

# Library and Knowledge Services

## Delivery Plan 2022 - 2025



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## Introduction

The NHS Education Contract held between Health Education England (HEE) and NHS organisations requires Library and Knowledge Services (LKS) to complete the quality standards set out in the Library Quality and Improvements Outcome Framework. A library strategy approved at board level or Sub – Committee of the Board, is an essential requirement of this framework.

Walsall Healthcare Library and Knowledge Services strategy has been renamed as a delivery plan as it will form part of the overarching Walsall People Engagement and Organisational Development Strategy. The delivery plan will guide our work through the next three years building on the achievements and successes of the service to date. We will continue to implement HEE Knowledge and Healthcare Framework (KfH) 2021-2026, support our Trust ambitions and also the Walsall Healthcare Trust Education and Training Delivery Plan 2022-25.

## Stakeholder Engagement

The delivery plan will be circulated to the Education and Training Steering Group and senior group committee leads for consultation and feedback with aims for the document to be integrated with the Trust workforce strategies. Furthermore, approved as required by Health Education England under Education Contract.

## Reviews

The delivery plan will be reviewed and updated annually to ensure it reflects the changing environment within which the service is provided. The delivery plan is accompanied by an operational plan to support the delivery of our objectives. It will be owned, monitored, and reviewed by library personnel.

**Jacqui Watkeys**  
Head of Library, Knowledge and Education Centre Services  
June 2022



## Our Vision

To support our colleagues and students by providing access to authoritative information for evidence-based decision making, research and education, resulting in the best patient care.

## Background

The Library and Knowledge Services sits within the Medical Directorate and plays a significant role in the provision of evidence-based research and knowledge management to the Trust staff and students. The service offers remote and physical access to a range of high-quality resources and facilities and information skills training.

## Access and Resources

- Free library membership  
Access to 83,000 resources through the services and collections of a consortium of health libraries, incorporating BASE (Birmingham and the Black Country) libraries and Coventry and Warwickshire health libraries, collectively known as Health Libraries Midlands (HeLM).
- 24-hour access available using Trust ID badge.
- NHS OpenAthens registration offers access to a wide range of electronic resources.
- NHS Knowledge and Library Hub brings evidence-based resources available to NHS staff and students into one place to support your clinical practice, learning and research.
- Request an evidence search.
- Request journal articles.
- Keep up to date with our current awareness using KnowledgeShare.
- Multimedia items and E-books.
- Equipment Loan Service e.g., laptops and projectors.

- Access clinical decision tools such as UpToDate and BMJ Best Practice.
- Access Royal Marsden Manual Online.
- Fiction collection.
- Health and wellbeing collection.

### Facilities

- Access to drop in computers with internet access with Microsoft 365.
- Self-service machine that allows you to issue, renew and return items .
- Photocopier which includes scanning and printing facilities.
- Study zoned areas.

### Training

- Information skills training delivered onsite and remotely. Training offered can be accessed through the library website.

## Our Trust Values

The Trust has a set of values which underpin and guide how we interact with colleagues and our patients.

### Library and Knowledge Services – Supporting our Trust Values

#### Respect

- Being fair, inclusive and resourceful
  - Equitable access to resources and services
- Being proud of what we do
  - Showcasing and sharing good practice
- Creating an environment for open conversations
  - Ask for and respond to feedback

#### Compassion

- Showing empathy and being supportive
  - Showing sensitivity

#### Professionalism

- Presenting positive behaviours, attitudes and approaches
  - Valuing one another
- Providing a timely service
  - Adhering to our team charter and professional standards
- Striving for excellence
  - Learning from mistakes and ensuring best practice

#### Professionalism

- Working collaboratively
  - Seeking opportunities to work with colleagues, partners and local networks to enhance services
- Sharing knowledge and expertise
  - Being visible and available



## Drivers

The delivery plan has been developed within the context of key drivers from national, regional and local strategies.

<a href="#"><u>Walsall Education and Training Delivery Plan 2022-25</u></a>	The Education and Training Delivery Plan forms part of the overarching People Engagement and OD Strategy for the Trust. The aim of the delivery plan is to set out the key objectives for Education and Training over the next 3 years.
<a href="#"><u>Health Education England - Quality and Improvement Outcomes Framework (QIOF) for NHS Funded Library and Knowledge Service, 2019</u></a>	<p>The focus of the new framework is continuous library and knowledge service improvement focusing on outcomes rather than process. It emphasises the six outcomes upon which the Library and Knowledge Services will be regularly assessed.</p> <ul style="list-style-type: none"> <li>• All NHS organisations enable their workforce to freely access proactive library and knowledge services that meet organisational priorities within the framework of Knowledge for Healthcare.</li> <li>• All NHS decision making is underpinned by high quality evidence and knowledge mobilised by skilled library and knowledge specialists.</li> <li>• Library and knowledge specialists identify the knowledge and evidence needs of the workforce in order to deliver effective and proactive services.</li> <li>• All NHS organisations receive library and knowledge services provided by teams with the right skill mix to deliver on organisational and Knowledge for Healthcare priorities.</li> <li>• Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation and good practice.</li> <li>• Library and knowledge specialists demonstrate that their services make a positive impact on healthcare.</li> </ul>
<a href="#"><u>The Royal Wolverhampton NHS Trust and Walsall Healthcare NHS Trust Strategy 2022-2027</u></a>	<p><b>Vision:</b> To deliver exceptional care together to improve the health and wellbeing of our communities.</p> <p><b>Strategic aims:</b></p> <ul style="list-style-type: none"> <li>• <b>Care</b> - Excel in the delivery of care</li> <li>• <b>Colleagues</b> - Support our colleagues</li> <li>• <b>Collaboration</b> - Effective collaboration</li> <li>• <b>Communities</b> - Improve the health and wellbeing of our communities</li> </ul>

<a href="#"><u>HEE Knowledge and Healthcare Framework (KfH) 2021-2026</u></a>	<p>The ambition of this updated framework is to have NHS bodies, their staff, learners, patients and the public using 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. The new focus is on getting the right team, resources and services in place.</p> <p>Strategic priorities;</p> <ul style="list-style-type: none"> <li>• Mobilising evidence and knowledge</li> <li>• Enabling resource discovery</li> <li>• Assuring the quality of knowledge services</li> <li>• Improving health literacy</li> <li>• Developing the knowledge and library services workforce</li> </ul>
<a href="#"><u>HEE Library and Knowledge Services In England: Recommendations to improve the staff ratio for the number of qualified library and knowledge specialists per member of NHS Workforce</u></a>	This HEE policy statement highlights the significant variation in the ratio of qualified librarians and knowledge specialists to healthcare staff, leading to inequitable service provision across England. The introduction of a recommended staff ratio is a key action by HEE to enable organisations to identify and address the risk of insufficient capacity to maximise the benefit of LKS roles to inform evidence-based improvement in care, the spread of innovation, improved productivity and cost savings.
<a href="#"><u>Walsall Healthcare Health and Wellbeing Strategy 2022</u></a>	<p>The Health &amp; Wellbeing vision is to:</p> <ul style="list-style-type: none"> <li>• Promote an open and supportive culture for our employees mental, physical, financial, family and spiritual wellbeing, both in the workplace and at home.</li> <li>• To value our employees opinion and to listen and respond to their needs through health &amp; wellbeing interventions</li> <li>• To educate and empower our employees to be proactive in staying well and preventing avoidable illness and infection</li> <li>• To measure the effectiveness of our interventions and the impact on the wider organisation.</li> </ul>
<a href="#"><u>Walsall Healthcare Trust – The Green Plan</u></a>	To provide a clear outline of what is required to enable the Walsall Healthcare NHS Trust to prepare, mitigate and put in adaptation measures to cope with the impacts of climate change.

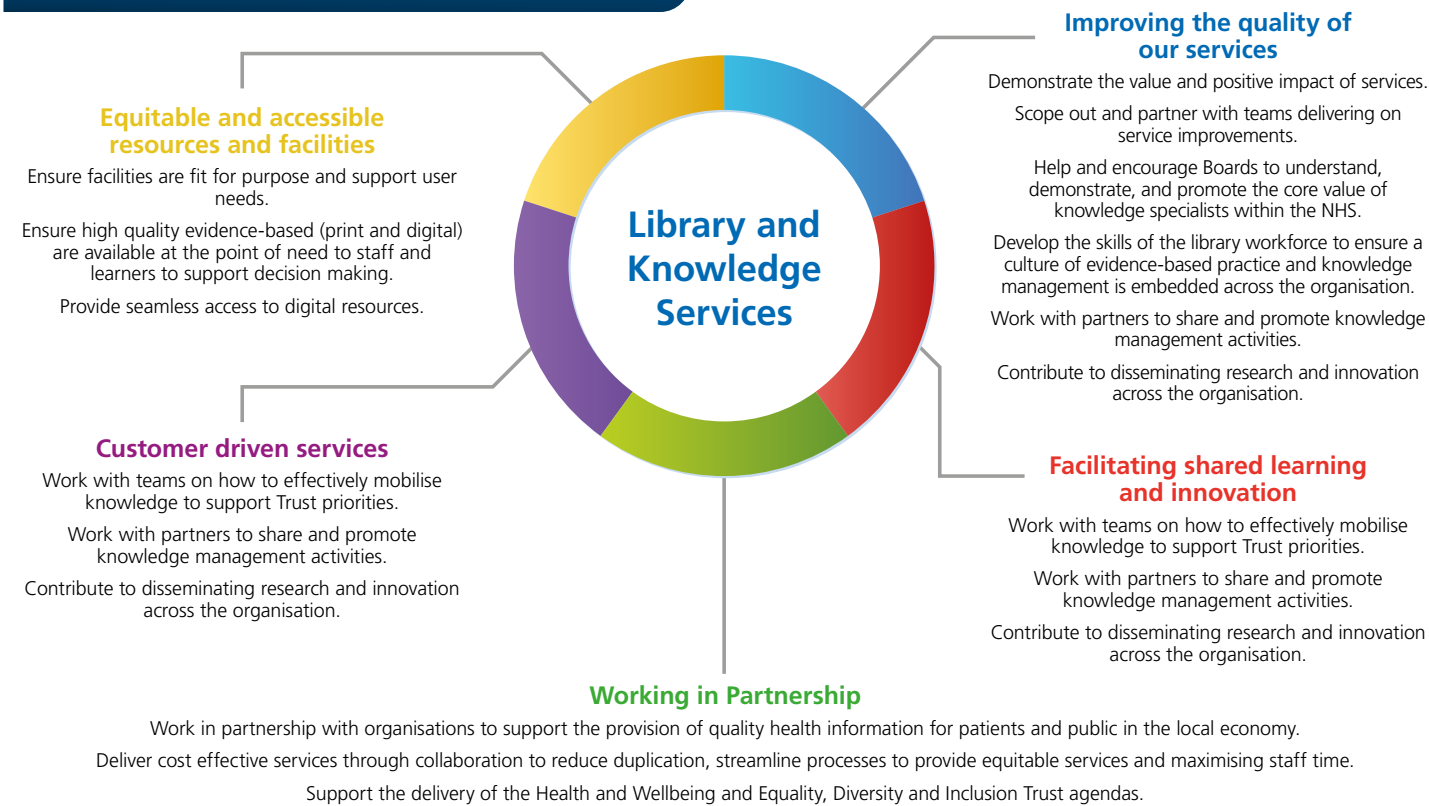
## Strategic Objectives

Objectives are aligned to our broader strategic objectives benchmarked against the Library and Knowledge Services Quality Improvement Outcomes Framework.

## Our Delivery Plan 2022 – 2025

## Vision

To support our colleagues and students by providing access to authoritative information for evidence-based decision making, research and education, resulting in the best patient care



## Notes

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**Caring for Walsall together**

