



KnowledgeShare

News from KnowledgeShare - September 2025

Teams using KnowledgeShare for:



Evidence Updates

135



Evidence Searching

54



Skills Teaching

10

Members receiving updates:



69,259

Support requests from LKS teams:



41

Our new support portal is live!

<https://knowledgeshare.freshdesk.com/support/home>

Please **sign up** (very quick) and use this as your first port of call for any KnowledgeShare queries!

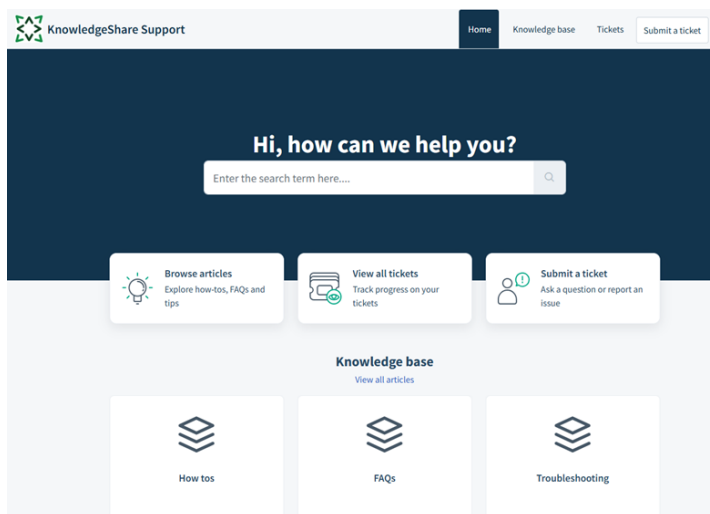
Here you can:

- read how-to articles
- find quick troubleshooting tips
- check if your query is covered by our FAQs

If you don't find the answer to your query in our knowledge base, submit a ticket and we will get back to you in our usual speedy way.

The simple form lets you report an issue or ask a question about any aspect of KnowledgeShare, and the new system will help you (and us!) track progress on your issues much more easily. You can also suggest a journal for TOCs and book onto our regular training sessions.

We will no longer be using the uhsussex.knowledgeshare@nhs.net email address for support queries. Please log in to the KnowledgeShare Support portal instead to access our expanding collection of help articles and to reach the team!





KnowledgeShare

Sustainability of KnowledgeShare in 2025 and beyond

Until March 2025, NHS England provided a significant financial contribution to the cost of running KnowledgeShare, reducing prices for individual teams. This year, unfortunately, their contribution was halved, which led to significant price increases for your teams. We know this was challenging for many of you and, quite rightly, resulted in some teams re-evaluating the value of KnowledgeShare to their service.

We were very happy to find that almost all LKS teams decided to continue their subscriptions, and we appreciate the value you place in the service. Of the 137 teams subscribing, only five decided they were unable to continue, and we have since added three new teams this year. This has resulted in a very small reduction in our spend on development, which we hope will not have been too noticeable.

Unfortunately, we will be facing a similar situation again in April 2026, when the remainder of NHS England funding will be removed. This will require us to raise prices again at a higher level than we would like (similar to last year) in order to cover costs. We hope that this will come as less of a shock this time, and that similar numbers of you will be able to continue your subscription. This will be the last time we need to introduce significant price rises and future increases will drop back down to 5% or less.

We are aiming to share next year's pricing within the next couple of months.

Thank you all for your ongoing support!

Forthcoming training and events

Skills

To help manage information skills teaching, including *ad hoc* or scheduled sessions.

Wednesday 15 Oct 2025 2.00pm– 3.30pm

Evidence Search

This session will help you manage evidence searching with KnowledgeShare.

Tuesday 28 Oct 2025, 2.00pm– 4.00pm

Tuesday 25 Nov 2025, 1.00pm– 3.00pm

Adding local resources

This session will help you add local events, guidelines and books to your Members' updates.

Tuesday 4 Nov 2025, 12pm– 2.00pm

Member Categorising

This session is a repeat of the initial implementation updates training, for new staff or as a refresher.

Tuesday 11 Nov 2025, 1.00pm– 3.00pm

Sessions are run via MS Teams.

Log in to <https://knowledgeshare.freshdesk.com/support/home> to book a place

"It is very useful to receive tailored information, which saves time but also helps to focus efforts. Many items have been useful to develop our work programmes."



Member feedback