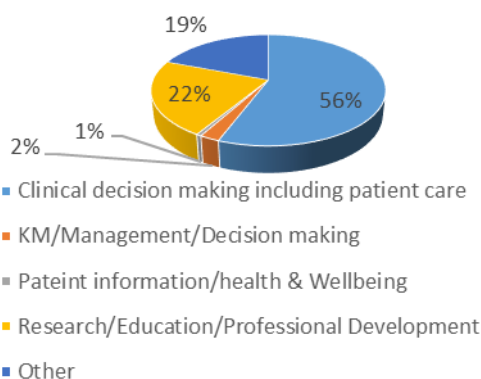


Patricia Bowen Library & Knowledge Service - Annual Report 2022-2023

Evidence Searches

- ✓ 100% respondents indicated that information was supplied on time
- ✓ 100% happy with the results

Purpose of Evidence searches



To meet the growing need for library services to be delivered at the point of care, we offer **Clinical and outreach librarians' services** at Women's Health & Maternity Unit. Repository of search questions and search results are available online for easy access

Activity



380 new users joined



346 articles supplied 4106 books loaned



4789 enquires answered and responded



184 literature searches conducted



Sourced and delivered 306 articles



Added 482 staff publications to the repository



Delivered 25 training sessions

Service Provision

Role and Mission:

The main role of Patricia Bowen Library & Knowledge Service is to facilitate knowledge sharing in delivering high quality health services.

The mission is to positively contribute to the health of the community by providing current, comprehensive, quality, accessible and timely information for all our users.

Library and knowledge services are currently provided to: Chelsea & Westminster Hospital staff, Trainee doctors, Medical and Nursing and other students on placement at the Trust.

We are guided by our values, which are PROUD*

- We are Passionate about providing library services to Trust staff to provide excellent patient care
- We are Responsive and supportive of all information requests by staff
- We are welcoming and open to any suggestions to improve the library services for better patient care
- Library staff are Unfailingly kind and treat all library users with respect
- Library staff are determined and dedicated to develop new skills and use their expertise to help Trust staff for excellent patient care.

Achievements

- Outcomes Framework validated levels achieved as level 1 medium – Level 2 high. This is on or above national average.
- The validators have identified innovative and good practice against some outcomes
- Integrated library induction/training into the Excellence of Care programme for healthcare assistants and apprentice nurses.
- Deployment of Libkey Nomad for the whole Trust through group policies for easy and quick access of PDF articles
- The number of OpenAthens registrants increased and remained constant during the fiscal year. The registrants account for between 11 to 12% of the head count for the Trust, 20-22% of accounts have been used.
- Statistics dashboard created and uploaded
- Submitted impact case studies
- Onexamination and Pass medicine codes distributed to trainees
- Health literacy eLearning module uploaded on the Trust LMS

Going forward: priorities

- Submit the Quality and Improvement Outcomes Framework focussing on continuous improvement and identify opportunities to streamline and improve services
- Explore ways to facilitate Knowledge Mobilisation
- Explore ways to provide Outreach service and expand clinical librarian service
- Proactively take forward Health literacy and Knowledge mobilisation activities
- Continue compiling and adding the staff publications lists and add them to the repository
- Catalogue Grand Rounds and upload the presentations
- Continue developing innovative ways to deliver our service and engage with our users through the use of new platforms and technologies.
- Expand our support for Trust wide objectives and knowledge management initiatives
- Support Trust teams at all levels including Board level, to manage knowledge, deliver the highest quality of care through evidence-based practice

From the feedback we get from our users, the Library services we provide are much valued and we are **proud** that we support evidence based decision making that has a direct impact on our patients.