Showcasing the Impact of Health Libraries in England

Jenny Turner
Head of Library Services
East Sussex Healthcare NHS Trust

Dominic Gilroy
NHS LKS Development Manager
Healthcare Libraries Unit North - HEE

Developing people for health and healthcare
www.hee.nhs.uk
Using impact evidence

This presentation covers:

• What local NHS library and knowledge services do with their impact data
• How impact data is collated centrally by HEE
• What HEE LKS Library Leads do with the impact data nationally
Local use of Impact Data

‘The results from your search stopped us putting indwelling catheters into every patient helping us save £1,995 per patient and improving their care.’
Take a look at our @UHCWLibrary Impact Case Study 1: Laser retinopexy for retinal breaks! It highlights the value of having an embedded information specialist in the clinical setting! Well done Anna! #HEElks #library #NHS #Ophthalmology #UHCW #evidencebased #ebm
Local use of Impact Data

Annual Report
2016-2017

Impact

The Illingworth Library is required to provide evidence for the Library Quality Assurance Framework (LQAF) on impact of library services.

"Evidence that a variety of methods are used to systematically gather information about the impact of library/knowledge services and that the information that has been gathered has been used to demonstrate the impact of services." (Standard 1.3 LQAF)

IMPACT

The influence of libraries and their services on individuals and/or on society. The difference or change in an individual or group resulting from the contact with library services. (Impact Toolkit, Knowledge for Healthcare)

Below are some examples of feedback from our users on the value and impact of literature searches that we have done for them.

- Information used to compile a case report to submit for publication in a journal
- Information will be used for evidence-based document of psychological interventions within Tier 4 services
- Established an audit
- Led to development of a treatment
- Saved me time to update the guideline quickly & effectively for use within the trust which will inform staff
- Used to prepare an IFR request for funding
How information, knowledge or skills gained have been or planned to be used

How the information, knowledge or skills gained helped

- Confirm prior knowledge or refresh my memory: 47.37%
- Gain new knowledge: 100%
- Generate new ideas: 73.68%
- Update skills: 47.37%
- Gain new skills: 36.84%
- Improve my confidence: 36.84%
- Save my time: 68.42%
Useful discussion points when visiting teams in the Trust

Promotional tailored emails to specific staff

Use in presentations e.g. at our Trust’s leadership welcome day

Meeting with exec members, decision makers and senior staff
National use of Impact Data

To which impacts did LKS contribute?

- Contributed to personal or professional...: Had an immediate contribution
- More informed decision making: Had an immediate contribution
- Improved the quality of patient care: Had an immediate contribution, Probable future contribution
- Contributed to service development or...: Had an immediate contribution
- Facilitated collaborative working: Had an immediate contribution
- Reduced risk or improved safety: Had an immediate contribution
- Saved money or contributed to financial...: Had an immediate contribution
- None of the above: Probable future contribution

[Bar chart showing the distribution of contributions]
Which impacts did the LKS contribute to

- None of the above
- Contributed to personal or professional development
- Facilitated collaborative working
- Contributed to service development or delivery
- More informed decision making
- Saved money or contributed to financial effectiveness
- Improved the quality of patient care
- Reduced risk or improved safety

- Had an immediate contribution
- Probable future contribution
National use of Impact Data

An evidence base for cost reduction in procurement

The clinical librarian is a member of the Product Selection Committee where the purchasing of clinical products is discussed providing live searches during the discussions. Quality, safety and patient experience are very important and the work ensures that any changes are based on the latest evidence. The group is also tasked with identifying time-management efficiencies and opportunities for cost reductions achieving savings of £1.9 million during 2015/16.

“The clinical librarian is an essential part of this. I would recommend that all change management committees consider including a member of staff from the Library and Knowledge Service in their meetings.”

Clinical Procurement Manager
Brighton and Sussex University Hospitals NHS Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions
National use of Impact Data
An evidence base for cost reduction in procurement

The clinical librarian is a member of the Product Selection Committee where the purchasing of clinical products is discussed providing live searches during the discussions. Quality, safety and patient experience are very important and the work ensures that any changes are based on the latest evidence. The group is also tasked with identifying time-management efficiencies and opportunities for cost reductions achieving savings of £1.9 million during 2015/16.

“The clinical librarian is an essential part of this. I would recommend that all change management committees consider including a member of staff from the Library and Knowledge Service in their meetings.”

Clinical Procurement Manager
Brighton and Sussex University Hospitals NHS Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions

#AMillionDecisions
www.hee.nhs.uk/lks
British Obesity & Metabolic Surgery Society (BOMSS) guidelines

The National BOMSS Working Group approached library staff at Leeds Teaching Hospitals to undertake an evidence review to inform work being undertaken to update the national BOMSS Guidelines.

Using the experience and expertise of the librarian took the burden of searching away from the working group, saving them time and effort.

"It saved me a HUGE amount of time. It was also reassuring to know that a comprehensive literature search had been undertaken by someone much more skilled in this than me."

Mary O’Kane, Consultant Dietitian, working with library staff at The Leeds Teaching Hospitals NHS Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions
I am currently working with CCGs and other key partners in Nottinghamshire on re-shaping services and access to evidence. To support discussions, I have used some of the impact case studies.

These have been very well received and I think will help us to come to a positive outcome for access to evidence, particularly in commissioning, in Nottinghamshire.

Ruth Carlyle
Head of Library and Knowledge Services, HEE Midlands and East
The NHS invests £50m a year in NHS library and knowledge services in England.... Data is great but a story is powerful beyond any graph or table. It is absolutely vital to have impact stories to-hand, in our back pocket, ready to tell...