

Annual Report

April 2015 – March 2016

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1. Service highlights

- The Library and Knowledge Service (LKS) continued to deliver quality standard services with an overall score of 98% using the National Library Quality Assurance Framework (LQAF).
- Completion of the refurbishment of the Hanley Library, Southport and additional new furniture in the quiet study room at Ormskirk*
- New IT equipment including 3 new laptops for loan.*
- New resources for Spinal Injury Unit*
- New resources and bespoke training sessions / CPD opportunities to support staff undertaking revalidation.
- Design and development of a new website for the Education & Training Department

*Funded externally by the HCLU Library Development Fund and the Forerunner Fund.

During 2015/16 the LKS has aimed to support the improvement of patient care and experience, drive up clinical standards and deliver a local health service that is clinically, financially and operationally sustainable in the long-term.

2. About Southport & Ormskirk LKS

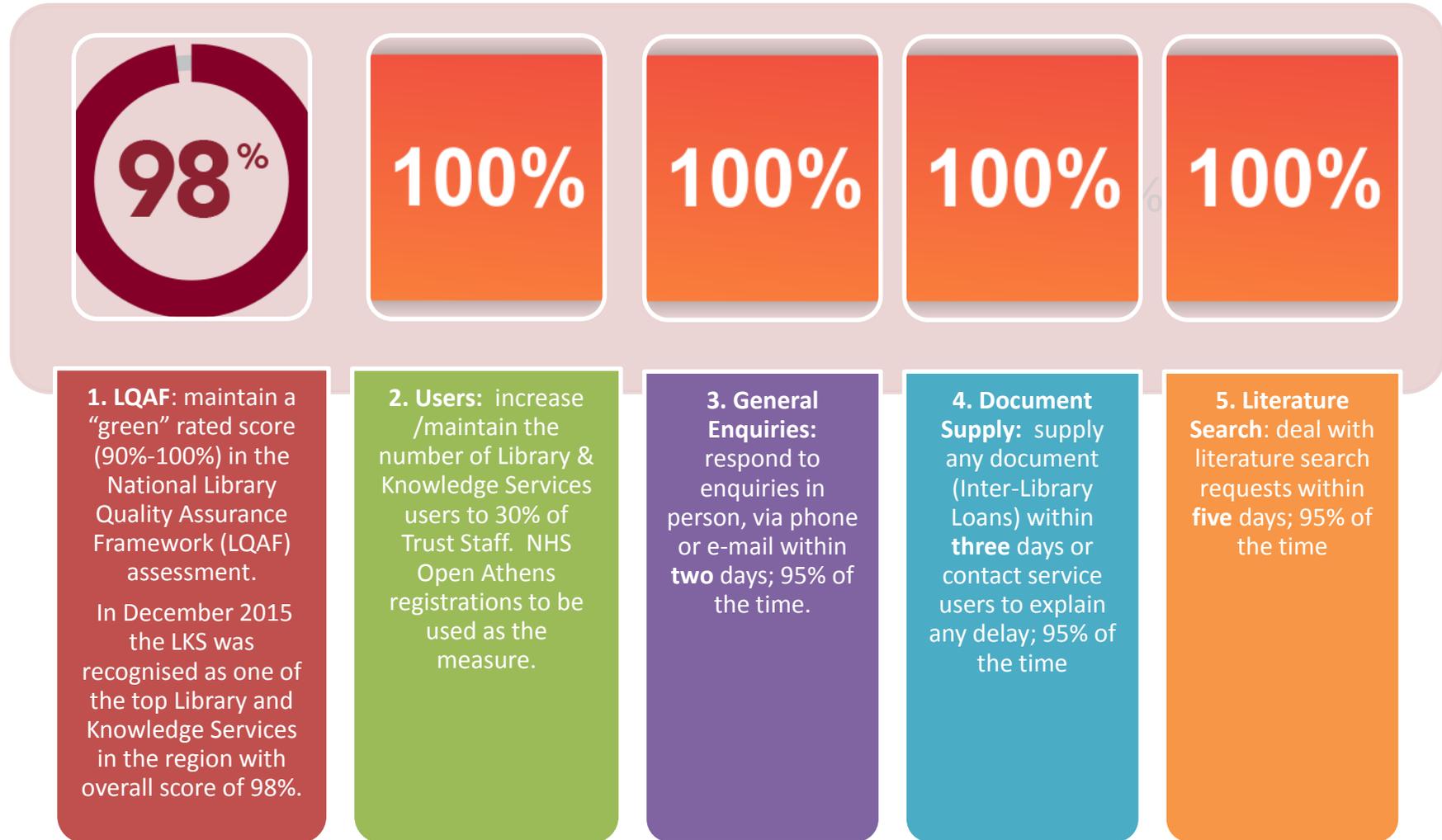
The Southport & Ormskirk Library & Knowledge Service (LKS) operates two library services at both hospital sites and serves staff across the entire Integrated Care Organisation. The LKS is funded through Service Level Agreements (SLAs) between the Health Care Libraries Unit (HCLU), Edge Hill University, The University of Central Lancashire, and Southport & Ormskirk Hospital NHS Trust.

Our Mission

“Southport & Ormskirk Library & Knowledge Service aims to provide an integrated, dynamic, cost-effective and responsive library and knowledge service for the clinical decision making, education and research needs of all involved in patient care across the organisation.”

3. Our Services- how did we perform?

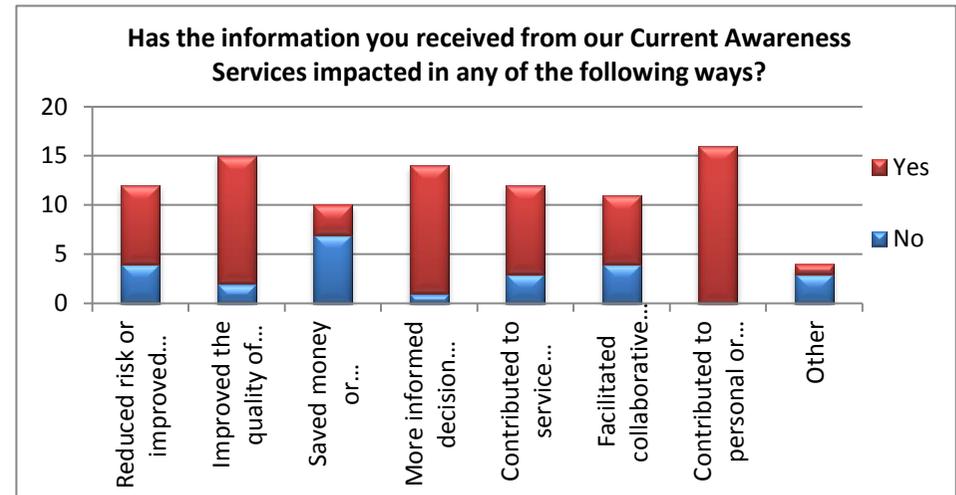
Performance is measured against five metrics.



4. Impact and user feedback.

In a recent survey, library users (Fig. 4) were asked to identify ways in which the library's **current awareness service** has impacted on their work, CPD or clinical practice.

- 100% of respondents said that the current awareness service contributed to their CPD or professional development.
- 92% of respondents said that the current awareness service enabled them to make more informed decisions



Quotes for library users on the impact of the following library services:

Literature Search

- "Literature search by Library provided of 'opioid management in liver failure' which led to be able to assess the evidence and incorporate with clinical information to answer an urgent GP query for immediate patient treatment."

Mediated Search / Training Session

- The library service has provided the podiatry service quality group with literature searching training. It highlighted a possibly fatal combination of warfarin and a fungal nail treatment which we regularly advise patients to use. This has impacted the podiatry service and we have all been made aware of the potential risk.

Current awareness @lerts

- "All the members of the Trust Board, Executive and Non-Executive, regularly use the service and intelligence gathering of our library and knowledge staff. This close working relationship has shaped our decisions around our strategic vision, the development of our service and, particularly, how fast-moving national policy changes can affect us and the populations that we serve"

5. How Southport & Ormskirk LKS has supported the Trust Values and Vision in 2015/16

In 2015-16 the LKS...	In support of Trust's key strategic objectives	How we achieved this...
<p>Accessible & Innovative. The LKS aims to deliver services appropriate to a busy and geographically dispersed workforce.</p>	<p>Ensure excellence in treatment and care</p>	<ol style="list-style-type: none"> 1. The LKS answered 1904 enquires from library users in 2015/16 an 2. The LKS facilitated access to NHS Open Athens resources by Trust staff and students – (4262 usage hits 2015/16)
<p>Library & Information Services. The LKS provides access to the best and most current published research for all Trust staff and students.</p>	<p>Provide Lifelong, Integrated Care across the Local Health Economy</p>	<ol style="list-style-type: none"> 1. The LKS can demonstrate through its performance metrics a greater engagement with the service providing more access to evidence based published research.
<p>Quality First. To deliver a first class service for users engaged in clinical education, learning, CPD, work based research and policy development.</p>	<p>Ensure excellence in treatment and care</p>	<ol style="list-style-type: none"> 1. The LKS achieved all its KPI's in 2015/16. 2. The LKS achieved 98% in its LQAF assessment for 2015/16 an increase from 90% in 2014/15 3. The LKS received positive feedback from user surveys.
<p>Knowledge Management: The LKS seeks to engage with individuals or groups to facilitate knowledge exchange and dissemination in support of research, innovation and organisational learning.</p>	<p>Provide Lifelong, Integrated Care across the Local Health Economy</p> <p>Empower and Develop Staff to Achieve Their Objectives</p>	<ol style="list-style-type: none"> 1. The LKS has continued to provide a daily Knowledge @lert to the Trust Board. 2. The LKS continues to provide several current awareness services to speciality staff groups across the Trust 3. The LKS has worked with the Clinical Risk department to develop a series of Lessons Learned Bulletins 4. The Librarian sits on the Evidence Based Practice Committee and provided evidence updates for new and revised Clinical Policies.

<p>Information Literacy and Critical Appraisal:</p>	<p>Ensure excellence in treatment and care</p> <p>Provide Lifelong, Integrated Care across the Local Health Economy</p> <p>Empower and Develop Staff to Achieve Their Objectives</p>	<ol style="list-style-type: none"> 1. The LKS has delivered inductions to all students on placement from the University of Liverpool, Edge Hill University and the University of Central Lancashire. 2. The LKS has delivered inductions to all new staff as part of the corporate induction day.
<p>Partnership: To work with regional and national partners to deliver access to the best available evidence for Trust staff and students.</p>	<p>Provide Lifelong, Integrated Care across the Local Health Economy</p> <p>Empower and Develop Staff to Achieve Their Objectives</p>	<ol style="list-style-type: none"> 1. The LKS worked with regional partners and with HCLU to deliver guest access to other health libraries and university libraries in the Cheshire and Mersey region. 2. The LKS participated with regional partners to purchase additional resources, such as Medline Full Text and access to selected medical journals.
<p>Communicating with Users: The LKS seeks to listen to, and engage with Trust Staff and students to create and deliver a personalised service that meets their needs.</p>	<p>Ensure excellence in treatment and care</p> <p>Empower and Develop Staff to Achieve Their Objectives</p>	<ol style="list-style-type: none"> 1. The LKS has continued to communicate regularly with users through email lists, Twitter and the LKS Website. 2. The LKS has written and published a set of publicity materials, posters and leaflets. 3. The LKS has secured external funding for pop up library banners, advertising library services, to be used in areas across the Trust and at Corporate Inductions.

6. Preparing for 2016/19

In the year ahead we will carry out a user consultation to further develop the Library and Knowledge Service to ensure that it continues to be relevant to the organisations we serve. This will inform a new 3 year strategy for the service. To ensure that the Library & Knowledge Service reflects the needs of the organisation, this strategy will be developed in conjunction with the organisational values and the organisation's six key delivery strategies. We will continue to work to ensure that the right knowledge continues to be available at the right time and place to inform patient care and to support the education and research needs of the Trust.

Key objectives for 2016-17;

- Further promote Library Services to the difficult to reach staff
- Carry out further impact assessments
- Maintain our "green" LQAF rating
- Review our Marketing and Branding
- Extend Wi-Fi at the Ormskirk service
- Explore possible joint working with local public library services

