



# Annual Report Highlights for 2021-22

## Overview

The Library and Knowledge Service (LKS) service had a very productive year, with all our services running again after lockdown and new services being developed. Key achievements in 2021-22 include:

- ✓ winning the national [LILAC Information Literacy Award](https://www.lilacconference.com/awards/information-literacy-award) for our schools health literacy in collaboration with the Royal Berkshire library service  
Read more [www.lilacconference.com/awards/information-literacy-award](https://www.lilacconference.com/awards/information-literacy-award)
- ✓ delivering new health literacy training to staff and students
- ✓ organising a Randomised Coffee Trial to support networking and wellbeing
- ✓ achieving Yellow Belt status in quality improvement by one of our librarians

I am very proud of the team and the support we give colleagues, contributing to Berkshire Healthcare's vision to be recognised as the leading community and mental health service provider by our staff, patients and partners.

Barbara Moye

Library and Knowledge Services Manager



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## Highlights of the year

### Access to services and resources

The library returned to being staffed 5 days a week after the reduced access during the early days of the COVID pandemic. We purchased additional headsets and have ordered webcams to enable visiting staff to fully participate in online meetings and elearning.



Librarian Anna Shipway  
at Wokingham Hospital

Access to the services has been improved with outreach visits to several sites, with a pop-up library for the day, a new online book an appointment with a librarian offer, and virtual attendance at several team meetings for clinical and corporate teams.

A new Knowledge and Library Hub discovery system was introduced by Health Education England (HEE) enabling staff across all NHS Trusts in England to search and access the majority of our online resources like books, journals and clinical tools in one place. It replaced our own DiscoverIt system introduced a few years ago but still required a significant amount of work by the team to implement. Nationally, NICE withdrew their Evidence Search and Healthcare Databases Advanced search so we have extended our training to cover the individual databases that expert searchers may need to use.

Staff can easily access full text articles that Berkshire Healthcare subscribes to using the LibKey Nomad web browser extension and LibKey.iO search quickly checks if you have access to a journal article by simply entering the article's DOI (Digital Object Identifier) or PMID (PubMed reference number). Its available to our staff on our Nexus pages in the Books and articles section.

Visit Nexus to read more [nexus.berkshirehealthcare.nhs.uk/searching-library-resources](https://nexus.berkshirehealthcare.nhs.uk/searching-library-resources)

We hosted a webinar in January showing how content in Clinical Key Nursing (CKN) can support our nurses and nursing students to develop their cultural intelligence.



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## Quality Improvement (QI)

Quality improvement projects looked at making joining the library easier for new members with MS Forms and reviewing the membership renewal process to make it more efficient.

Instead of an annual survey we have sought feedback on how suitable our physical library space is for the many competing requirements for quiet, work, study and meetings. Our request to [write us a quick love or break-up letter](#) on Valentines Day sought wider views on how well we operate. Results from both are being reviewed and will inform future changes.

Promotion has improved with regular social media posts with over 10% increase in our Twitter followers since May 2021. Our Tweet during Health Information Week 2021 had over 80k unique impressions.

We submitted our first Quality Improvement Outcomes Framework return to HEE for the period April 20 to March 21. It is a new assessment approach being piloted and will inform other improvements.

## Health Literacy Training

Library and Knowledge Services at Berkshire Healthcare and Royal Berkshire NHS Foundation Trusts collaborated to promote health literacy to those aged 16+ in local schools. We developed and delivered health literacy training, focussing on understanding health literacy, evaluating information sources and improving appointments with health professionals.

A teaching pack was developed and is available for all to use from our supporting LibGuide website. We are now working with local councils to embed the training in the Young Health Champions program and sharing it with local secondary schools.

Judges commented *“The diversity of created resources is impressive, including a teaching pack, libguides, badges and internal presentations. The lesson plan pack created for teachers looks genuinely useful and could be picked up in any secondary school context and used immediately by a teacher.”*



LibGuide QR Code



Helen Williams and Barbara Moyer



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In tandem with this we introduced new health literacy training for healthcare staff, exploring what it is, the impact of low health literacy and techniques to enhance patients and carers understanding of any advice or information we give. It has been well received

*“It was one of the most useful courses I have attended at BHFT “*

## Working together with colleagues

Collaboration with colleagues has continued with librarians supporting the Clinical Practice Educators offering academic surgeries to students and other learners. We continue to produce the weekly L&D News bulletin for the wider clinical education and training teams. The process was streamlined making it easier to submit items to the bulletin.

Through regular searches we identify research publications written by Berkshire Healthcare staff which the Research and Development team report on and we maintain an annual publications list for promotion on their Nexus pages.

Two of our team supported Reading Pride 2022 working with Berkshire Healthcare colleagues to meet and greet the general public.



Lisa Manning and Anna Shipway  
at Pride 2021 in Prospect Park

Our first Randomised Coffee Trial encouraged staff to sign up and spend 15 minutes to connect with colleagues, learn from one and other and encourage each other. 48 people signed up and feedback was very positive. We aim to continue rolling out more regular RCTs going forward.

*“Connecting with someone you wouldn’t usually connect with was a positive wellbeing experience”*

We participated in a work experience day for school students and received good feedback and improved understanding of the breadth of opportunities in the NHS. Our junior doctors received a wellbeing welcome pack organised by the library and the junior doctors mess committee with information on our resources and extra goodies.



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## Staff changes

The LKS team welcomed Anna Shipway, who joined us as a librarian in May 2021. This year also saw the LKS move from the Training and Organisational Development team into Clinical Education. We continue to work closely with colleagues in both areas of learning and development.

## Demonstrating Impact

We have developed 5 case studies demonstrating how using the LKS impacts on patients and staff.

- Improved knowledge for using Transactional Analysis as a communication approach
- Increased awareness of suicide by sodium nitrates/nitrites

*“it's increased from the team's awareness of the impact that sodium nitrate can have, particularly around its availability to certain groups in society, which was something we may not have zoomed in on, had we not done the literature search”*

- Updated evidence base for online peer support networks for the SHaRON project.

*“It probably saved hours upon hours on the initial evidence finding and also more time afterwards”*

- Improved decision making when planning a COVID mass vaccination centre
- School Nursing Service given the gift of time to win a tender.



**Improved decision making when planning a COVID mass vaccination centre**

Workforce planning for a mass COVID-19 vaccine programme across the Berkshire, Oxfordshire and Buckinghamshire ICS was a huge challenge as nothing like that had ever been done before.

We searched for evidence on how mass vaccination programmes had been set up for previous major epidemics and guidance for recruiting and building large teams of volunteers. We later followed up with searches on overcoming vaccination reluctance.

The evidence helped the project consider approaches and learn from what had been tried before, improving decision making.

“ this allowed decisions to be made with confidence which increased the rate of decision making to make sure the programme met all of its objectives ”

Joe Smart, Head of Training and Organisational Development  
Berkshire Healthcare NHS FT

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#AMillionDecisions  
<https://www.hee.nhs.uk/lks>

**Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions**



Berkshire Healthcare  
Library and Knowledge Service



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Photo by Elements Digital on Unsplash



**Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions**

### **School Nursing Service given the gift of time to win a tender.**

Needing to rapidly prepare a bid for delivering a new primary school child weight management program the school nursing service asked library and knowledge specialists for an evidence search.

The evidence identified successful interventions and priorities informing the program content which will improve the healthy lifestyles of the children and their families.

“ We had five working days to produce the programme. I would have spent at least one of those doing these searches... The council were so impressed with the programme on paper that they've asked us to deliver a Tier 2 programme ”

Beverley Wheeler  
Service Manager, School Nursing Berkshire West  
Berkshire Healthcare NHS FT

library.healthcare@berkshire.nhs.uk



## **Partnership working**

Externally, we continue to support Public Health Berkshire West colleagues through a service level agreement and help local hospice staff. Regionally, all NHS library managers have networked to ensure services share experiences and best practice.

This year we continued our work with the library at Royal Berkshire Foundation Trust on health literacy awareness mentioned above.

As a committee member of the Psychiatric Libraries Cooperative Scheme (PLCS) we helped arrange 2 half-day online conferences in November 2021. It was well attended by scheme members with external speakers including service users, Royal College of Nursing and Dr Mayur Bodani FRCPsych on the neuropsychiatric consequences of covid19.

One of our library assistants is on the regional NHS library reporting group, working to provide statistical reports and support colleagues to develop their own.

We are proactive in the National Health Literacy Community of Practice across England and have presented our projects, shared best practice and received support within the community.

## **Future plans**

We continue to offer a blend of virtual and physical services with all staff working at times from home and in the library. The focus for 2022-2023 is set out in our annual plan below.



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Team name: Library and Knowledge Service



Berkshire Healthcare  
NHS Foundation Trust

## Team plan on a page 2022/23

**Our vision:** To be recognised as the leading community and mental health service provider by our staff, patients and partners.



### Harm-free care

Providing safe services

We will do this by:

1. Expand Health Literacy course to cover misinformation and expand schools training in community groups.



### Money matters

A financially sustainable organisation

We will do this by:

1. Develop services to sustainability team and champions group and review LKS footprint



### Good patient experience

Improving outcomes



### Supporting our people

A great place to work

We will do this by:

1. Review and identify support LKS can deliver to QI projects with QI team.
2. Develop a service offer to the policy review group to support evidence based policies
3. Build links with Service Improvement groups/projects to offer LKS services
4. Establish collaborative working with HWB team to maximise engagement with HWB resources and engagement in events.
5. Expand knowledge management initiatives – pilot the capture of knowledge in retirees (a pre retirement course for retirees or build into Essential Knowledge for New managers)
6. Develop a business case for a pilot repository project to mobilise evidence from research, lessons learned and quality projects.
7. Develop a website or implement LibGuides to enable equitable access to evidence and clinical reference tools to all staff, students and other members
8. Identify improvements to physical library space, scope and plan changes.
9. Review social media use to maximise reach and impact with appropriate tools
10. Support EDI groups- attend events and identify appropriate links with each network/chair and EDI Lead
11. Marketing – user profiles
12. Develop Student Laptop Management in support of Clinical Education and students on placement.

The team look forward to working with all our colleagues in the year ahead and meeting more staff and students both online and face-to-face when allowed.

For further information about the LKS and any of our services please contact us by email, Nexus, the Berkshire Healthcare website or on social media.

Berkshire Healthcare Library and Knowledge Services  
Prospect Park Hospital, Honey End Lane, Reading RG30 4EJ

Call 0118 960 5012

Email: [library.healthcare@berkshire.nhs.uk](mailto:library.healthcare@berkshire.nhs.uk)

### From the Library and Knowledge Service team:

Barbara Moye

Library Manager

Helen Mugleston-Dahlke

Deputy Library Manager

Librarians

Anna Shipway and Helen Williams

Library Assistants

Roelien Clarke and Lisa Manning.

### Follow us for our latest news and updates

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# Appendices

## Resource Changes

### New resources

- We acquired new wellbeing books and an online collection of uplifting resources to expand our health and wellbeing collection. [www.library.nhs.uk/nhs-staff-and-learners/uplifting-resources](http://www.library.nhs.uk/nhs-staff-and-learners/uplifting-resources)
- LGBT+ ebook list
- Social policy and practice database

### Continued subscriptions

- PsycTherapy offering videos of real psychotherapeutic sessions
- Clinical Key Psychiatry and Clinical Key Nursing – collections of ejournals, ebooks with additional clinical summaries, images and alerts.
- Emerald Health and Social Care ejournals
- Stahl Online collection of neuropsychopharmacology books by Dr Stahl
- Wiley Medical and Nursing journal collection
- Springer Tailored Collection of ebooks and journals
- Mark Allen Internurse journal collection
- 17 individual journals
- 50 CPD Online licences from the Royal College of Psychiatry for medical staff
- Royal Marsden Manual of Clinical and Cancer Nursing Procedures
- SocIndex database of sociological research
- Educational board games
- Oxford Handbooks.
- Maudsley Prescribing Guidelines
- UpToDate evidence-based clinical support tool
- BMJ Best Practice clinical decision support tool.



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## Our service in numbers



Signed up **370** new library members



Researched **99** evidence searches to support research, improvements and both clinical and non-clinical decision-making



Loaned out and renewed 2416 books



Sourced and delivered 766 journal articles



Enabled access to **1000's** of online articles, ebooks and clinical decision tools



Created and sent **50** L&D news bulletins



Offered **1** Randomised Coffee Trial



Delivered **45** training sessions



Presented online at team meetings for **6** other services



Won the Information Literacy Award and shortlisted for an NHS Collaborative Award for our school health literacy project in collaboration with the Royal Berkshire Trust.



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## Statistics

Many of our usual metrics have dropped last year as all staff concentrated on COVID-19 priorities, but have recovered this year.



Library members (current) UP 775 to 784



Library members (new) UP 187 to 370



Evidence searches DOWN from 143 to 97



Training UP from 76 to 104



Inductions UP from 22 to 23



OpenAthens users UP 987 to 1032



Knowledgeshare subscribers DOWN 592 to 533



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