

Cumbria and Lancashire Libraries Advisory Panel

Thursday 19th January 2017

Education Centre, Lancaster Royal Infirmary, Ashton Rd, Lancaster, LA1 4RP 10.00am – 12noon

In attendance: David Stewart, Tracey Roberts Cuffin, Sheila Marsh, Graham Haldane, Carmel Smith, Debra Thornton (minutes)

Apologies: Anne Roberts, Tracey Pratchett

1. HCLU Update:

HCLU:

- Full team now in place with Dominic Gilroy covering Yorkshire and the Humber (full time based in Leeds) and Joanne Naughton for the North East (three days per week, based in Newcastle).
- 16/17 budget has a small underspend and library managers are about to be asked for bids up to £2,000 per service.
- 17/18 budget is likely to be under severe pressure as HEE has announced an 18% reduction in management costs and a likely 30% reduction in programme funding which is where HCLU's budget is derived. DS is in discussions with the three northern local offices.
- Information about the 2017 LQAF return has been sent out to all library managers. There are 5 core criteria to report on plus reporting on any others that have changed.
- Information about the 2017/18 statistical collection will be issued soon. There are unlikely to be any major changes.

Networks and Wider NHS:

- The STPs are still considered to be important and library managers are encouraged to engage with their home organisations to keep up to speed on the discussions at the STP footprint and local level. HCLU is still encouraging local LKS to work together to present a service offer to STP boards.
- There are likely to be further mergers and schemes for co-operative working between Trusts:
- GMW has acquired Manchester Mental Health.
- Central Manchester and South Manchester are in discussions to create a single Trust in October 2017. Further discussions are underway in relation to North Manchester Hospital.
- Cheshire and Wirral Trusts have identified LKS as one area where they might work more collaboratively and a one day workshop was held in December, led by an external consultant and with the Chief Executive of Mid Cheshire presenting the work of the STP to the five library managers. They are now working on an outline business case.
- A very busy CPD programme is planned for 2017 including events on summarising & synthesising; patient and public information; knowledge management, talent management as well as the two leadership programmes on offer at national level.

Knowledge for Healthcare:

- Of particular note are the new HEE Policy and the upcoming HEE-CILIP Campaign #amilliondecisions. DS asked that managers ensure they and their teams are ready and up-to-speed on both of these particularly as the campaign begins on 30th January. Information about the campaign will be sent to LKS staff on 23 January.
- Workforce: a reminder to all LKS staff to complete the recently issued training needs analysis at: <https://www.surveymonkey.co.uk/r/KfHTrainingSurvey>
- The newly established Funding Working group meets this week. Chaired by Colin McInnis, Finance Director for HEE South, it will look at the funding model of BHS LKS and at further shared procurement of e-resources.
- Resource discovery: the Athens contract has been renewed with Eduserve. The Link resolver contract is currently out to tender. The national core content contract runs to March 2018 and is the subject of discussions between HEE and NICE. LKS Leads are very aware of the HDAS issues and this is being closely monitored at a senior level.

Quality and Impact: work on the KfH evaluation framework is nearing completion and will go to the LKS Leads meeting on 27 January for approval before going to Patrick Mitchell for sign off. If approved this will drive much of the development around "new LQAF" and statistical collections.

2. Open Athens Report January 2017

- BMJ were using out of date names for some of the North West NHS trusts and Open Athens organisations. Before Christmas I sent them an updated list of the North West Open Athens organisations. When organisations change their names the publishers need to be informed or when users log into their resources the old organisation name is displayed.
- Public Health England has made a number of resources available to Public Health staff working in local government. There have been queries from public health staff and trust libraries regarding Public Health staff working within NHS trusts. Public Health staff working in NHS trusts are not eligible for these resources.
- There have been some access issues with the Public Health resources. There are known issues with Elsevier/Science Direct, Cambridge, and Springer/Nature. Please report any other issues to libraries@phe.gov.uk with screen shots or to me and I will forward them.
- There is an Open Athens *catch all* account in the North West called "Public Health organisations in the North west of England" which is administered by Kieran Lamb. A long list of aliases has been added to the account to make it easier for staff to self-register.
- I have been sent E learning for Health usage statistics and will share them with anyone who is interested.
- NICE have released a new registration page. The main changes are for students. It asks for the student placement email address and when you choose job role and select student, it automatically changes to Temporary and displays the box for them to enter their placement end date. Please report any problems to me. There has been one query regarding the wording "student placement email address" which could be interpreted as a requirement for a Trust email address.
- The new free for all BNF app has still not been released and is now almost a year late.
- The issue around intermittent access to ProQuest in Cumbria is being experienced in at least two other trusts. It appears to be related to a delay in the way Proquest, Open Athens and link resolver interact. This is being investigated but if anyone else has problems please contact NICE and copy Steve Glover into it.

3. Library Service updates:

LANCASHIRE CARE FOUNDATION TRUST

Library Extension Bid

Successful bid of £2000 for extra furnishings and signage for the library extension

Dashboard

The library statistics dashboard is now complete and located on our Intranet page

Library Resources Gateway

This is our new tailored services portal LCFT Library Resource Gateway. The IT department are now developing this for us on a new version of Share Point

CQC Inspection

We have been rated 'Good' by the CQC

LQAF

We achieved 96% a 2% increase on last year

Journals

We have cancelled all individual journals opting for the journal bundles. The only exception being BJPsych Advances as it had a high request rate last year and costs £168 + VAT.

EAST LANCASHIRE HOSPITALS NHS TRUST

Trust news

- Following a CQC mini-visit in September to review the 'Well-Led' domain, the Trust has now been given an overall rating of 'Good', which is a significant turn around since being placed in special measures in 2013.

Staffing

- After a phased return in December, Graham is now back to work full-time. He is going to be picking up some of the clinical outreach and training work, pending the appointment of an additional Clinical Librarian, for which a business case is still to be written.

Service developments

- We have purchased the MAH Complete and Wiley Medical & Nursing Collections for 2017, but may not review our Ovid titles (depends on outcome of negotiations re Ovid NW package). Would still like to identify cost-effective package of titles more useful for management and decision-making.
- We have upgraded to *UpToDate Anywhere*, and are beginning to roll out promotional and training activity. We have agreed a 2 year deal for this subscription, but I think it may be much more seriously challenged for renewal after that, although use appears high. We had an extra-ordinary blip in topic hits in November (11179 hits compared to normal rate of around 2600 per month), so are a bit dubious about usage stats at present.
- Currently using an LDF bid to replace many of our chairs, which were getting very dirty after 10 years. Will also be a better spec for computer chairs – and more colourful.
- We are due to develop a new LKS strategy in 2017, which will give us the opportunity to reflect some of the national priorities within Knowledge for Healthcare.
- This week we had a visit from Amanda Stearn and Gil Young looking at how we have developed our library brand and marketing materials. Amanda is going to be writing this up as a case study.

NORTH CUMBRIA UNIVERSITY HOSPITALS NHS TRUST

Trust news

- Awaiting out of Health Community-wide consultation on the future format of healthcare in North Cumbria longstanding work of Success Regime led by Sir Neil McKay
- Also awaiting outcome of December CQC visit to see if Trust is out of special measures.
- Trust in national news after police called in to investigate evidence of tampering with saline bags.
- Cumbria CCG set to split to reflect new STP boundaries

Staffing

- Service continues to carry 2 p/t vacancies (Band 3 library assistant & band 6 clinical librarian) which Head of LKS has been given permission to appoint to but has been held up by other staffing issues.

Service developments

- We have purchased the MAH Complete and renewed Wiley Medical & Nursing Collections for 2017
- Currently using an LDF bid to create a 'Quiet room' in the library at CIC part of second phase of updating the furnishings.
- Seeking feedback from Cumbria Public Health staff as to impact of giving them guest access to wider range of evidence resources.

BLACKPOOL TEACHING HOSPITALS NHS FOUNDATION TRUST:

Library

ClinicalKey and Internurse awareness sessions are being delivered across the Trust and Community sites – so far to over 400 staff.

Research Market Place to be held in February – joint event with R&D department

Reading Ahead launch – author visit 9th March (SJ Watson). Film viewing 27th February. Reading Group 2nd February (overseas nurses). (joint initiatives with UnionLearn)

Ran a Knowledge Café in December with TRC – topic Patient Information.

Action Learning Set training delivered in September on how to facilitate ALS.

ALS facilitation ongoing with Preceptorship Nurses and Senior Leadership Programme.

Talent Management Toolkit. Will be delivering this training with Lisa McLaren at Library Managers meeting in March 2017

Library Strategy is currently being revised to incorporate K4H policy.

Trust:

New education governance structure in place (Multi-disciplinary Education Governance). Hoping to incorporate KM and raise awareness of K4H Policy document.

Freedom to Speak up Guardian has now been appointed - my role is to co-ordinate the action plan and report back to Director of Workforce and OD

UNIVERSITY HOSPITALS OF MORECAMBE BAY NHS FOUNDATION TRUST:

LQAF score places service back in the green with 97%, 12% higher than 2015

All individual journals have been cancelled for 2017 with the exception of the BMJ

Now regularly attend PEF meetings across Cumbria

Approached to submit two examples of best practice for the million decisions promotion

Listening into Action approached the library to develop a training course for staff to learn how to submit award applications and the library is now one of the leads for the trusts Mission Recognition

Konica Minolta online payment print solution is being installed. Phase 1 is complete with all software installed for the pcs and multipurpose photocopiers

Phase 2 is STILL waiting for the account and World Pay solution to be installed!!!

Our new internet is continuing to improve <https://www.uhmb.nhs.uk/our-services/library-and-knowledge-services/>

X 2 successful bids to David – x2 purchase of an information TV & purchase 2 I-pads for more flexible delivery of education

New staff – Helen Marr Band 2 15hrs at FGH started on the 1st November and Kerry Booth has been appointed as Assistant Librarian and will start on the 6th February.

The remaining post in the structure - Band 2 post 15hrs at RLI is currently being filled by bank. In addition, we have Anna Cunningham, Admin/Bank band 4 Librarian working with us until the end of January to assist the Clinical Librarian Service

Service still supporting

- transformation of services under Better Care Together
- policy & guideline development
- patient information leaflets
- listening into Action projects
- ongoing external investigations
- sustainability programme
- human Factors
- learning to Improve Pathway

- schwartz rounds
- nursing procurement
- staff cpd & revalidation

- Delivering
 - o Sage & Thyme communication skills training
 - o Insights management training
 - o Critical appraisal training

LTHTR update :

(Tracey not in attendance - no report received)

Date of meetings for 2017

16th March – Blackpool

18th May – venue TBC

20th July – venue TBC

21st September – venue TBC

16th November – venue TBC

