



Library and Knowledge Service

Whiston Hospital

Annual Review 2023-2024



**KNOWLEDGE
ALERTS**



MY RESOURCES



**INFORMATION
SKILLS**



**FIND THE
EVIDENCE**



**CLINICAL & OUTREACH
SERVICE**



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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."

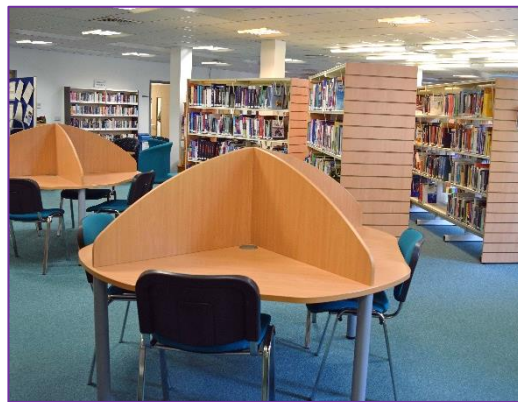
Sue Lacey Bryant, National Lead for NHS Knowledge and Library Services in England.
Knowledge for Healthcare: a strategic framework for NHS Knowledge and Library Services in England 2021-2026

Overview

The Library and Knowledge Service (LKS) at Whiston Hospital is based within Mid Mersey Digital Alliance with a large, well-resourced library located in Nightingale House. 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:

- Halton, Knowsley & St Helens ICB and GP practices
- Mersey and West Lancashire Teaching Hospitals NHS Trust (formerly St Helens & Knowsley Teaching Hospitals NHS Trust up to July 2023)



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.

Fast Facts

During 2023-2024, the Library and Knowledge Service has

- seen over 42,000 visits to the Library
- loaned 2,133 books
- supplied 1,475 documents
- added 10,714 new items to the Knowledge Pages (current awareness)
- spent 291 hours undertaking 130 evidence searches
- facilitated 54 assisted searches and training sessions
- attended 16 inductions and events

Service Developments

- In May four acoustic pods were installed for people who require a space for quiet conversation – whether in person or online. There are two 4-person pods and two single pods. They have proved very popular with over 800 bookings since they were installed.



- We had a change of staff with one of the Library Assistants retiring after 13 years as a valued member of the Library Team. A part-time Senior Library Assistant was appointed to take on responsibility for developing the Wellbeing Knowledge Box service as well as contributing to the Knowledge Alerts (current awareness service).
- Following months of design and testing, a new shared Library Management System (LMS) across NHS libraries in the north west was launched in September 2023. The NoW regional catalogue enables members to easily access and reserve titles from a collection of over 70,000 books. A new self-issue kiosk was installed to improve compatibility with the LMS software.
- The Trust merger with Southport and Ormskirk Hospitals in July 2023 saw the two library services starting to look at ways of working together. The joint Library and Knowledge Service was created in March 2024 and over the next year we will continue to look at how we can provide a combined and equitable service across all sites.



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, and all were provided by the date specified by the requester.

Of the 130 searches we've undertaken, examples show that we have provided evidence for:

- Audit on outcomes of breast reconstruction
- Care pathway for end stage COPD patients
- Provision of community respiratory services
- Research on antimicrobial prescribing in primary care
- Physiotherapy following tendon repair
- Informing national dietary guidelines for gestational diabetes

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	130	291
Assisted searches	38	45

Document Supply and Interlibrary Loans

The introduction of the new NoW joint regional library catalogue has seen a rise in the number of book loans between libraries as users can now browse and reserve items from any member library across the North West NHS.

Articles supplied to own readers from stock	524
Articles obtained for own readers from other libraries	502
Articles supplied to other libraries	469
Books borrowed from other libraries	167
Books loaned to other libraries	164

Current Awareness

We had 90 new sign ups to the Knowledge Alerts during the year and added over 10,700 new items of information to help users keep up to date in their specialty. These included reports, evidence, statistics, guidance and news in over 90 health related topics. Users can easily find the latest information on the Knowledge Alerts pages on the LKS website or can have regular emails sent to them.

Clinical and Outreach Librarian Services

The Clinical Librarian Service was established to work directly with clinical teams and departments in the Trust, providing relevant, up-to-date information at the point of need. The service tailors itself to the needs of the different departments and includes evidence searches to inform patient care and support for training programmes within departments.

Some of the activities of the Clinical Librarian includes:

- Attending Critical Care meetings on a weekly basis, working closely with the team, and providing information to support their junior doctor training programme
- Sending regular current awareness updates to Burns Department staff
- Critical appraisal sessions for junior pharmacists

Outreach services offer resources, services and expertise to those who are not based at Whiston Hospital. Activities included:

- Taking part in a Health Work and Wellbeing event at St Helens Hospital
- Hosting a joint Library stall with St Helens Public Library Service for a Black History Month event at Whiston

Training, Induction and Events

The LKS offers tailored training sessions designed to meet the different needs of Trust staff and students. In September, we were asked to vacate our training room to accommodate office space for another department. This has impacted the size of groups that can be taught in the library to just one or two people, using the acoustic pods. We continue to offer training for individuals or groups at a mutually convenient location, as well as over MS Teams.

Sessions offered:

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

"The training session was really well structured and the trainer obviously had a lot of knowledge. I found that it was easy to follow and made things just make sense! I feel that this session has been really positive and I feel supported in my learning. I'd definitely recommend the training sessions."

Induction sessions introduce new members of staff to the library and explain the resources and services available to them. These include monthly preceptorship inductions for multi-professional groups of staff.

Activity	Sessions	Number of people	Time taken (hours)
Assisted searches	38	38	45
Training	16	23	18
Induction	13	250	5.5
Event	3	90	10.5

Resources

Online Resources

The LKS provides access to a wide variety of online resources via NHS OpenAthens. Our aim is to make it as easy as possible to search for online resources.

The Knowledge and Library Hub enables users to find and access online articles and books from one place. BrowZine, a website and app, lets users save their favourite journals and articles and receive alerts about newly published issues. LibKey Nomad is a browser extension which provides access to journal articles from any online search.

Clinical Decision Support Tools

BMJ Best Practice and **UpToDate Anywhere** are very popular resources to quickly access 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 subscriptions provide access to over 6,000 e-journal titles with access via NHS OpenAthens accounts.

The top ten most frequently accessed journals during the 2023-24 year were:

- | | |
|------------------------------------|--|
| 1 Burns | 6 Diabetic Medicine |
| 2 Plastic & Reconstructive Surgery | 7 British Journal of Healthcare Assistants |
| 3 The Lancet | 8 Annals of Plastic Surgery |
| 4 Nurse Education Today | 9 Journal of Advanced Nursing |
| 5 British Journal of Nursing | 10 Foot and Ankle Clinics |

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.

Number of books added to stock	115
Number of items loaned 2023-24	2,113



Wellbeing Knowledge Box Service

This is a collaboration between the Health Work and Wellbeing Service (HWWB) and the Library and Knowledge Service. A box of self-help books, HWWB information and some wellbeing giveaways is loaned to departments for a 6-week period. A second box was set up as more departments were added to the waiting list. The boxes were loaned out to 11 wards and departments across the hospital sites as well as in the community.

Finance

LKS expenditure for 2023-24.

Resource	Cost £
Databases and Point of Care tools	65,433
Journals	36,348
Books	3,006
Mixed collections (online books, journals etc)	38,311
Stationery, printing & promotion	790
IT equipment, software & maintenance, website	12,513
Other	1367
Pay	186,881
TOTAL	344,649



**LIBRARY &
KNOWLEDGE
SERVICE**



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