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Network News

It’s time to start thinking and planning for Health Information Week 2019. The list below showcases the themes of each day.

- Monday 1st July: Healthy lifestyles
- Tuesday 2nd July: Mental health; and patient stories
- Wednesday 3rd July: Health and digital literacy
- Thursday 4th July: Long term conditions; and social prescribing
- Friday 5th July: Innovations for preventing illness
- Saturday 6th July: Patient stories
- Sunday 7th July: Mindfulness and relaxation

The HIW national team are working to create resources for you – our representative is Kerry Flett in Portsmouth.

To help support you, you can also book onto one of the health literacy sessions being run around the South in May and June https://southlks.libguides.com/lks

There is an interesting blog posting on the KfH blog site called Supporting health care systems to reduce variation and nurture a learning culture
The blog posting reflects on a study by Willis in 2017 of unwarranted variation in treatment.

It raises some interesting questions for us. How can Library and Knowledge Services develop and improve to minimise unwarranted variation in treatment?

1. How can we work more effectively together across healthcare systems to help the NHS tackle unwarranted variation in treatment?
2. Knowledge management is more than simply disseminating evidence across our networks. How can we use our skills to influence behaviour, and how far should our role extend into embedding evidence into practice?

3. How can we effectively support everyone to self-manage their conditions effectively and are empowered them with knowledge?


Knowledge for Healthcare

Update

This has been a busy Spring for the HEE library leads. Key work strands include the following:

Knowledge for Healthcare: the next steps

• As part of the process of refreshing Knowledge for Healthcare for 2020-2025 we have already asked library managers for their views on what should continue, what should stop and what should start. Next we need to see what our customers think, and will be repeating a survey of local surveys carried out by library and knowledge services. We will keep you up to date. Meanwhile, further great impact case studies and photos to include in the final document would be very welcome!

• The Topol Review has recommended expansion of the number of knowledge specialist roles in England over the years to come. We have briefed Sir David Behan, recently appointed as HEE Chair, on the ways in which we expect our library and knowledge services workforce to change and grow.

Quality

• We have been using the LQAF data to help us track progress on expanding work in the priority areas of knowledge management and public and patient information. As part of our initiative to advocate for an increase in the level of library staff, we are also exploring whether there is a correlation between LQAF scores, the ratio of library staff to NHS workforce and case studies of impact.

• With thanks to everyone who piloted the new Quality Improvement Outcomes Framework, we have been fine-tuning the wording and processes ahead of next month’s webinars.

Communications and marketing

• Responding to your comments on HEE regional bulletins to library staff, we are making improvements and have also set up a new national mailing list for service managers.
• With representation from each region, our Publicity Champions group is creating promotional copy and posters to raise the profile of library and knowledge services to NHS staff and learners. The aim is to save you time. These will be available soon.

• Keen to raise the profile of your work in supporting researchers, we will at 2019 Annual NHS R&D Forum in Brighton in May.

If you have any queries about the content of this update, please contact your regional library lead.

New Quality and Improvement Outcomes Framework Webinars

We are now taking bookings for the introductory webinars for the new NHS LKS Quality and Improvement Outcomes Framework.

This webinar will be repeated five times to enable as many participants as possible to attend. The webinars will last 1 hour.

The webinar will introduce the new HEE Quality and Improvement Outcomes Framework and will cover:
• An introduction to the new Outcomes Framework
• The six outcomes
• The Outcomes Framework structure and levels
• The baseline self-evaluation and validation process

We are keen for as many services as possible to be able to attend the webinars so we encourage each service to nominate a delegate to register to attend on one of the dates. We would also ask that no more than two delegates register per service.

To register for a webinar, please book using the online form https://southlks.libguides.com/nwpel/home

Dates and times of Webinars:

• Session 1: 14th May 14:00
• Session 2: 15th May 14:00
• Session 3: 20th May 14:00
• Session 4: 21st May 14:00
• Session 5: 12th June 10.00

A recording of the webinar content will be made available for anyone unable to attend.

Topol Review updates

To keep abreast of the technological advances in healthcare and workforce implications flagged by the Topol Review, sign up to the weekly bulletin prepared by the Health Education England knowledge management team

New posts on the blog
TripPro – liberating the librarian

General Training and Development

CILIP

Resources

For those wanting to find out more about Topol either because your Exec team are discussing it or if a colleague asks.

Check out the resources below:

• An interactive review highlighting the important aspects of Topol https://spark.adobe.com/page/HQZMw7o1QtNGm/
• UKMedlibs chat includes some interesting links and ideas https://ukmedlibs.wordpress.com/2019/04/17/transcript-and-analytics-for-last-nights-ukmedlibs-chat-on-the-topolreview/
Dr Topol talking at the launch of the review – hear him at the beginning of this clip https://youtu.be/zIBoOITkDDA or https://topol.hee.nhs.uk

The Topol review https://topol.hee.nhs.uk/

Must we bust the trust: understanding how the clinician-patient relationship influences patient engagement in safety

The winners of the 2019 IL Awards were announced last night at the glittering ceremony in Nottingham. To discover who these prestigious winners are, head to https://www.lilacconference.com/awards

Newsletters, Briefings, Reports, Articles and Guidance

Mobilising Evidence and Knowledge: What does evidence from the 2018 LQAF tell us?

A paper was taken to the April Knowledge for Healthcare Board paper to present the evidence confirming the compliance rate and range of activities submitted for the Library Quality Assurance Framework Criteria 5.4a “Members of the Library Knowledge Services (LKS) Team are actively involved in the creation, capture, sharing, utilisation or re-use of knowledge in the organisation(s) served”. The initiatives to build the confidence and competence of librarians and knowledge specialists to use knowledge management techniques (training events, KM toolkit, e-learning, #knowvember events) appears to have led to a reduction in non-compliance of 7% since 2014 and a 11% increase in partial and full compliance. A slight drop (3%) in full compliance between 2017 and 2018 indicates the need for ongoing training and sharing practical examples to sustain growth in this area, as well as a greater degree of rigour in verifying the returns.

Compliance with 5.4a 2014 – 2018

The descriptive narrative was reviewed for all submissions and grouped into categories. The most popular knowledge management activities taking place relate to organisation and re-use of knowledge in the form of repositories, intranet page design and supporting the production and use of guidelines and policies. Many examples of novel knowledge management sharing activities were described including Hello Interviews for new staff, Living Library events, Diversity Calendars, Uniform Guides and Lightening Learnings to rapidly disseminate evidence request findings. Many services described facilitating knowledge sharing events such as knowledge cafes and exchanges. Several services
were involved in some form of activity to build or use corporate memory (often associated with celebrating NHS 70). Two submissions stated an active role by Library and Knowledge Services in developing a knowledge management strategy for their organisations.

Going forward we will continue to create and deliver ongoing development opportunities for the library and knowledge workforce to improve skills and build confidence for sustained delivery of knowledge management, as well as highlight the positive impact knowledge management activity has upon health organisations.

Forthcoming Meetings and Events

Check out the calendar on our Libguides homepage.