



LIBRARY &
KNOWLEDGE
SERVICE



MID MERSEY
DIGITAL
ALLIANCE

Library and Knowledge Service

Annual Review 2021-2022



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"Using the right knowledge and evidence, at the right time, in the right place, underpins the highest standards of excellence and professionalism to which the NHS aspires."

Sue Lacey Bryant, National Lead for NHS Knowledge and Library Services in England.
Knowledge for Healthcare: a strategic framework for NHS Knowledge and Library Services in England 2021-2026

Overview

The Library and Knowledge Service (LKS) is based within Mid Mersey Digital Alliance with a large, well-resourced library located in Nightingale House, Whiston Hospital. To make our resources and services accessible to all, no matter where their work base is located, we provide outreach and clinical librarian services as well as 24/7 access to physical and online resources.

Resources and services are available to staff and students from the following organisations:

- CCGs and GP practices in Halton, Knowsley & St Helens
- St Helens & Knowsley Teaching Hospitals NHS Trust



Our aim is to provide the best evidence, knowledge and learning experience to:

- enable high quality patient care leading to the best possible outcomes and experience for patients and their families
- improve the health and wellbeing of the local population.

2021 - 2022 Highlights

- The launch of the new Knowledge and Library Hub, BrowZine and LibKey in January 2022 ensures online resources can be found and accessed easily.
- We have seen an increase in all activities from the previous year including numbers visiting the library as well as those requesting virtual training and assisted searches.
- Health Education England introduced a new maturity model framework to replace the existing framework for quality assessment. The first submission of the new Quality Improvement and Outcomes Framework was made in September, and we await feedback in April 2022.

Fast Facts

During 2021-2022, the Library and Knowledge Service has

- seen over 24,000 visits to the Library
- loaned 1,730 books
- supplied 1,007 documents
- added 16,082 new items to the Knowledge Pages (current awareness)
- spent 287 hours undertaking 139 evidence searches
- facilitated 30 assisted searches and training sessions
- attended 6 inductions and events

Service Developments

A number of changes to online resources kept the Library Team busy during 2021-22, ensuring that new systems met our local needs, setting up and testing, attending training, and then promoting them to our staff and students.

Health Education England launched the Knowledge and Library Hub across all NHS Trusts in England in January, bringing all resources available to NHS staff and students into one place. Each Trust has its own locally specific version of the Hub and the LKS worked with the provider to ensure that it met our requirements, included all locally purchased resources, and was fully tested.

The screenshot shows the NHS Knowledge and Library Hub website. At the top, a yellow banner reads "Welcome, Guest. Sign in with NHS OpenAthens for full access". Below this is a blue navigation bar with links: "New Search", "Browse Journals", "Register for NHS OpenAthens", "library.nhs.uk", "Language", and "Help". The main content area features the NHS logo and the title "Knowledge and Library Hub". A search bar is present with the text "Searching: Health and care evidence, from Health Education England". Below the search bar are links for "Search Options", "Basic Search", "Advanced Search", "PICO Search", and "Search History". The page is divided into four columns of resources:

- Clinical decision making**
 - BMJ Best Practice
 - Maudsley Prescribing Guidelines
 - NICE Guidelines
 - Royal Marsden Manual
 - UpToDate
- In-depth searching**
 - AMED
 - British Nursing Index
 - CINAHL
 - Cochrane Library
 - EMBASE
 - EMCARE
 - HMIC (Health Management Information Consortium)
 - Medline
 - PsycINFO
 - Pubmed
 - Social Policy & Practice
 - Trip Pro Database
- Library services**
 - Library & Knowledge Service
 - Library Catalogue
 - Knowledge Alerts
 - Information Skills Training
 - How to search the literature effectively
 - NHS Learning Hub
 - Patient Experience Library
 - Health literacy: you can make a difference
 - Knowledge Mobilisation Framework
 - Directory of Health Libraries
 - National Grey Literature Collection
 - NIHR Evidence
- NHS OpenAthens**
 - OpenAthens Registration
 - OpenAthens Password Reset
 - Having Problems with OpenAthens?

Alongside the new Knowledge Hub, two new online tools were introduced for finding journals and articles quickly and easily.



BrowZine enables users to easily find and save favourite journals and articles in their own online bookcase.



LibKey Nomad provides instant access to articles or an online order form. It was deployed on all PCs and mobile devices in the Trust and community.

In March the Healthcare Databases Advanced Search (HDAS) was decommissioned. As these databases are provided by different publishers, searches now had to be undertaken on three separate provider platforms – Ovid, EBSCO and ProQuest. RefWorks, a reference management system, was also introduced.

Along with the introduction of the Knowledge and Library Hub, BrowZine and LibKey Nomad, this involved the Library Team attending numerous training sessions to become familiar with the use and administration of these new platforms and resources.

A further requirement was the need to revise the LKS training provision to library users. Lesson plans were developed, and new guidance was produced and added to the LKS website.

Finally, the new resources were widely promoted to all staff and students via blogs, newsletters and social media and will continue to be promoted regularly.



Covid-19

Despite the continued impact of Covid-19 we were able to keep the Library open throughout the year, with an increase in all activity on the previous year. The measures we had put in place to ensure social distancing remained. This halved the number of study spaces and computers available which, with a full cohort of students, did cause some issues. We will aim to restore the number of spaces as soon as it is safe to do so.

The virtual training sessions have worked well and we saw an increase in requests for sessions. When face to face sessions are resumed, we will continue to offer virtual sessions for those who find them more convenient.

Evidence Searches

The LKS provides an expert evidence literature searching service to identify the best available knowledge to inform decision-making – essential for delivering safe, effective, high quality care and services that meet best practice standards.

We aim to provide results within 10 working days. In most instances it is well within this time frame with over 78% completed within 3 working days and all provided by the date specified by the requester.

Of the 139 searches we've undertaken, examples show that we have informed:

- Burns management in a pandemic
- Technology-enabled care in the community
- Rehabilitation of patella dislocation
- Healthcare access barriers in the LGBTQ community
- Myopia control
- Lifestyle interventions for gestational diabetes

When asked what the information is used for, the most frequently quoted reasons were:

- for publication
- to support research
- to change service delivery or practice
- to improve quality of care for patients
- to keep up to date
- to develop new guidelines/policies

"Very responsive and helped define the research questions to ensure the results were relevant."

The LKS also continued to offer virtual assisted searches for those who wish to undertake their own search with the help of library staff.

	Number of searches	Time taken (hours)
Literature searches	139	287
Assisted searches	16	19.5

Making an Impact

Professional library staff undertake evidence searches to support information requirements as well as clinical and management decision making.

As well as saving the time of staff, examples of comments found in user surveys below indicate that results of evidence searches were used to inform a range of objectives.

The information will inform the development and improvement of CPD opportunities for AHPs across Cheshire and Merseyside

To gain a better insight into advance care planning

The results were used to update and improve the advice given by orthoptists and optometrists to parents of myopic children

Helping with the design of a research proposal

The information was used to update our New Extranet Pages on wellbeing for Menopause and Andropause

Creating a Paediatric ACL protocol and updating the current adult ACL protocol

Current Awareness

The Knowledge Alerts are updated daily to incorporate the latest evidence reviews, guidance and tools, reports, statistics, patient information and news.

During 2021-22 the LKS added 16,082 new items to the Knowledge Alerts in over 90 topics.

The following Knowledge articles are based on your preferences from 'My Account', if you wish to alter what you initially see here please update your Account.

Filter knowledge articles: Please select Maternity and Gynaecology covid Q Favourite topics Customise your account Logout

Systematic & Evidence Reviews

Systematic review: COVID Maternal and Neonatal Clinical Features and Pregnancy Outcomes to June 3rd 2021

Conclusion: Data must be interpreted with caution as limited data is available and no complete assessment of bias is possible at this time. Our data suggests that pregnant women who test positive for COVID-19 seem to be at higher risk for lower birth weights and premature delivery. There is no...

Topic: Maternity and Gynaecology, Public Health: Infections and Infectious Diseases
Date Published: 18/01/2022

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[View all](#)

Guidance/Tools

Letter: Maximising access to COVID-19 vaccination in pregnancy

Letter asking maternity service leads to co-ordinate with Vaccination Programme leads so that every woman attending a maternity service has easy, timely access to vaccine confidence conversations and co-located vaccination offers. Letter: <https://www.england.nhs.uk/coronavirus/publication/maximising-access-to-covid-19-vaccination-in-pregnancy/> Source: NHS England and NHS Improvement

Topic: Immunisation, Maternity and Gynaecology
Date Published: 25/01/2022

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[View all](#)

Reports

Responses to Safety Recommendations: Intrapartum stillbirth: learning from maternity safety investigations that occurred during the COVID-19 pandemic 1 April to 30 June 2020

The Healthcare Safety Investigation Branch (HSIB) have published the responses they have received to the safety recommendations made in this report which was published September 2021. Responses: <https://www.hsib.org.uk/investigations-and-reports/intrapartum-stillbirth-during-covid-19/#safety-recommendations> Source: Healthcare Safety Investigation Branch

Topic: Maternity and Gynaecology, Patient Safety
Date Published: 17/02/2022

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News

Study News: Diagnosis and management of covid-19 in pregnancy, BMJ

Review notes pregnant women with covid-19 are at greater risk of severe disease than non-pregnant peers

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Data/Statistics

Infographic: Key information on COVID-19 in pregnancy

The latest information from the UKOSS study of COVID-19 in pregnancy, released as part of an infographic

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Patient Information

Patient information: COVID-19 vaccination: women of childbearing age, currently pregnant or breastfeeding (Updated)

[View all](#)

"As part of my role I have to provide up to date advice and information. Using the library service is a real asset to help me achieve this."

Outreach Librarian Service

The Outreach Service continues to promote and provide library services to health professionals and students wherever they are based, at a time convenient to them.

Contact with community staff was maintained via the Outreach Newsletter and virtual training has been made available on request.


Clinical Librarian Service

The Clinical Librarian Service was established to work directly with teams and departments in Whiston and St Helens Hospital, providing relevant, up-to-date information at the point of need. The service tailors itself to the needs of the different departments wishing to utilize it.

Opportunities to work directly with departments were again limited during the past year due to COVID. However, the Clinical Librarian was able to resume attending Critical Care meetings on a weekly basis, working more closely with the team, and providing information to support their junior doctor training programme.


"Thanks, these are fantastic resources and really useful for both teaching the trainees and for my own reference. Keep up the great work!"

The Clinical Librarian has maintained contact with other departments via current awareness bulletins and tailored emails have been sent out to promote appropriate resources such as our newly purchased ClinicalKey collections.

**LIBRARY & KNOWLEDGE SERVICE**

LKS Outreach
Issue 10: January 2022

The Outreach Librarian Service
Bringing the Evidence to you



HDAS Decommissioning


Please be aware that HDAS (the Healthcare Database Advanced Search) Interface is being decommissioned and will close down on 31st March 2022.

If you have saved searches on HDAS there are instructions on how to export them on the help pages here:
<https://www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/hdas-closure-information>

Going forward evidence searches will be carried out on the Native Search interfaces. Further information, guides and training for these will be available nearer the time and we will be posting further information about this in our next newsletter.


Library Training

With all the new resources and upcoming changes there is a lot to take in. If you need help, please don't hesitate to book a training session with one of our Librarians. Training is currently being carried out virtually via MS Teams and we will endeavour to find a time and date that is convenient for you. Contact the library at: library@sthk.nhs.uk to find out about library training or to arrange a session with us.



New Online Resources

We have three brand new national resources for you to try out. All are aimed at making accessing and finding the information you need easier and faster.


**Your NHS Knowledge and Library Hub is here**

The NHS Knowledge and Library Hub will connect you to high quality knowledge and evidence resources all in one place. Whether you need evidence for patient care, management decision-making, education and research or just professional curiosity, it's a great place to start your search and includes:

- Over 7,000 journals
- E-books including OUP handbooks
- One-click access to full text articles or to request a copy
- Clinical decision support tools including BMJ Best Practice
- NICE pathways and guidelines
- Databases like Medline, EMBASE and CINAHL

Access the Hub via the link on our website homepage, using your NHS OpenAthens Account.

Further information about the Hub can be found here:
<https://www.knowledge-nw.nhs.uk/knowledge-and-library-hub>



BrowZine is an easy way to browse, read and monitor journal content on your mobile device, laptop or desktop PC.

Using BrowZine you can:

- Browse the journals list to see what titles we hold in your specialty or areas of interest
- Create an account to keep track of your favourite journals
- Save them on your personal bookshelf, providing easy access
- View tables of contents when new issues are published
- Get the full text of the articles where available
- View journals and articles anywhere and anytime with the BrowZine app

Find BrowZine by clicking on **Journals** on the Library website.

To find out more about how BrowZine works watch the video:
<https://www.youtube.com/watch?v=MIN3jailUY>

Or see our webpage here, which includes a link to our Quick Guide:
<https://www.knowledge-nw.nhs.uk/find-full-text-journals>

...continued overleaf

Training, Induction and Events

Inductions and events were severely reduced in the past 12 months due to COVID. However, the number of individual training sessions and assisted searches have increased when compared to the previous year and will hopefully continue to do so as the service begins to return to normal levels.

Activity	Sessions	Number of people	Time taken (hours)
Assisted searches	16	16	19.5
Training	14	26	15.5
Induction	5	100	2.5
Event	1	12	1.5

Some tailored virtual training sessions were developed upon request. One was for Trainee Nursing Associates which included induction and referencing sessions. Another was a training session on digital literacy for members of Knowsley HealthWatch which received very positive feedback.

"Just thought I would like to say that today's presentation was excellent and gave us some really useful information particularly as there is so much fraud online, as I know to my own cost. Many thanks for setting it up."

With the procurement of new national resources (Knowledge and Library Hub, BrowZine and LibKey Nomad), as well as the decommissioning of HDAS, a range of new training materials has been developed. Training sessions on these resources have been promoted throughout the Trust, CCGs and community staff.

The sessions now available from the Library Service include:

- Introduction to the LKS website and Knowledge pages
- Accessing online resources
- Evidence searching skills
- Referencing
- Critical appraisal skills
- Journal Club facilitation

Resources

Online Resources

The LKS provides access to a wide variety of online resources via NHS OpenAthens. With the introduction of the Knowledge and Library Hub, users should be able to find and access online resources more easily.

A new collection of ejournals and ebooks for orthopaedics was added to ClinicalKey.

Point of Care Tools

We continue to provide **BMJ Best Practice** and **UpToDate Anywhere** which have the latest evidence-based guidance to inform diagnosis, prognosis, treatment, and prevention. UpToDate is accessible to staff and students based in the hospital Trust while BMJ Best Practice is available at both hospital and community sites.

Online Journals

The LKS renewed all its ejournal subscriptions to provide access to over 6,000 titles. The addition of BrowZine and LibKey Nomad will help users to find, read and save journal articles and we expect usage figures to continue rising.

The top ten most frequently accessed journals during the year were:

- | | |
|--|---|
| 1 InnovAIT | 6 Journal of the Academy of Dermatology |
| 2 Burns | 7 Dermatologic Surgery |
| 3 American Journal of Emergency Medicine | 8 Journal of Plastic and Reconstructive Surgery |
| 4 British Journal of Nursing | 9 Lancet |
| 5 Clinical and Experimental Dermatology | 10 Annals of Plastic Surgery |

Books

The LKS has a wide range of books and e-books including subjects on health and social care, clinical medicine and surgery, management and leadership, as well as a leisure reading collection.

Total book stock	6,024
Number of books added to stock	126
Number of items withdrawn from stock	179
Number of items loaned 2021-22	1,730
Average number of loans per week	33

Number of e-books added to stock	116
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The number of book loans was up by 23% on the previous year, although still not at pre-pandemic levels.

Document Supply and Interlibrary Loans

The number of requests for documents and interlibrary loans increased by 25% over the previous year. The LKS supplied 1005 documents, of which 92% were supplied on the same day as requested, and 99% within 5 working days. 79% of articles were supplied from our own stock and, by using library networks, the LKS was able to supply 98% of all documents and books requested.

Articles supplied to own readers from stock	424
Articles obtained for own readers from other libraries	208
Articles supplied to other libraries	373
Books borrowed from other libraries	35
Books loaned to other libraries	122

"I have always found the service to be incredibly helpful and extremely fast - nothing is too much trouble."

Finance

LKS expenditure for 2021-22 is below.

Resource	Cost £
Journals	68,221
Databases and Point of Care tools	46,571
Books & e-books	4,768
Stationery, printing & promotion	2,035
IT software & maintenance, website	6,691
Other	1,070
Pay	168,369
TOTAL	297,725



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