Demonstrating impact and value
What is impact?

- The difference or change in an individual or group resulting from their contact with library services

- Information and documentation -- Methods and procedures for assessing the impact of libraries
Why bother about impact?

- To demonstrate how LKS help their trusts or host organisation achieve their strategic goals

- It shows we make a difference
Lots of feedback, does it illustrate impact?
Turning feedback into impact

- Thank you, really helpful

- Thank you, really helpful and has helped inform my practice.

- Thank you, really helpful and has helped inform my practice. We’ve used the information to tweak our clinical guideline.

- Thank you, really helpful and has helped inform my practice. We’ve used the information to tweak our clinical guideline and now we no longer administer X that way. It’s saved us quite a bit of time and speeded up the process.
Turning feedback into impact

- Did it improve efficiency?
- Were there any cost savings?
- Did it result in a change in practice?
- Was a product created as a result, e.g. guideline, pathway?
- Has a training or learning need been addressed?
- Did it raise the profile of the library service?
- Was there an increase in usage?
- Have new partnerships been established?
We all have a role to play

- Helping capture examples
- Conversations at the desk

- How has your service used impact?
- What are your thoughts and experiences......
NHS South examples

- 26 vignettes from our region now included in the national examples of good practice

- All on the LibGuides site, SMN pages
Improvements to recruitment and retention through up-skilling

The specialist librarian provided evidence around patient safety considerations leading to the replacement of two difficult to recruit band 5 posts with new HCA roles. This reduced reliance on agency and bank staff, increased staff numbers, and resulted in cost—savings of £100,000.

“The evidence gave us confidence that we were approaching the changes in the right way especially the potential safety risks if the staffing levels were incorrect.”

Divisional Chief Nurse – Specialist Services
Buckinghamshire Healthcare NHS Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions.
Evidence base for twiddle mitts as a distraction therapy

The Emergency Department used twiddle mitts as a distraction therapy for cognitively impaired patients but required wider evidence of their effectiveness in order to champion their wider use within the Trust.

The evidence provided by the library service offered a strong base for discussions around the wider use of this inexpensive and easy to use therapy. This led to a change in guidelines and a promotional video detailing the value of twiddle mitts for this patient group.

“One of the ED team stated that by giving a twiddle mitt to a dementia patient meant sedation was not needed for a CT scan.”

Tanya DeWeyman, Consultant, Gloucestershire Hospitals NHS Foundation Trust, working with Sandra Weir, Assistant Librarian

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions
Trust Travel Survey

Library staff assisted the Trust’s Environment and Travel Office to survey trust staff to determine their mode of transport, with a view to increasing sustainable modes of travel.

Using SNAP survey, librarians were able to create an online survey for easy dissemination, as well as collating the results. This saved both time and funding.

“A quick and easy link is provided for staff to use, which was easily sent out through communications allowing for as high an uptake as possible.”

Suzanne Hooker, Environment & Travel Officer, working with library staff at Frimley Health NHS Foundation Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions
Eye problems in children – is family history a predictor?

Rebecca Howes, librarian at Gloucester Hospitals NHS Foundation Trust, provided an evidence search for Orthoptists in the Trust who were evaluating current services and referral protocols.

A synthesised summary of the evidence retrieved led to a change in the referral procedure resulting in improved patient experience, shorter waiting lists, and cost savings.

“It helped back up the service evaluation and make changes to our health visitor referral protocol. We decided not to refer patients unless they have a definite first-degree family history.”

Eimear McGarrigle, Orthoptist, working with Rebecca Howes, Librarian at Gloucester Hospitals NHS Foundation Trust

Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions.

#AMillionDecisions
www.hee.nhs.uk/lks
**Phototherapy Passport**

Ultraviolet light phototherapy is a common treatment for dermatological conditions but there are potential risks associated with excessive exposure. Addressing the challenges of quick and easy access to medical records the Dermatology Staff Nurse at Royal United Hospitals Bath undertook an evidence search with the librarian to identify any existing evidence of a "phototherapy passport" system.

Finding no evidence of existing systems the Trust developed an innovative patient-held phototherapy passport, to contain treatment records, which could be presented at Dermatology departments across the UK.

"labor cost-saving of not having to take time out of the department"

Ruth Perry, Staff Nurse in Dermatology, working with Library staff at Royal United Hospitals Bath NHS Foundation Trust

**Librarians and Knowledge Specialists bring the evidence to inform healthcare decisions**
Shout about your impact!
We only ever see the swan elegantly gliding across the water not the feet frantically paddling underneath - our new display @gloshospitals library & knowledge services shows just some of the work we do
"Lit search has contributed to development of a CQUIN generating money for the trust"

87% said the results of the search helped with their CPD

"This is an excellent service. It saved me a lot of time in searching for up-to-date information for a presentation I was due to deliver. Thank you!"

67 searches requested by doctors or consultants

44 searches requested by allied health professionals

36 searches requested by nurses and midwives

5 searches requested by administrators and managers

147 Literature searches carried out!

82% said the results of the search informed their decision making

75% of searches will be used to answer legal or ethical questions

68% of searches will be used to create guidelines and policies
Tools to shape and support

- Value and Impact Toolkit
- Templates for questionnaires, interviews and to capture case studies