

LIBRARY & KNOWLEDGE SERVICE

STRATEGY

2023 - 2026



Our Vision

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 and hospital services across the organisation.

Our Mission

To facilitate timely access to relevant, evidence-based information, by providing; high quality resources, education, knowledge mobilisation, and information consultancy to deliver continuous service improvements and excellent patient care.



Introduction



This document defines the strategic direction for Southport & Ormskirk Library & Knowledge Service from 2023 to 2026. It outlines the Vision, Aims and Objectives for delivering high quality evidence, discovery, and knowledge services. It also responds to the national and local NHS drivers, demonstrating how the library will support those higher-level goals.

Our mission and its objectives are driven by NHS strategies set out in both the NHS Education Contract[1], and the NHS People Plan[2]. Southport & Ormskirk Library & Knowledge Service objectives are further directed by the guidance set out in the Quality and Improvement Outcomes Framework[3] and Knowledge for Healthcare: a development framework for NHS library and knowledge services in England [4] which identify key priorities for NHS library services.

We aim to ensure that the library has the staff, accommodation, and facilities to respond appropriately to changes and developments within the NHS and healthcare. Success, progress, and impact will be measured by the following: Annual Report/strategic implementation plan/statistics/Health Education England Quality and Improvement Outcomes Framework.

The strategic themes reflect the vision of delivering the right knowledge and evidence at the right time in the right place, enabling high quality decision making, learning, research, and innovation to achieve excellent healthcare and health improvement as per Knowledge for Healthcare.

The purpose of this strategy is to align the Southport & Ormskirk Library and Knowledge Service with the Trust's values and objectives[5] including Our People Plan[6], Nursing and Midwifery Strategy, and Medical Education Strategy.



Evidence does not speak for itself but needs to be mobilised at the right time, and through the right people, to make a difference in decision making.



NIHR Health Services and Delivery Research, 2012

1. NHS Education Contract - April 2021-March 2024.pdf (hee.nhs.uk)
2. NHS England » Online version of the People Plan for 2020/2021
3. HEE Quality and Improvement Outcomes Framework.pdf
4. Knowledge for Healthcare - Mobilising evidence; sharing knowledge; improving outcomes (hee.nhs.uk)
5. Trust Objectives 2022 (mcusercontent.com)
6. Our People Plan



Evidence

Ensure that the right knowledge and evidence is available, at the right time, in the right place, enabling high quality decision-making, learning, research and innovation, to achieve excellent healthcare and health improvement.

Awareness and Access

Apply best practice in management of assets and resources, ensuring they are contextually relevant to our specialist audiences, promote access through marketing and engagement activities and enable improved access through physical and digital means.

Research and Knowledge

Support and actively promote sharing and dissemination of knowledge and learning to improve collaboration and research outputs.

Skills Development

Encourage the development of users' digital and information literacy

Leadership and Organisational Development

Provide resources to support the organisation in developing and supporting its staff.

Investment and Growth

Identify and capitalise on opportunities for investment and growth of the service.

Strategic Themes



The following key themes mirror the Knowledge for Healthcare Framework and works to support Southport & Ormskirk's Trust Objectives



Mobilising evidence and knowledge to deliver outstanding care

Supporting S&O staff and stakeholders to mobilise evidence, learning, knowledge and 'know how' to enable evidence based policy and practice.

- Identify and respond to information needs
- Promoting evidence into practice
- Contributing to organisational knowledge management
- Deliver services at the point of need
- Ensure awareness and use of services and resources
- Promote research and education / Pathway to publication
- Provide appropriate library spaces 24/7, including "quiet zones", IT suite and group study spaces to encourage learning and innovation



Quality and impact to achieve best patient outcomes

- Ensure S&O staff and stakeholders receive quality assured, business critical library and knowledge services.
- Participate in the Quality and Improvement Outcomes Framework, using it to identify areas of best practice as well as areas where more work can be undertaken to improve the quality of library provision.
- Evaluate the delivery of mediated services including information skills training, evidence searching and information consultancy.
- Implement impact assessment tools to gather evidence of the effect of library and knowledge services including outreach and mediated searching.
- Share best practice both within and outside of the Trust.
- Improve engagement with senior stakeholders across the Trust.



3 Improve health literacy

- Identify and improve core health and digital literacy skills of staff and learners.
- Provide guidance on accessing and developing quality patient information.
- Work with departments to offer resources and services to support patients i.e. the ICU knowledge website.
- Support staff wellbeing by providing relevant wellbeing resources and by promoting the library spaces as a wellbeing hubs.

4 Strong system leadership

- Provide evidence and resources to support change management including support with service redesign, partnership working, quality assurance, and wider NHS/ICB.
- Support education, learning and organisational development teams in the development of a strong coaching culture across the Trust.
- Support clinical and non-clinical managers to make evidence-based decisions, by the provision of evidence reviews, information consultancy, current awareness alerts, point of care resources, and knowledge sharing activities.

5 Deliver sustainable healthcare to meet people's needs

- Deliver a cost-effective library and knowledge service, evaluating subscriptions annually and liaising with the stakeholders to ensure the provision of resources that meet the needs of the workforce.
- Collaborate with other NHS LKS on consortia purchases and reciprocal sharing of resources.
- Provide evidence-based information on care and treatment options, to support cost efficiency and patient safety.



Applying knowledge into action is the currency of a successful healthcare organisation. Taking the ‘heavy lifting’ out of getting evidence into practice to improve the quality of care, NHS Knowledge and Library Service teams offer the ‘gift of time’ to healthcare professionals

Dr Navina Evans, Chief Executive, Health Education England

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