

Sussex Partnership Library and Knowledge Service Strategy 2020-2026

Ratified by Effective Care and Treatment Committee (ECAT), 02/04/2020

Our Mission	To inform staff and service users, enhance health care education and positively influence the quality of care provided to people in Sussex Partnership			
Our Strategy	People	Prevention		Partnerships
Our Focus	Organisational Culture <small>p2</small>	Promoting Health, Wellbeing and Resilience <small>p3</small>		Using Resources Wisely <small>p4</small>
Our Goals	Service co-design	Resources to inform staff and students		Evidence for service quality and financial management
	Reduced barriers to learning			Information literacy
	High quality education	Resources for promoting the wellbeing of service users, families and carers		Contribution to research activity
	Developing our team			Sharing knowledge
Our Foundations	<i>Quality Assured:</i> We will monitor and improve the quality and cost-effectiveness of our services, aligning with the HEE Quality Improvement Outcomes Framework			
	<i>Advocacy for Evidence:</i> Through raising awareness of our services we will advocate for the use of evidence and knowledge in healthcare			

Our Focus	Organisational Culture			People
Our Vision	Our staff will recommend us as an employer, feel well treated, engaged and enabled to do their jobs well.			
Our Goals	Service co-design	Reduced barriers to learning	High quality education	Developing our team
	We will regularly seek the views of the staff and students that use our services in order to improve the way we work and increase our impact on health care and learning outcomes.	Staff will access all services and resources remotely, without the need to visit a library. Online information resources will be prioritised, requests will be handled electronically and teaching will be available via web conferencing.	Learners will have quiet, clean, comfortable, welcoming and accessible study spaces that are designed in response to their changing needs and increasing student numbers.	Our teams will work in a supportive environment that emphasises the Trust values.
	We will co-design with local staff the content, format and frequency of our teaching by asking about their needs.	Study spaces will provide a place for staff to access online learning who may otherwise lack IT access.	Learners will receive teaching to improve their academic and reflection skills, including critical appraisal, study skills, referencing and writing for publication.	Our team will be encouraged, released and appropriately funded to attend external learning opportunities.
		Study spaces and the technology within those spaces will be accessible to those with physical and learning limitations.	Educators will have access to the information they need to keep the content and delivery of their teaching up-to-date.	Our team will learn from each other via peer review processes, regular forums to share knowledge and ongoing peer support.
		Staff studying for professional exams will have access to books and online sources to support their learning.	Access to the Sussex Partnership IT network will be made available in all libraries	
		Staff of all grades will be attracted to use the libraries through leisure reading and book groups.		

Our Focus	Promoting Health, Wellbeing and Resilience		People	Prevention
Our Vision	We will challenge stigma, encourage people to seek help early and provide help to people earlier if they are at risk of ill health.			
Our Goals	Resources to inform staff and students	Resources for promoting the wellbeing of service users, families and carers		
	<p>Staff and students will have access to a wide range of print books, online journals, evidence-based summaries and article databases, enabling them to learn, to inform their work promoting health, wellbeing and resilience.</p>	<p>We will raise awareness of resources for the promotion of health and wellbeing that are available for service users, such as the health promotion leaflet service funded by Brighton & Hove Public Health.</p>		
	<p>We will work with staff and peers in the Recovery Colleges to provide access to the information and services they require for their activities.</p>	<p>We will work with public librarians in Sussex to ensure the information needs of service users are supported in the community.</p>		
<p>Access to online information sources will be simplified as far as possible.</p>	<p>We will raise awareness of and signpost users to the “Books on Prescription” scheme.</p>			

Our Focus	Using Resources Wisely			Prevention	Partnerships
Our Vision	This enables us to live within our means, make best use of public money, reduce unwanted variation and invest in innovation to improve individual health and care outcomes.				
Our Goals	Evidence for quality and financial management	Information literacy	Contribution to research activity	Sharing knowledge	
	Timely evidence reports will be available to staff on request to underpin quality improvement and effective financial management.	Staff will be taught to more effectively find the best evidence for quality improvement.	Projects and funding bids will be informed by the latest research.	We will take forward work with the Effective Care and Treatment Committee to improve the mobilisation and use of knowledge within the organisation.	
	More staff will receive regular email updates on the latest evidence to remain up-to-date and provide informed care.	Advice will be offered on improving their ability to translate research evidence into practice.		We will integrate our work into the Innovation Hub in order to further enable innovation and improvement.	
	We will increasingly be involved in Clinical Academic Group menus of care and other strategic groups, taking evidence to the heart of leadership and decision-making and ensuring that the quality standards of the Effective Care and Treatment Committee are supported.	Learning technologies, such as web conferencing, will be used to provide more flexible information skills teaching.		Staff will be connected to NHS colleagues outside the Trust working in similar fields in order to collaborate and share knowledge.	
	Staff will receive books and articles rapidly on request and we will set, maintain and publicise standards for the speed of our supply service.				

Our Focus	Joining Up Services		Partnerships
Our Vision	This means collaborating across Sussex and Hampshire CAHMS to make the very best use of public money, rather than operating in a silo and taking decisions on our own. It is about designing, delivering and leading new ways of working, sharing resources and being open to providing services differently.		
Our Goals	<p align="center">Collaboration across Sussex Partnership</p>	<p align="center">Equity across Sussex Partnership</p>	<p align="center">Wider collaboration</p>
	<p>The locality library and knowledge service teams will work closely to minimise variation in service provision, maximise purchasing power and present a single online point-of-access for Sussex Partnership.</p>	<p>We will explore variations in funding levels for library and knowledge services and invest where needed in order to extend high levels of service equitably to all staff and students across the Trust.</p>	<p>We will work closely with our colleagues in the library services at the University of Brighton and the University of Sussex to minimise variation in services to staff and students.</p>
	<p>We will work with the education teams to align our services to their needs, for example exploring how to raise awareness and usage.</p>		<p>We will work with library and knowledge services across the country to enable professional development, influence information source selection and procurement, and benefit from economies of scale.</p>
	<p>We will present a single annual report on activity and impact of library and knowledge services.</p>		

Our Responsibilities

Sussex Partnership Organisational Strategy

The [Sussex Partnership Organisational Strategy](#) describes how the Trust plans to improve the experience, wellbeing and health of people who use our services, their families and carers, our staff and the communities we serve. The strategy responds to local needs and national priorities, including the NHS Long Term Plan and the developing Sussex Health and Care Partnership. It is based on needing to do things differently - both in terms of how we work and how we work with others—and informed by feedback about what we do well and where we need to improve.

The following priorities are at the forefront of our strategy: Joining up services in partnership across health, social care, housing, employment and education; Creating and sustaining a collaborative, compassionate and caring organisational culture which promotes inclusion; Using our resources wisely, which includes using research, innovation and learning to develop new treatments and develop our workforce; Promoting health, wellbeing and resilience within the communities we serve.

Brighton & Sussex Medical School

Brighton and Sussex Medical School (BSMS) is consistently rated among the top universities in the country as per the National Student Survey, and the BSMS Library Service is rated among the best university library services. Student numbers at BSMS, both for undergraduate and postgraduate courses, are on the rise, with the undergraduate cohort having increased by 50% over the last two years. Distance learning will increasingly be employed for postgraduates.

The curriculum is changing as a result and because of changing national requirements such as [Outcomes for graduates](#) and the [Medical Licensing Assessment](#) from the General Medical Council.

The Library and Knowledge Service will respond to changing needs, including and especially the need to improve the digital learning environment. We will enable BSMS to achieve success in the Teaching Excellence Framework and Research Excellence Framework.

Health Education England

In 2014, Health Education England (HEE) published [Knowledge for healthcare](#), a development framework for NHS library and knowledge services. Healthcare library and knowledge services are a powerhouse for education, lifelong learning, research and evidence-based practice. The ambition of HEE is to extend this role so that healthcare knowledge services become business-critical instruments of informed decision-making and innovation.

In 2017, HEE published the [Topol Review: Preparing the healthcare workforce to deliver the digital future](#), which directs NHS Boards to take responsibility for effective knowledge management, including the creation and fostering of knowledge management roles, to enable staff to learn from experience and accelerate the adoption of proven innovations. Our strategy will enable the organisations we serve to begin implementing the recommendations of the Topol Review.

From 2020, NHS organisations will be assessed by HEE on their use of library and knowledge services to meet their obligations under the [Health and Social Care Act 2012](#) using the new [Quality Outcomes and Improvements Framework](#). We will work with partner organisations to ensure they achieve high scores against this framework by providing proactive, evidence-based services that meet organisational priorities, underpin decision-making and show a positive impact on patient care.

Meeting local needs

To further inform our strategy we have run a number of consultations with Sussex Partnership, asking for the views of colleagues on what we are doing well in a variety of areas, and what could be improved.

The responses included many examples of the positive impact our service has on the care of service users and on staff education as well as suggestions for improvements that have been incorporated into our strategy.