

North West Anglia NHS Foundation Trust Library Service

Providing services to North West Anglia NHS Foundation Trust, Cambridgeshire Community Services NHS Trust, and Cambridgeshire County Council Public Health Directorate

Strategy

2018-2023

Author: Library and Information Services Managers
Version: V.1.3
Date: 2021

Review / Approval	Committee or Team or Director	Date
4 th July 2018	Director of Workforce and OD (new title: Chief People Officer)	4 th July 2018

Change History

Version	Date	Author	Reason for change and Sections Affected
Version 1.1	17/10/19	Library & Info Services Manager	Reviewed and minor changes made to references, updating URLs
Version 1.2	18/1/21	Library & Info Services Manager	Reviewed and minor changes made to references, updating URLs
Version 1.3	31/8/21	Library & Info Services Manager	Reviewed and changes made to organisations served and References/URLs
Next Review Date	July 2023		

This document can be found on the Hospital website:

<https://www.nwanliaft.nhs.uk/a-z-of-services/l/library/>

Any other printed copies must be checked as to accuracy, currency and version number against the above version to ensure that the latest issue is being referred to.

Contents

Approval and Authorisation	2
Change History	2
Executive Summary	4
1. Introduction	5
2. Context	5
3. Primary Drivers for future developments:	6
4. Vision	6
5. Strategic developments	8
6. Contribution to local, regional and national networks	8
7. Consumer health information	8
8. Finance	9
9. Evaluation and performance measuring	9
10. Review of strategy	9
11. Related documents	9
12. References	10

Executive Summary

The purpose of this Strategy is to provide the vision and direction North West Anglia NHS Foundation Trust Library Service will take over the next five years to enable it to facilitate life-long learning, research and development, evidence based practice and clinical and management decision making to support the delivery of high quality patient care. The focus will be on key developmental areas including:

- information resource development
- information service development
- promotion and marketing
- analysis of feedback and user needs

In addition, the Library will contribute to local and regional Library and knowledge services networks and Library performance will be evaluated in line with National Library quality assurance processes.

1. Introduction

Health libraries in the NHS have a pivotal role in: education training and development, continual professional development and life-long learning, clinical governance, research and development and information provision for patients. Library services are also vital in supporting evidence-based practice, clinical and management decision making and commissioning decisions and policy making to NHS staff and students across all sectors including community and primary care and public health.

This document will provide the strategic framework for North West Anglia NHS Foundation Trust Library Service to develop and deliver services and resources and to promote and evaluate these services and resources to assess the impact they have in supporting NHS staff and students with their knowledge and information needs.

2. Context

In April 2017, Peterborough and Stamford NHS Foundation Trust and Hinchingsbrooke Health Care NHS Trust merged to form North West Anglia NHS Foundation Trust (NWangliaft). As a result, the Libraries on both sites have also merged and operate as the North West Anglia NHS Foundation Trust Library Service, with the Laxton Library at Peterborough City Hospital and Hinchingsbrooke Healthcare Library at Hinchingsbrooke Hospital. This Strategy is for the newly merged Library service based across the two sites. Both Libraries will work together over the coming years to provide an equitable service, sharing and bringing together best practice and experience to enhance the Library service across the Trust.

The NHS faces and will continue to face challenges including funding, organisational change and recruitment and retention. This inevitably affects libraries as they cope with changes in funding and the organisational change of organisations served. Libraries therefore need to be flexible to evolve with change due to external influences. Libraries can also provide solutions to some of the challenges facing the NHS, for example, evidence based decision making both clinical and management can lead to more efficiency. Libraries can also contribute to the recruitment and retention of staff as it is a facility which aids the learning and professional development of staff and students.

3. Primary Drivers for future developments:

- National developments, in particular, *Knowledge for healthcare: a development framework for NHS library and knowledge services in England 2015 – 2020* published by Health Education England (HEE 2015)
- Regional developments informed by the Midlands and East Health Libraries Network (MEHLN)
- Local needs of (NWangliaft) and those with whom the Library has a service level agreement
- Analyses of user needs

This strategy has been devised in consultation with users and stakeholders. It is intended that this strategy will provide an evolving framework to enable the Library to fulfil its commitment to staff, patients and stakeholders in the provision of a high quality library and knowledge service.

4. Vision

The Library will support the vision and aims of the organisations it serves.

North West Anglia NHS Foundation Trust

North West Anglia NHS Foundation Trust's vision is:

“Working together to be the best at delivering outstanding care for the local communities”

Strategic objectives:

- *Delivering outstanding care and experience*
- *Working together with local health and care providers*
- *Recruiting, developing and retaining our workforce*
- *Improving and developing services and infrastructure*
- *Delivering financial sustainability* (North West Anglia NHS Foundation Trust, 2021, p. 30-31).

Cambridgeshire Community Services NHS Trust's (CCS)

CCS's vision is to:

"Provide high quality care through our excellent people

Trust's mission:

Improve the health and wellbeing of people across the diverse communities we serve

Organisational objectives:

1. *Provide outstanding care*
2. *Collaborate with others*
3. *Be an excellent employer*
4. *Be a sustainable organisation"* (CCS, 2021)

Health Education England's Knowledge for Health Care

Health Education England's Knowledge for Health Care's vision:

"NHS bodies, their staff, learners, patients and the public use 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". (HHE, 2015, p.9).

The Library's vision:

The Library will contribute to the above visions by supporting those who work to improve patient care and the health of the population.

The Library will help to empower staff, by offering Library services to support their clinical and non-clinical practice, learning and professional development and research.

"Information will increasingly become the currency of healthcare in the future, and our ability to access, understand and interpret it at individual and population level will be a key determinant in the future success of our healthcare system." (HEE, 2015, p.2).

The Library's mission is therefore to:

Provide library and knowledge services to support the information and knowledge needs of all staff and students working to deliver high quality health care.

5. Strategic developments

To achieve this, the Library will focus on the following developmental areas to form a five year action plan to accompany this strategy:

- Information Resource Development – to build and maintain a relevant, up-to-date, mobilised and accessible knowledge base
- Information Service Development – to provide service users with appropriate, timely information and assistance
- Promotion and Marketing – to ensure awareness of resources and services offered
- Analysis of feedback and user needs – to inform service development and assess the impact of services.

Each year, in line with the five developmental areas above, the Library will identify where new resources and services can be introduced or existing ones can be enhanced. It will embrace new technologies where appropriate for the delivery of relevant evidence-based information. The Library will develop beyond the confines of the Library itself and integrate information provision into clinical practice work streams using the role of the clinical outreach Librarian. The Library will evaluate services and resources to ensure they meet user requirements. Each year, the Library's annual objectives will be set within the developmental areas of the five year action plan. To ensure quality, the Library will continue to take part in National Library quality assurance processes.

6. Contribution to local, regional and national networks

The Library will have continual involvement in networks and have good working relationships with other health libraries both locally, regionally and nationally to enable better co-ordination, collaboration, joint working and sharing of best practice. This is in line with the principle of "Do Once and Share" within Peter Hill's report (Peter Hill, 2008, p.30).

7. Consumer health information

The Library will continue to support the local delivery of consumer health information via the Info Zone based at Hinchingsbrooke Hospital and by making available appropriate patient information for clinicians to use with their patients where necessary.

8. Finance

The Library will ensure that its funding is in line with those who use the service. Library services will be developed and delivered in line with best practice and will collaborate within the MEHLN to take advantage of collective purchasing opportunities and nationally available resources.

9. Evaluation and performance measuring

The Library will be measured on an annual basis against National Library quality standards. To meet these standards, the Library will continue to collect and analyse activity statistics. These can be used to help define the user profile and identify areas for development and promotion. Annual statistics are also collected for the NHS Library Services Annual Statistical Return, Annual Report and stakeholders.

The Library will continue to gain user feedback via user surveys and questionnaires on specific services including training, literature searching and document supply. This will enable evaluation of user satisfaction with services and analysis of user needs and will allow the Library to assess the impact of library services in supporting evidence based health care.

The Library's Annual Report will review progress and performance and provide feedback on the set objectives and any challenges/issues raised.

10. Review of strategy

This strategy will be reviewed annually and as required to ensure it reflects the changing environment within which the service is provided.

11. Related documents

North West Anglia NHS Foundation Trust Library Service Action Plan 2018-2023

2018 – 2023 Strategy on a page

12. References

Cambridgeshire Community Services NHS Trust, 2021. Visions, values and objectives. [online] Cambridgeshire Community Services NHS Trust. Available at: <<http://www.cambscommunityservices.nhs.uk/about-us/priorities-and-how-we-are-doing/vision-aims-and-objectives>> [Accessed 18 January 2021].

Health Education England (HEE), 2015. Knowledge for healthcare: a development framework: for NHS library and knowledge services in England 2015 – 2020 [online] Health Education England. Available at: <https://www.hee.nhs.uk/sites/default/files/documents/Knowledge_for_healthcare_a_development_framework_2014.pdf> [Accessed 31 August 2021].

Hill, P.2008. Report of a national review of NHS health library services in England: from Knowledge to health in the 21st Century. London: NLH

North West Anglia NHS Foundation Trust, 2021. North West Anglia NHS Foundation Trust, Annual Report and Accounts 2019/2020 [online] North West Anglia NHS Foundation Peterborough. Available at: < <https://www.nwangliaft.nhs.uk/about-us/> > [Accessed 18 January 2021].