, and summarises major service developments of the past year.

Ben Skinner
Head of Library and Knowledge Services
August 2012

Influencing quality, innovation and productivity

A key aim of the Library and Knowledge Service is to improve local health services by providing staff with the evidence needed to raise quality and reduce costs. We believe that innovation drives improvement and that by integrating good practice from elsewhere and building on what works locally NHS staff can transform care in Brighton and Sussex.

1,712 members receiving tailor-made horizon-scanning updates

“These type of articles are very pertinent to my role as a clinical nurse specialist.”
- Clinical Nurse Specialist, Brighton and Sussex University Hospitals NHS Trust

“I am writing to thank you and to say I very much appreciate your emails. I never miss any of the articles that you send through as they are very pertinent to my line of work”
- Senior Manager, Surrey and Sussex Comprehensive Local Research Network

Expert information searches carried out for local organisations in 2011/12

“We have been examining the current state of community IV therapy services and realise that practices have become established for which there is no evidence. The results of this search will be used by the commissioners to challenge existing practice and to establish best practice.”
- Commissioner, NHS Brighton and Hove

“Your literature review informed our clinical team about possible side effects of a medicine that we were not hitherto aware of.”
- Consultant Psychiatrist, Sussex Partnership NHS Foundation Trust

In 2011/12 the Library and Knowledge Service provided evidence reviews to inform the work of...

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<thead>
<tr>
<th>Professionals</th>
<th>Number</th>
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<tbody>
<tr>
<td>Health Professionals</td>
<td>50</td>
</tr>
<tr>
<td>Nurses and Midwives</td>
<td>146</td>
</tr>
<tr>
<td>Doctors and Dentists</td>
<td>302</td>
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<tr>
<td>Managers and Administrators</td>
<td>95</td>
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<tr>
<td>Scientific and Technical Staff</td>
<td>22</td>
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“This will assist in the formulation of the benefits realisation process, which is an essential part of our business case.”
- 3Ts Programme Director, Brighton and Sussex University Hospitals NHS Trust

“A patient asked for my advice with respect to aspirin prevention of colon cancer, in light of the recent media story. With this review I am able to advise her according to the latest evidence. This question will continue to be asked by patients in coming years so will be useful for some time to come.”
- General Practitioner, NHS Brighton and Hove

“We devised a pathway avoiding hospital treatment when unnecessary.”
- Nurse Consultant, Sussex Community NHS Trust

Developments to information consultancy, horizon-scanning and knowledge sharing during 2011/12

- The Library and Knowledge Service received a national NHS innovation award for KnowledgeShare, our highly targeted and personalised horizon-scanning service.

- A new model was piloted to raise engagement with evidence-based decision-making in general practice by embedding one of our staff in several primary care teams. Requests for evidence from GPs increased by 92%.

- At BSUH NHS Trust the LKS worked closely with nurses and midwives to develop Essence of Care benchmarking tools and facilitate the sharing of good practice between wards.

- A new service was launched that compiles the tables of contents from relevant journals for staff in health promotion, public health, obstetrics and gynaecology, cancer, stroke and neonatology.

Improving the library user’s experience

One of the themes that emerged from our evaluation of user experience last year was the importance placed on our three libraries as inviting, accommodating spaces for study and office work. The library collections are also highly valued and include an increasingly diverse selection of print and electronic information resources, as well as health promotion materials and educational tools.

11,968

topic hits for the evidence-based summaries in UpToDate (up from 6,840 in 2010)

“Thank you for your brilliant collection of books and especially for the subscription to OnExamination, without which passing MRCP 1 would not have been possible.”
- Clinical Fellow, Brighton and Sussex University Hospitals NHS Trust

“I have had a look at BMJ Best Practice and it looks good. I think I will use it!”
- General Practitioner, NHS Brighton and Hove
10 most used electronic books

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<tr>
<th>Rank</th>
<th>Title</th>
<th>Author(s)</th>
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<tbody>
<tr>
<td>1</td>
<td>Royal Marsden Manual of Clinical Nursing</td>
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<tr>
<td>2</td>
<td>Nelson Textbook of Pediatrics</td>
<td></td>
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<td>3</td>
<td>Ophthalmology</td>
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<td>4</td>
<td>Campbell-Walsh Urology</td>
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<tr>
<td>5</td>
<td>Cohen &amp; Powderly Infectious Diseases</td>
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<td>6</td>
<td>Principles and Practice of Infectious Diseases</td>
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<tr>
<td>7</td>
<td>Brenner &amp; Rector's The Kidney</td>
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<tr>
<td>8</td>
<td>Color Atlas of Immunology</td>
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<tr>
<td>9</td>
<td>Oxford Handbook of General Practice</td>
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<tr>
<td>10</td>
<td>Sleisenger &amp; Fordtran's Gastrointestinal and Liver Disease</td>
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“Brilliant facilities; they have all the books you need. If you need help with finding journals, they email them to you the same day!”
- Year 5 Medical Student, Brighton and Sussex Medical School

3,279
books purchased for the libraries in 2011/12

“I must say that I've never had such a helpful service from a library as I have had from the staff at the Princess Royal Hospital Library”
- Clinical Psychologist, Sussex Community NHS Trust

Developments to improve our user experience during 2011/12

- Our analysis of BSMS online resources showed that usage of these resources has increased from previous years, with online journal subscriptions provided by the LKS particularly well used.
- Profiles of all computers at the RSCH and PRH libraries were rebuilt allowing faster access and fewer login problems.
- Following a trial of ClinicalSkills.net the LKS made available this online nursing resource whose illustrated clinical procedures have proved very popular with students and nurses of all levels.
- A subscription to BMJ Case Reports has enabled our users to view case reports as well as to submit their own. Seven cases were submitted by BSUHT doctors during 2011, with four being accepted.
- Following requests for additional study space at the RSCH Library, a new four-person study carrel was purchased and has been heavily used.
- We made accessing our e-books collection easier by moving over to NHS Athens authentication.
- A collection of Brain Science e-books and the online Drugs and Therapeutics Bulletin were some of the new electronic resources purchased, with usage increasing throughout the year.

36,374
visits to the library website in 2011/12
Working in partnership

By collaborating closely with local, regional and national partners the LKS ensures that the services we provide change and evolve to meet the needs of our users. We are also able to inform and influence the NHS and Higher Education organisations with whom we work in relation to their research activity, their use of information resources, and their engagement with evidence-based decision-making.

We are able to provide a better service thanks to our close ties to NHS library and knowledge services across Kent, Surrey and Sussex.

Developments to partnership working during 2011/12

- This year, we worked with NHS LKS managers to produce a Sussex-wide offer to commissioners and their support organisations. This took the form of a prospectus, which has been used to raise awareness of NHS library and knowledge services nationally.

- In partnership with NHS PCC and the South East Coast Quality Observatory, the LKS launched a national enquiry service for commissioners. We engaged NHS LKS staff from across England to join a team of information experts made accessible via the NHS Commissioning Zone website.

- The LKS joined other services across Sussex to produce a Library and Knowledge Service Strategy for Sussex Partnership NHS Foundation Trust. This strategy addresses the unique needs of SPFT, such as the need for increased electronic resource provision and distance learning due to the dispersed nature of the Trust.

- A high level of engagement with Brighton and Sussex Medical School continued, with the LKS successfully advocating for the establishment of an Open Access research fund.

- The BSMS Library Team collaborated with the Universities of Sussex and Brighton in the development of SABRE, a cross-organisational library catalogue (http://sabre.sussex.ac.uk).

- The Head of Library and Knowledge Services chaired the Kent, Surrey and Sussex LKS Searching and Training Forum and led on the standardisation of searching and training documentation across the region. Our staff remained actively involved in all KSS LKS groups.

- Through membership of the NHS Brighton and Hove Clinical Education and Training Committee we were able to collaborate on the development of an education strategy for primary care.

- An MA Information Studies student from the University of Brighton joined the LKS on placement and wrote his dissertation on the feasibility of RFID implementation in health care libraries.

Local and regional groups joined by LKS staff in 2011/12

- Clinical Education and Training Committee - NHS Brighton & Hove
- Safety and Quality Board - BSUHT
- Professional Issues Management Meeting - BSUHT
- Marketing and Communications Group - KSS LKS
- Health Promotion Campaigns Group - NHS Brighton & Hove
- Information Prescriptions Steering Group - NHS Brighton & Hove
- Cancer Information Prescriptions Steering Group - BSUHT
Improving the patient’s experience

The LKS team works to improve the lives of patients and the public through involvement in health promotion, patient education and patient engagement. 2011/12 saw the team expanding its impact on patient experience in both acute and primary care.

500
patient information leaflets developed in-house at BSUH NHS Trust with LKS assistance

“We pass the information you send us on to health professionals, pharmacies, disabled groups, ethnic groups, community teams and employers. Your models are used to focus the content of our talks and events. Cancer prevention, early detection and symptom recognition are difficult subjects to convey but with the literature and models you provide our job is made more effective.”
- Cancer Prevention Team Member, Sussex Community NHS Trust

“We managed to get funding for our patient from the PCT as a result of your search. Thank you.”
- Specialist Registrar, Brighton and Sussex University Hospitals NHS Trust

Developments in patient information provision during 2011/12

- The LKS was funded to manage and develop the Information Prescriptions project set up by NHS Brighton and Hove. This has involved working with IT and council staff to create a local IP website for members of the public and primary care clinicians.

- Our staff sit on the Sussex Cancer Network Information Prescriptions steering group and upload locally created BSUHT cancer patient information leaflets to the NHS Choices website.

- Our Hospital Our History, an audio archive of interviews with staff and volunteers from local hospitals, was developed as part of the new LKS website. This is the result of a collaboration with researchers at the University of Sussex and can be found at www.bsuh.nhs.uk/ohoh

- We have been part of a Heritage Lottery Fund application by BSUHT to create a heritage space at the Royal Sussex County Hospital. The LKS continues to hold a collection of Trust archive materials which has formed part of the Our Hospital, Our History research.

Welcome to Our Hospital Our History

The Our Hospital, Our History project (016408) is an audio archive that brings to life the memories of staff and volunteers from hospitals in Brighton & Hove and Mid-Sussex. Recounting the past in their own voices the participants give unique insights into healthcare over the past 50 years.

To access the interviews please click on any of the photos below. Click here to read more about the project.

“Our Hospital, Our History is fantastic, a really super resource and beautifully put together.”
- Associate Director, Brighton and Sussex University Hospitals NHS Trust
Contributing to workforce development

Time spent on education is time spent improving the quality of patient care. Through our wide-ranging teaching programme, the LKS ensures that doctors, nurses, health professionals and non-clinical staff have the skills to make evidence-based decisions, to innovate and develop services, to educate others, and to progress through their careers.

1,895
LKS members took up opportunities to improve their information skills in 2011/12

“I feel better able to assess research for my specialty and may consider carrying out some basic research in my area. I feel that I will use more evidence-based literature in my practice.”
- Senior Podiatrist, Sussex Community Trust

Most popular LKS teaching sessions in 2011/12

“I recently found out that I have been awarded a Merit for my MSc Public Health dissertation which focused on supporting carers in primary care. Thank you for the advice that you provided me earlier this year. Without your help I don’t think I would have been so successful.”
- Health Improvement Manager, NHS East Sussex Downs and Weald

“I have increased confidence in debating quality of evidence with multidisciplinary colleagues”
- Senior Sister – Practice Development, Brighton and Sussex University Hospitals NHS Trust

1,018
staff and students introduced to our services during 67 induction sessions

“This will be ongoing useful information throughout my career”
- Foundation Year 2, NHS East Sussex Downs and Weald

“This training will help in applying for a small research opportunity within my work”
- Occupational Therapist, Sussex Community NHS Trust

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Attendance at LKS teaching in 2011/12 by organisation

Developments in our information skills teaching during 2011/12

- The BSMS Learning Technologist launched an e-learning blog and regular updates for BSMS staff, including LKS staff. Seminars showcasing available learning technologies were developed and delivered as part of this programme.

- Our Information Skills Trainer joined the BSUHT Academic Trainees’ journal club and begun regular attendance at the BSUHT Nursing and Midwifery journal club.

- The LKS team worked collaboratively to improve the quality of our teaching and began to develop methodologies to standardise the provision of education across the service.

- The number of Local Faculty Groups served by LKS staff increased further in 2011/12. The LKS team now attends or produces reports for 27 LFGs at BSUHT and one at SPFT.

Support for students

Medical, nursing and health professional students are some of the heaviest users of our libraries thanks to the close partnership between BSUHT and the local universities. The LKS manages the Brighton and Sussex Medical School (BSMS) Library Service, including provision of library resources and information skills teaching to BSMS staff and students based on the Falmer campuses.

100% medical student satisfaction with BSMS libraries according to the National Student Survey

“PRH has a great 24 hour library and computers. Fantastic”

“Brilliant facilities have all the books you need”

- Year 5 Medical Students, Brighton and Sussex Medical School

6649 uses by medical students of our subscription to BMJ Best Practice
“It was great to learn more from you about research methods, and how to read scientific papers, which is very useful for a career in medicine and research”  
- Year 4 Medical Student, Brighton and Sussex Medical School

Developments in student support during 2011/12

- The School of Nursing and Midwifery study skills session was revamped for the February intake to include finding electronic journals with an NHS Athens account. This increased the students' satisfaction from previous sessions and 80% rated its usefulness as 8 or more out of 10.

- The Mobile Medical Education (MoMEd) project saw medical students moving from Personal Digital Assistants to smartphones, with a pilot group using carefully selected key resources on their iPhones. The Medical School Librarian, with colleagues from the MoMEd team, provided training on using mobile devices to access information resources in the clinical setting.

- The BSMS Learning Technologist developed and launched six online tutorials for Year 5 students. An additional learning resource, an introduction to the Liverpool Care Pathway, was developed with the Palliative Care team for Year 4 medical students.

- The Clinical and Professional Online Skills module for Year 5 medical students was accessed 457,000 times. The BSMS Library Team has been contributing to plans to develop this module, currently delivered via the virtual learning environment, into a web-based resource.

- Year 1 and 2 medical students took up training opportunities offered by the BSMS Library Team to learn how to use Endnote to manage information more effectively.

Evaluating and investing in the Library and Knowledge Service

The continuing success of the Library and Knowledge Service is down to its dedicated team of 23 staff who work across three NHS and two university sites to provide a highly valued library experience. As resources diminish the LKS must join colleagues across the NHS in doing more for less; continuing to demonstrate impact while delivering a cost-effective service.

Funding of the service comes from

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<tr>
<th>Brighton and Sussex University Hospitals NHS Trust</th>
<th>Sussex Partnership NHS Foundation Trust</th>
<th>University of Brighton School of Nursing and Midwifery</th>
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<tr>
<td>Kent, Surrey and Sussex Deanery</td>
<td>Brighton and Sussex Medical School</td>
<td>University of Southampton</td>
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<tr>
<td>South East Coast Health Policy Support Unit</td>
<td>NHS Brighton and Hove</td>
<td>NHS East Sussex Downs and Weald</td>
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“In my 7 years in the NHS, I have never seen a library service as good as yours.”  
- Higher Specialist Trainee, Brighton and Sussex University Hospitals NHS Trust

£933,800  
annual budget provided by the above organisations and LKS income generation
“Well done on all your achievements in 2011 and for your excellent service”
- Consultant Community Paediatrician, Sussex Community NHS Trust

“Thank you and your colleagues for all your generous assistance and kindness over the past few years. You really are amazing.”
- Staff Nurse, Brighton and Sussex University Hospitals NHS Trust

Developments to the Library and Knowledge Service in 2011/12

- Since the opening of the library at Mill View Hospital the LKS has been providing a service to Sussex Partnership Foundation NHS Trust without a formalised service level agreement. This year we signed an SLA with the Trust, guaranteeing ongoing LKS support for mental health staff.

- The BSMS Library team conducted a survey of medical students to find out about their usage of, and satisfaction with, the libraries at the University of Brighton and University of Sussex.

- This year, in order to ensure that we practice what we preach, the team set up its own journal club at which LKS staff take it in turns to present papers on recent developments in our field.

- To further support the ongoing development of our own staff, we have introduced a bi-annual LKS Development Forum. We use this to meet as a whole LKS team, learn from each other, refresh our skills and discuss forthcoming developments to the service.

- In order to improve our service to SPFT we increased the number of library assistant and senior library assistant hours at Mill View Hospital. This extends staffed hours at the library and frees up our Mental Health Specialist Librarian to work more extensively on service improvement.

- The LKS improved its promotional materials and documentation this year by developing a house style and a new logo and strap line.

- A request from last year’s survey was to allow 24-hour borrowing at the RSCH Library. With this in mind, as well to improve the security of stock and increase staff flexibility, we have successfully bid to introduce Radio-Frequency ID technology across our three libraries. This will enable self-checkout at any time of the day or night and will be implemented during 2012/13.

Non-pay expenditure 2011/12