



**George Eliot Hospital South Warwickshire**

NHS Trust

NHS Foundation Trust



Annual Report 2021-2022



**2082**  
ITEMS  
BORROWED  
OR RENEWED

**2** LIBRARIES MERGED  
**1** JOINT  
GEH/SWFT  
KNOWLEDGE &  
LIBRARY  
SERVICE  
INTO

Patient Information  
leaflets published

**46**

**ONE**

RFID self-issue  
machine installed at  
SWFT Library

**253**

USERS  
RECEIVED  
TRAINING



**2021-22**



# ANNUAL REPORT KNOWLEDGE & LIBRARY SERVICES

**97%**

Of users surveyed  
**WOULD recommend**  
Knowledge & Library  
Services

**OCTOBER**

Knowledge & Library Hub  
launched online

**2** Staff completed  
Q&A programme

EVIDENCE  
LITERATURE  
SEARCHES

**262**

**Books read by  
the Well-being  
Reading Group**

*including 2 virtual  
author visits*

**11**

**570**

KNOWLEDGESHARE  
USERS RECEIVING  
CURRENT  
AWARENESS  
BULLETINS

## Contents

1. Introduction.....	4
Executive summary .....	4
2. The new joint Knowledge and Library Service .....	5
3. Quality and Improvement Outcomes Framework .....	7
3. Mobilising evidence and knowledge .....	9
3.1 Training.....	9
3.2 Literature searches .....	10
3.3 Current awareness.....	11
4. Quality and impact.....	12
4.1 User survey.....	12
Case Study: Review of the evidence for clinical skills .....	14
5 Health literacy and patient information.....	15
5.1 Patient Information .....	15
5.2 Health Literacy .....	15
5.3 Wellbeing and facilities.....	17
6. Quick and easy access to knowledge resources .....	19
6.1 Books .....	19
6.2 Journals .....	19
6.3 Knowledge and Library Hub.....	20
6.4 Knowledge Mobilisation .....	20
7. Developing the right knowledge service workforce.....	21
8. Optimising investment in knowledge services .....	22
9. Looking ahead .....	22
10. Conclusion.....	23
11. References and Bibliography.....	24

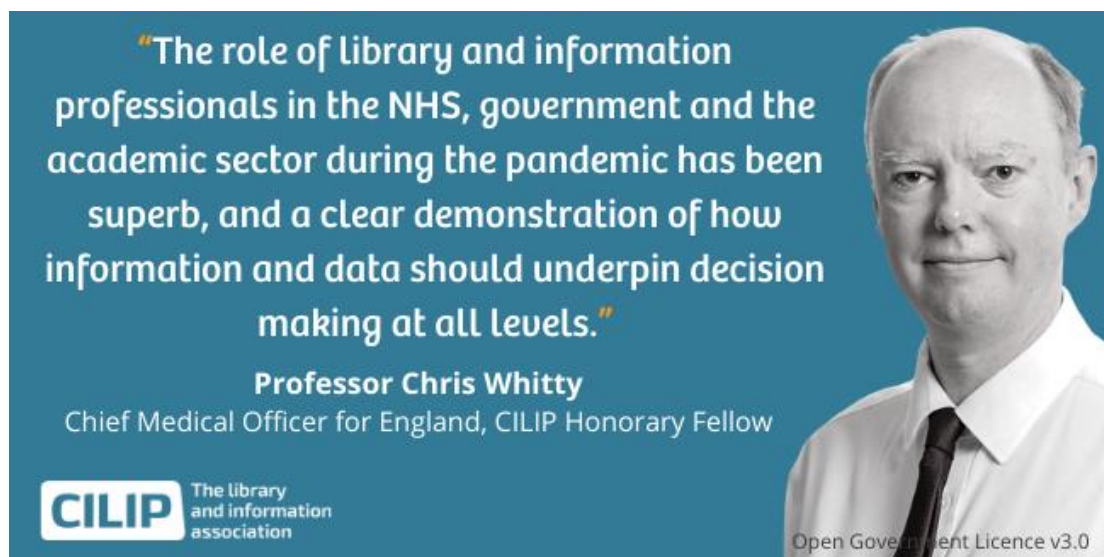
## Executive summary

- The new joint Knowledge and Library Service (KLS) for George Eliot Hospital NHS Trust (GEH) and South Warwickshire NHS Foundation Trust (SWFT) started in October 2021.
- Both Trusts made their first submissions against the *Quality and Improvement Outcomes Framework* in September 2021 with reports being received in April 2022.
- We implemented our vision: Connecting YOU with the right information to learn, develop, innovate and research.
- New developments this year include *Medline with Full Text Journals* and RFID at SWFT.
- Future developments include a joint KLS Strategy and a group study pod at SWFT.

## 1. Introduction

In October 2021 the Library Services of George Eliot Hospital NHS Trust (GEH) and South Warwickshire NHS Foundation Trust (SWFT) joined to become a single Knowledge and Library Service (KLS) across the two Trusts.

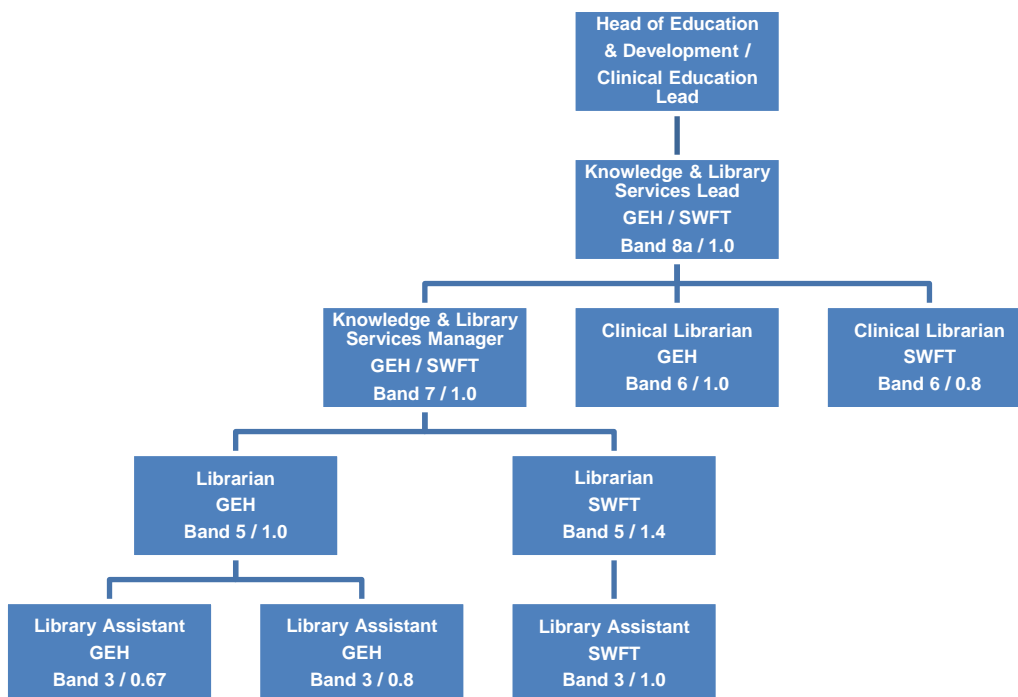
Our vision is: “**Connecting YOU with the right information to learn, develop, innovate and research**”, and this report will show in detail how we have achieved that. We continue to support the GEH’s *Education Strategy* (George Eliot Hospital NHS Trust 2021) and *People and Education Priorities* (George Eliot Hospital NHS Trust 2020), and Health Education England’s (HEE) *Knowledge for healthcare: Mobilising evidence; sharing knowledge; improving outcomes: A strategic framework for NHS Knowledge and Library Services in England 2021-2026* (Health Education England 2021). This report will also show how the KLS is supporting the GEH 10 Point Plan (George Eliot Hospital 2019) and SWFT’s objectives (South Warwickshire NHS Foundation Trust 2022).



## 2. The new joint Knowledge and Library Service

In February 2020, a HEE Library and Knowledge Service Quality Visit report into SWFT recommended a Foundation- wide review of Library and Knowledge Services. This led to SWFT approaching GEH about establishing a joint service. The Covid-19 pandemic delayed matters, but after a few months of negotiation and discussion a new joint Knowledge and Library Service was agreed. This started on 1<sup>st</sup> October 2021 with a joint Knowledge and Library Services Lead for both Trusts.

See joint structure below.



The new joint structure commenced on 1<sup>st</sup> October 2021 and vacancies have been recruited to. Recruitment to the Knowledge and Library Services Manager post is in process.



Gertie Nic Philib  
@gertienicphilib

...

Replying to @GEHSWFTLibrary

Great to see this innovation and collaboration across out two great Trusts!! Looking forward to seeing great things 😊👍

@GEHNHSnews @GehMedEd @GEHPeopleDev  
@rebecca\_khanna @DavidEltringham @GEHQSIR  
@geh\_pharmacysdm @SdmGeh @warkslibraries  
@medlibrarian2 @GEHMaternity



OH THE  
places  
YOU'LL GO

👤 Sarah Newton and 8 others

9:58 AM · Oct 22, 2021 · Twitter for iPhone

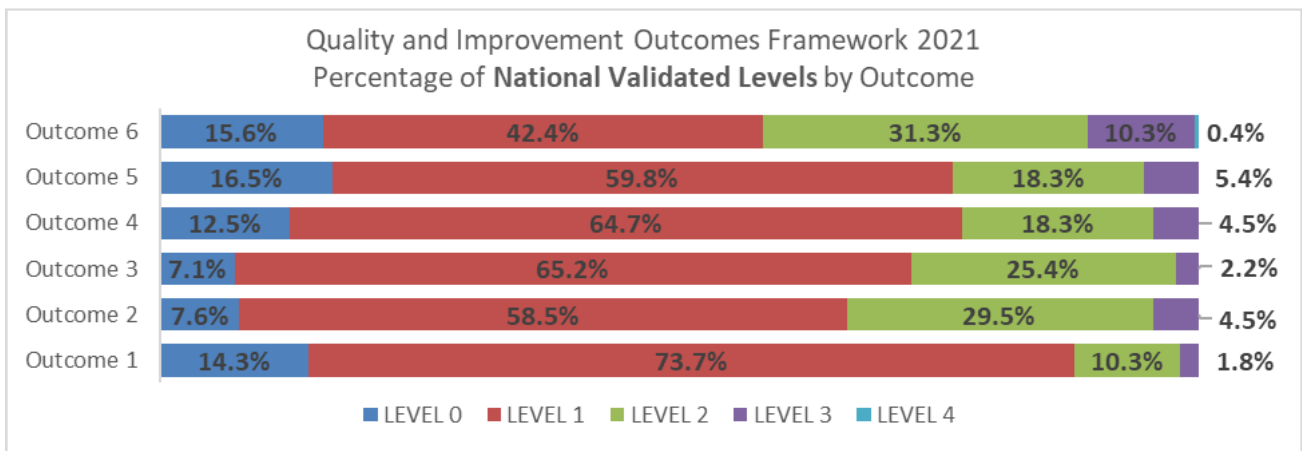
### 3. Quality and Improvement Outcomes Framework

Both Trusts submitted our first assessment under the new *Quality and Improvement Outcomes Framework* (Health Education England 2019) in September 2021. This was based on evidence collected between 1<sup>st</sup> April 2019 and 31<sup>st</sup> March 2021. Below are the validated outcomes levels for each Trust as reported in April 2022 followed by a diagram of the national levels before resubmission of evidence by those Trusts who want to in September 2022.

Outcome No.	Outcome	Validated Levels GEH		Validated Levels SWFT	
		0-4	Low – High	0-4	Low – High
1	All NHS organisations enable their workforce to freely access proactive library and knowledge services that meet organisational priorities within the framework of <i>Knowledge for Healthcare</i> .	2	Medium	1	Low
2	All NHS decision making is underpinned by high quality evidence and knowledge mobilized by skilled library and knowledge specialists.	2	Low	1	Low
3	Library and knowledge specialists identify the knowledge and evidence needs of the workforce in order to deliver effective and proactive services.	1	High	1	Medium
4	All NHS organisations receive library and knowledge services provided by teams with the right skill mix to deliver on organisational and <i>Knowledge for Healthcare</i> priorities	1	Medium	1	Low



5	Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation and good practice.	2	Low	1	Low
6	Library and knowledge specialists demonstrate that their services make a positive impact on healthcare	2	High	1	High



GEH was validated mostly at Level 2, which puts it in the top half of services. SWFT was validated at Level 1 for all outcomes and an action plan was required, which was submitted in June 2022.

No evidence submission is required in 2022. Trusts will be advised on when they will resubmit on a three-year rolling cycle.



## 3. Mobilising evidence and knowledge

### 3.1 Training

The KLS believes that all staff and students should meet their potential. Therefore we offer training in finding and appraising evidence to both groups and individuals, online and in person. The Information Skills Training offered includes:

- Literature searching, including using healthcare databases
- Health Literacy Awareness
- Critical Appraisal, including Journal Clubs
- Referencing
- Making the most of the e-resources available via Open Athens, e.g. BMJ Best Practice, Royal Marsden Manual, ebooks, ejournals.
- Attending Corporate inductions at SWFT, and Nursing and Midwifery Student inductions at GEH and SWFT.

We have also delivered well received bespoke group sessions to the Foundation Doctors and Student Nursing Associates (at GEH and SWFT), RNDA Step-on (Registered Nurse Degree Apprenticeship Students), Literature searching and Q & A sessions..

253 Trust staff and students received training last year.

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*Nurse studying for Masters- “[The training] will enable me to use in my research project and thus facilitate the future service improvements”.*

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“I think you manage both Rayanne and Lisa and wanted to let you know they have both been extremely helpful over the last few weeks, with some guidance on literature searching and critical appraisal. They’ve helped me make sense of the university lectures. “

**Colorectal Clinical Nurse Specialist**

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“Thank you for a really interesting session the other day, I love reading articles like but now in A much more standardised way than flitting from page to page!!”

**Clinical Nurse Specialist**

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*“The Library team have been amazing helping me in my work with ward accreditation. Thank you.”*

**Associate Director of Nursing**

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### 3.2 Literature searches

The KLS searches the literature to find the evidence staff need to make decisions. Members of the team attend the following meetings to provide required evidence:

“Ps, I should have also said a big thank you for reviewing this Procedure so quickly as that gives me plenty of time to update before my annual leave.”  
Trust Secretary

- Controlled Documents Review Group (CDRG) GEH
- Clinical Practices & Patient Information Group (CPPIG) SWFT
- Coventry and Warwickshire Education Subgroup
- Health and Wellbeing ODG (GEH & SWFT)

The KLS team completed 262 searches in 2021-22. Some examples are below:

- Use of SGLT2 Inhibitors in Patients with Type 2 Diabetes and Renal failure.
- Secure management of patient property policy
- Benefits and negatives of jelonet (paraffin gauze) dressings in managing burns
- Best practice in the initial management of burns in A&E
- Assessing and recording allergic and serious adverse reactions to medicinal and other products guidelines
- Management of palliative patients in Addisonian crisis
- Apixaban vs rivaroxaban in pulmonary embolism
- Response to therapy of oral bone sparing drugs (bisphosphonates)
- Incidence of VTE in patients after gynaecology surgery
- Effectiveness of thromboprophylaxis in gynaecology surgery.
- The association of hypophosphatemia, fractures and ferinject
- What leadership style is effective in managing reduced staffing levels in nursing?
- Review of the evidence of harm from thromboprophylaxis in gynaecological surgery
- Resilience training for F1 and F2 Trainees
- Incidence of venous embolism AND/OR acute coronary syndrome post administration of octaplex (prothrombin complex concentrate)
- Ethical issues around artificial hydration/nutrition at the end of life
- Clinical presentation and treatment of tracheobronchopathia osteochondroplastica
- Use of Nimodipine for the treatment of Chronic Fatigue Syndrome
- Specificity and sensitivity of x-rays in fracture neck of femur or hip fractures
- Relationship between a patient's pre-operative calorific intake and length of stay
- Calorific intake of patients undergoing abdominal surgery and length of stay/recovery
- Pain management during labour for women on opioid withdrawal therapies
- Volume of local anaesthetic used when performing knee joint injections
- Intra-articular corticosteroid injection volume/dosages of the shoulder
- Diagnosis of heart failure- Echocardiogram (ECG) vs cardiac magnetic resonance (Cardiac MRI)

### 3.3 Current awareness

Our Current Awareness system, KnowledgeShare, sends personalised alerts by email to 570 members of staff and students.

We continue to produce a *Horizon Scan* for NHS professionals every two months.

We regularly update our [Twitter feed](#) and [Instagram photo stream](#), as well as producing a weekly catch-up of GEH (and soon to be SWFT) on social media stories on [Wakelet](#) and a [blog](#).



GEH on the web – 6th June 2022  
63 items



GEH on the web – 16th May 2022  
55 items



#HealthChat with Warwickshire Libraries  
31 items



GEH on the web – 18th Apr 2022  
48 items



GEH on the web – 11th Apr 2022  
26 items



GEH on the web – 4th April 2022  
25 items



Health Chat  
35 items



GEH on the web – 28th March 2022  
31 items



<https://www.bbc.com/news/health-61148748>



*"I appreciate the regular update of material on my search topic thank you"*

## 4. Quality and impact

### 4.1 User survey

In April and May 2022, we surveyed our Library users. 51 people responded. 94% of respondents were either satisfied or very satisfied with Library services and 97% said they were likely or extremely likely to recommend Library services. Our net promoter score is 44 (a positive score is a good one: the possible range is -100 to +100). We received some useful comments:


*Focused and specific information at the right levels needed for staff*

*Gave me the information I needed, responded quickly.*

*easier access to online resources like up to date or BMJ best practice*

*Staff welcoming and approachable, go out of their way to help you and source any information*

*the staff are helpful, lots of literature provided and a good place to study*

*I found a book  tailored to my learning and development. The library rooms reminds me of university- the fact you can book a room as group or as an individual is profitable to learning with comfort. The fact the library is open 24hrs also means those living near by have no excuses not to use the facility.*

*Able to help me with enquiries and ordering books*

*Librarians [...] have been super helpful with finding papers for me over many years at SWFT*

*access to the resources I usually look for is available*

*user friendly easy to navigate .*

*I regularly use the library whilst studying and writing assignments for my university course. I find that I can focus well in the study space.*

*The library service has been a tremendous help assisting me with getting the most up to date and accurate information to ensure the policies I have written are valid. [Clinical Librarian] has been patient and tenacious in helping me. It has been invaluable.*

*I feel the team are very knowledgeable within their subjects and are always on hand whenever you need them. The team are approachable and I would never hesitate to contact them if I needed anything.*

*I am always happy coming to the library in-person and enjoy talking with the library assistants there. They are always so friendly, welcoming and helpful and seem to really*

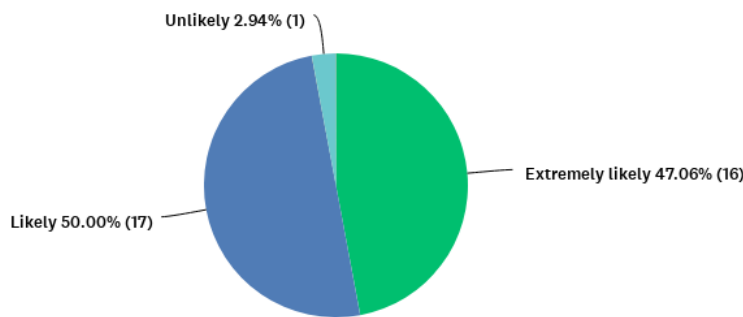
enjoy their roles which is so nice. The atmosphere in the library is calming and relaxing which I like whenever I have time for a quick break.

Library staff always very supportive and helpful

At SWFT the staff are so knowledgeable and supportive. They're a real asset.

The hard work from [the Clinical Librarian] will inevitably help me to create a safer environment for patients. She has been fabulous.

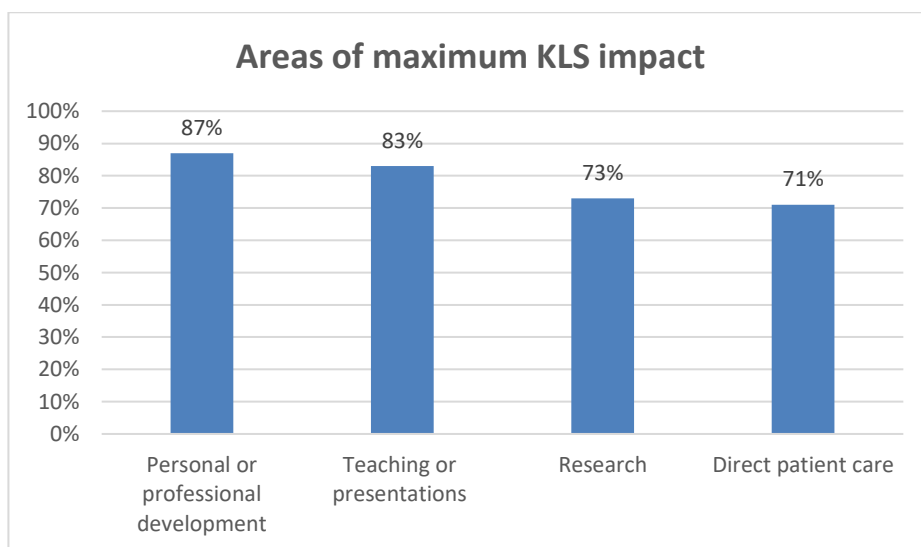
Q2 How likely are you to recommend Knowledge and Library Services to colleagues or students?



We also sought to measure the impact of the Library service

The top four areas where we have had the most impact are:

- Personal or professional development (87%)
- Teaching or presentations (83%)
- Research (73%)
- Direct patient care (71%)



## Case Study: Review of the evidence for clinical skills

### Immediate Impact

*The Clinical Librarian's evidence search enabled the Clinical Skills education team to ensure that teaching materials were based on the latest evidence, and included all relevant guidance. Teaching and teaching materials were updated to reflect new and updated evidence, in this case highlighting a vital NPSA alert which had arisen since the teaching materials were last reviewed. This teaching directly impacts on patient care, as it is delivered to Warwick University medical students, and current clinical staff at the Trust, and so immediately has an effect on practice. . "The Clinical Librarian's expertise adds to the quality and validity of what we do".*

*The provision of up to date evidence on which to base teaching allows the Clinical Skills Tutor to base their excellent clinical knowledge in a sound evidence base. The evidence provided by the Clinical Librarian gave some newer members of the team the opportunity to link their practice together with evidence to enhance their own skills and improve their ability to teach the skills in question. "The evidence helped the team to align practice and knowledge to enable effective teaching".*

*The financial impact was releasing the time of a Band 7 Clinical Skills Simulation and Resuscitation Tutor, who would have otherwise performed the literature search. The Clinical Librarian performed the reference review and refresh and evidence search in around 30 hours, much less time than it would have taken the Tutor, and utilising their professional expertise to perform a more effective and comprehensive search. "Considering the huge workload I passed on, the results were very efficiently and effectively sent back much quicker than anticipated". Taking the lowest hourly pay rate for a Band 7 from NHS Employers (2021) of £20.49, this gives a conservative estimate of £614.70 for this single instance of literature searching.*

NHS Employers (2021) *Hourly pay scales 2021/22*. Available at: <https://www.nhsemployers.org/articles/hourly-pay-scales-202122> (Accessed: 21 January 2022).

### Probable future Impact

*The references included on the teaching materials are a valuable source of further reading for course attendees, and form the basis of future evidence based decision making by clinical colleagues in these areas. Once staff are assessed to confirm skills acquisition, the number of competent practitioners of these essential skills increases in the Trust, improving patient care and safety due to the training being based on current evidence. As stated above, a low estimate of the financial savings for this set of literature searches is £20.49. The Clinical Skills team are regular users of the services (for instance this Clinical Skills Simulation and Resuscitation Tutor alone requested a further 6 searches in 2021) and so the long term financial impact for the team will be in the thousands of pounds.*

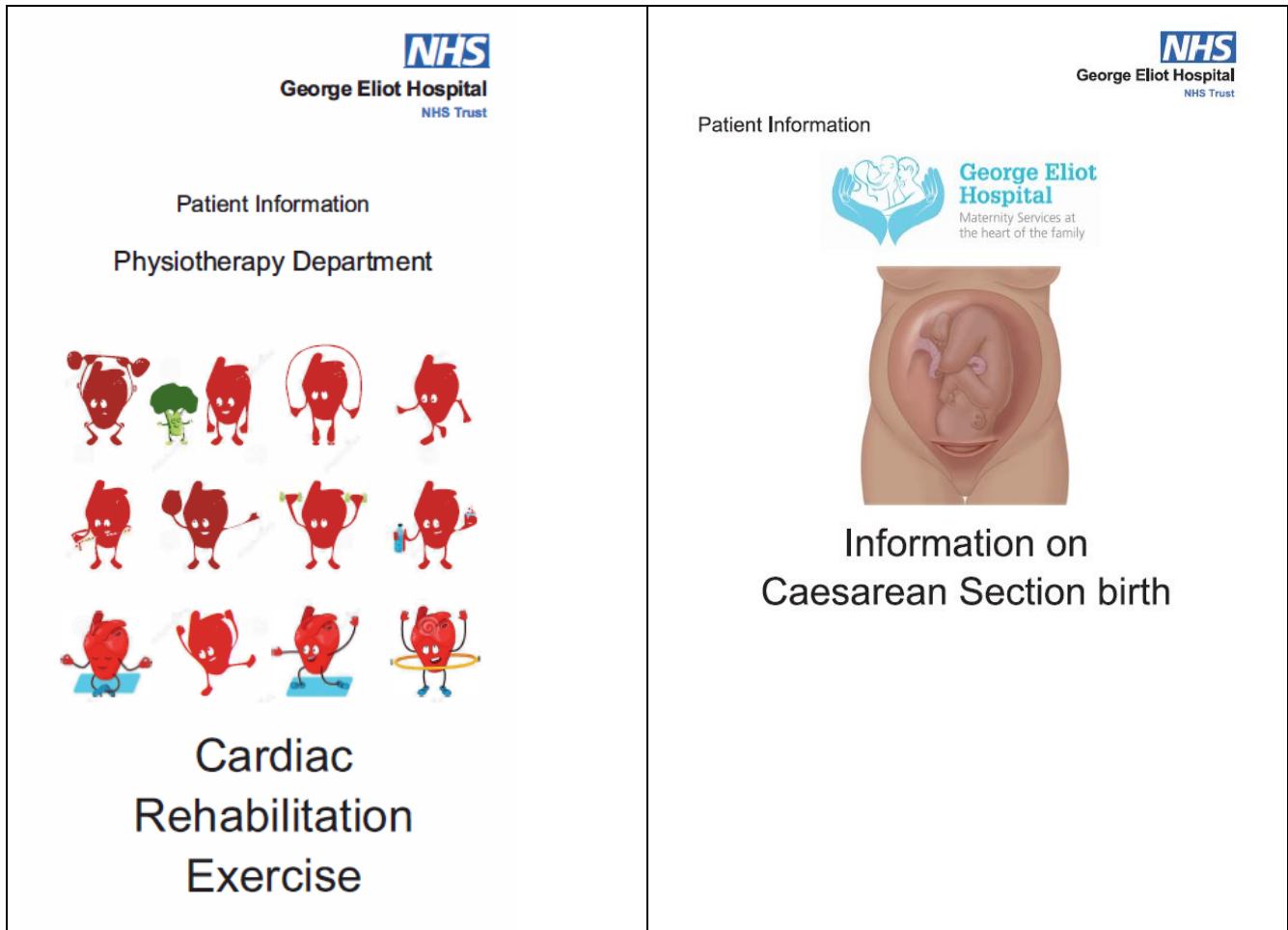
Clinical Skills Simulation and Resuscitation Tutor



## 5 Health literacy and patient information

### 5.1 Patient Information

The KLS Team at GEH ensure that patient information leaflets are user friendly, governance approved and copyright compliant. In 2021-22 the KLS team published 46 patient information leaflets to the [intranet](#).



### 5.2 Health Literacy

#### Health Information Week

Health Information Week 2021 saw the KLS partner with Warwickshire Libraries on to Twitter with a special #HIW2021 health chat aimed at our community and colleagues both at GEH and Warwickshire County Council focusing on uplifting resources.

Our partnership working continued with monthly [Twitter chats](#) #HealthChat and swapping blog posts on a range of health topics such as grief awareness, winter wellbeing and women's health.



**Women's  
health  
information  
resources**

International Women's Day  
#IWD2022

NHS  
George Eliot Hospital  
NHS Trust

NHS  
South Warwickshire  
NHS Foundation Trust

LOVE  
YOUR  
LIBRARY

*Health information  
for everyone*

*Health Information Week  
5-11 July*

HiW

#HIW2021

**Health Literacy Training**

The Clinical Librarians across the two sites have delivered Health Literacy Awareness virtual session to FY1 Doctors as part of their development programme.



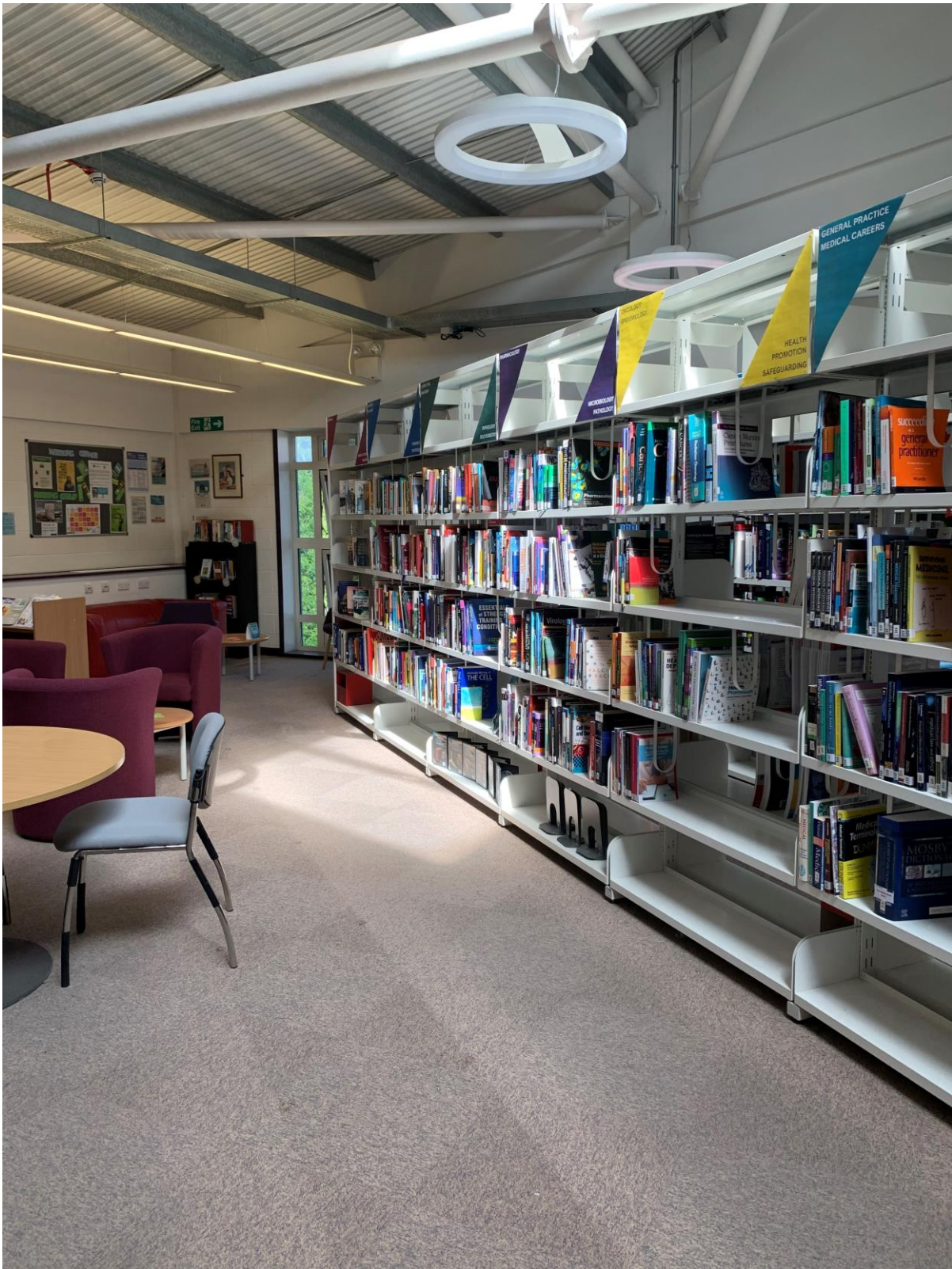
### 5.3 Wellbeing and facilities

We have continued to promote the wellbeing of Trust staff:

- The Wellbeing Reading Group runs for staff from both Trusts, assisted by and Warwickshire Libraries. Books this year have included *Gloucester Crescent* and *My mother, Munchausen's and me* when we were joined by the book's authors, William Miller (see screenshot below) and Helen Naylor respectively, and *At night all blood is black* by Matt Haig where we received copies to distribute from Warwickshire Libraries for World Book Night.
- An RFID self-issue machine was installed at the Education Centre Library, Warwick. See photo to left.
- The Reading Agency and Health Education England provided a collection of uplifting books (see image below).
- The KLS team contributed to the Age and Gender networks at GEH, including producing a menopause newsletter.







New shelf signage looking towards the Wellbeing Corner in the William Harvey Library, GEH, where two rows of shelving have been removed.

## 6. Quick and easy access to knowledge resources

### 6.1 Books

Print books were borrowed or renewed 2082 times across both sites in 2020-21. Extensive weeding of old stock has taken place at both GEH and SWFT to ensure a more focused and up-to-date collection. Our collection is agile, responsive, and carefully curated.

The launch of the HeLM (Health Libraries Midlands) system in April 2022 gives our users access to books from NHS libraries across the region. Circulation rules have been relaxed to allow:

- 16 items for six weeks
- Automatic renewal up to five times
- Abolition of late fines



In ebooks, the *Oxford Specialist Handbooks* collection is available now in both SWFT as well as GEH at <https://pages.oup.com/hee>.

OXFORD UNIVERSITY PRESS

Selected highlights from the collection

<http://pages.oup.com/hee>

### 6.2 Journals

Our subscription to the *Mark Allen* journals now covers both GEH and SWFT. We also subscribed to *Medline with Full Text*, a package of medical journals.

Go to <https://browzine.com/> to see what journals we have access to. The LibKey Nomad browser extension provides fast, one-click access to subscribed articles. It is available for Edge and Chrome at <https://thirdiron.com/downloadnomad/>.

Hospital Medicine

British Journal of Mental Health Nursing

British Journal of Midwifery (BJM)

British Journal of Neuroscience Nursing

British Journal of Nursing (BJN)

Latest Issue

Latest Issue

Latest Issue

Latest Issue

Latest Issue

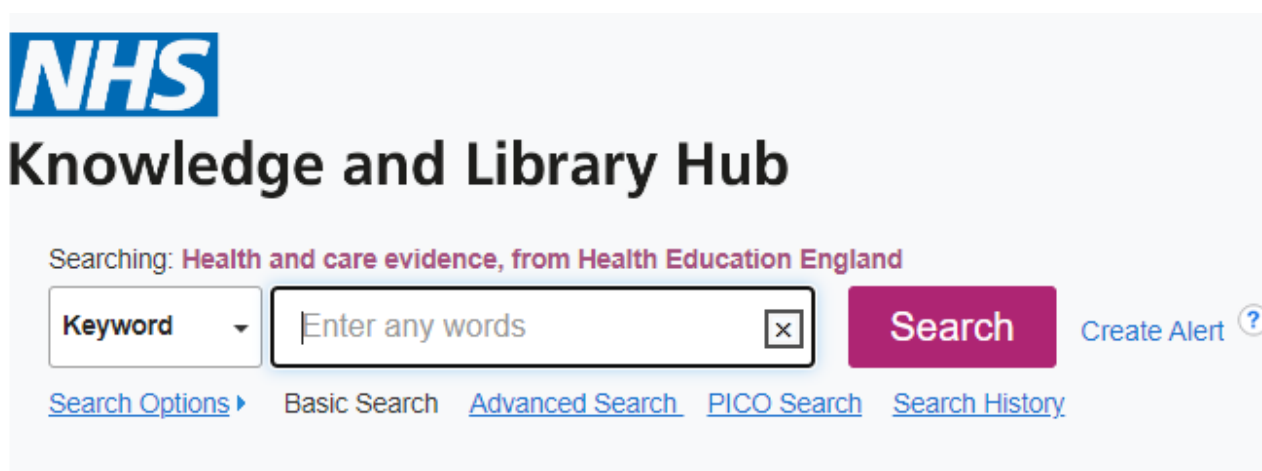


### 6.3 Knowledge and Library Hub

In October 2021, Health Education England launched the Knowledge and Library Hub to connect NHS staff and learners to high quality knowledge and evidence resources in one place including:

- journals, books and databases
- clinical decision support resources including NICE Guidelines and BMJ Best Practice
- policy and management information and research literature
- resources purchased nationally and locally
- one-click links to full-text, request a copy or contact an NHS library.

We have a version for each Trust: <http://tiny.cc/GEHKLSHub> and <http://tiny.cc/SWFTKLSHub>.



### 6.4 Knowledge Mobilisation

The KLS seeks not only to manage access to external evidence, but also to support the mobilisation of internal knowledge.

We continue to support the work of the Controlled Document Review Group at GEH and Clinical Practices and Patient Information Group at SWFT by ensuring that the references are correct and up-to-date, and assigning a consistent uniform title to help people find them. We also ensure user-friendly organisation of patient information leaflets.

## 7. Developing the right knowledge service workforce

As a KLS team we take continuing professional development very seriously:

- The KLS Lead attended *APM Project Fundamentals*.
- The KLS Lead and Clinical Librarian both completed the *QSIR* programme.
- The Clinical Librarian (GEH) completed a *Supporting researchers* course. The Clinical Librarian (SWFT) has commenced it.
- The Librarian and Senior Library Assistant attended a *Video Marketing for Libraries* course.
- The Librarian and Clinical Librarian attended the *University Health and Medical Librarians Group Spring Forum: Inclusive teaching*
- The Senior Library Assistant (Patient information and user engagement) is completing a Level 3 Library, Information and Archives Services Assistant Apprenticeship, which the Senior Library Assistant (SWFT) is due to commence.



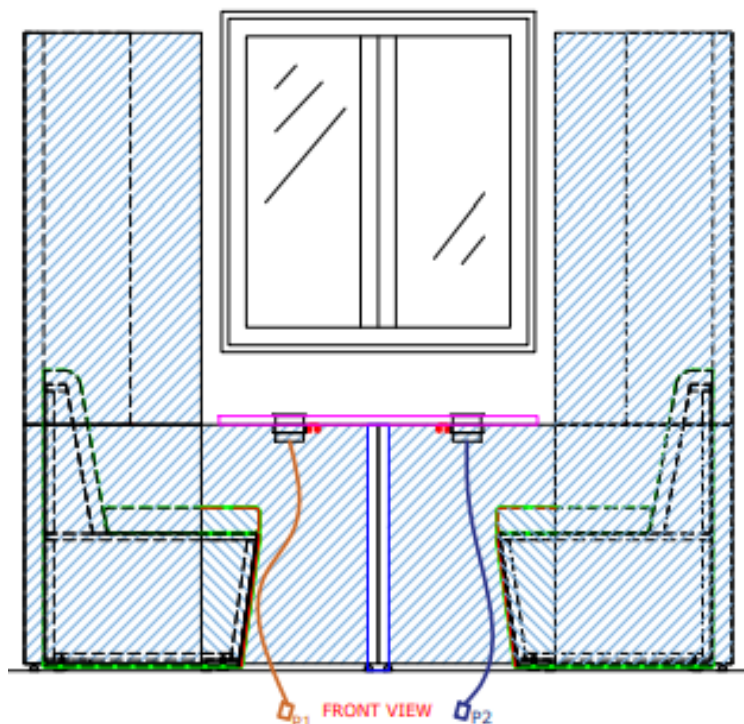
## 8. Optimising investment in knowledge services

The joint Knowledge and Library Service is delivered as required by the Health Education England Education Contract to support staff and learners across both GEH and SWFT. Funding streams are currently through the Health Education England LDA monies.

## 9. Looking ahead

2022-23 promises to be another year of development for the new joint KLS:

- We will continue to work through our vision: “**Connecting YOU with the right information to learn, develop, innovate and research.**”
- Develop a joint KLS strategy for both Trusts.
- Develop an evaluation framework for the KLS.
- Use the [HEE Knowledge Mobilisation Self-Assessment Tool](#) to prioritise what teams need.
- Develop a marketing plan for the KLS underpinned by user profiling.
- Develop a joint KLS website.
- Install a group study pod in the Education Centre Library, Warwick (see schematic below).
- Schwartz Rounds will restart in the Foundation Group with our Clinical Librarian as a facilitator and part of the Steering Group.
- Establish a separate Wellbeing Reading Group for SWFT staff.

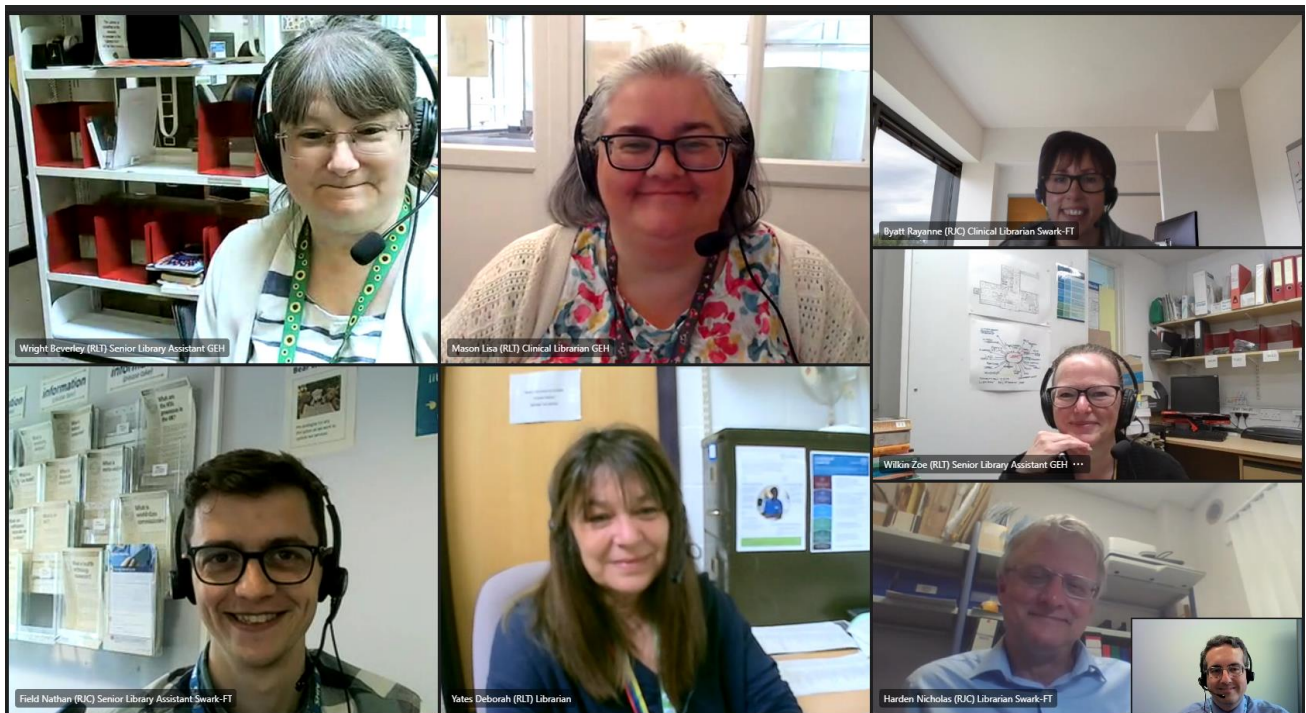




## 10. Conclusion

The new joint KLS team has been an exciting new venture in 2021-22. We continue to work to our vision statement: *“Connecting YOU with the right information to learn, develop, innovate and research”* and over the next year we will seek to further consolidate our offer to the two Trusts, GEH and SWFT. Our new strategy will allow the KLS to further develop to meet the knowledge needs of the two Trusts, *Knowledge for Healthcare* and the *Quality Improvement and Outcomes Framework*.

Knowledge and Library Services Lead  
June 2022.



The KLS Team, June 2022.

## 11. References and Bibliography

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William Harvey Library,  
GETEC,  
George Eliot Hospital,  
College Street,  
Nuneaton.  
Warwickshire  
CV10 7DJ.

Education Centre Library,  
Warwick Eliot Hospital,  
Lakin Road,  
Warwick.  
Warwickshire  
CV34 5BW.

024 7686 5464.  
[library@geh.nhs.uk](mailto:library@geh.nhs.uk)

<http://geh.wordpress.ptfs-europe.co.uk>.

01926 495 321 ext 4287.

[library@swft.nhs.uk](mailto:library@swft.nhs.uk)

<https://swft.wordpress.ptfs-europe.co.uk/>

<https://twitter.com/GEHSWFTLibrary>

<https://www.instagram.com/gehswftlibrary/> .

