

NHS Knowledge and Libraries in Sussex

Annual Report 2023-2024



The Knowledge and Library Service is hosted by University Hospitals Sussex NHS Foundation Trust

“As part of serious incident investigations, your service has been hugely valuable in providing evidence to respond to families, make safety improvements, and improve patient experience.

Following the death of a child from line sepsis, you helped revise our guidance for patients on total parental nutrition. This has been shared with the family, the trust executives and with the ICB.

We have also introduced the routine use of a sepsis screening tool for children at the RACH emergency department.”

- Quality and Safety Manager, UHSussex

“I had an elderly patient with an unusual clinical presentation in their setting of food restrictions. I needed more information on the effects of starvation on the body and mind to educate the patient and trainees.

Your report helped enormously in an assessment of the current clinical situation and in collaboration around this patient’s care. It has also enabled an excellent education session for the wider service.”

- Psychiatrist, Sussex Partnership

Our aims

To inform staff and patients, enhance healthcare education, and positively influence the quality of care provided in Brighton, Hove and West Sussex.

Areas of focus:

- Patients and the public [p.3]
- Learners and educators [p.5]
- Clinicians, managers and researchers [p.15]
- Our information resources [p. 21]
- Our KnowledgeShare service [p.25]
- Our team [p.27]



University Hospitals Sussex
NHS Foundation Trust



Sussex Partnership
NHS Foundation Trust



Sussex Community
NHS Foundation Trust



Our service was fully merged and restructured this year, integrating the legacy teams from Brighton and Sussex University Hospitals and Western Sussex Hospitals.

“We needed information to help us develop patient leaflets for frail patients about what happens during resuscitation and its chances of a good outcome.

The evidence you provided enabled us to develop an information leaflet, which will be used in the decision-making process when discussing patients' advanced decisions about whether they wish to be resuscitated.”

- Physician Associate, UHSussex

“Although I can do my own searches, your more in-depth review found material I was not aware of. The evidence review was related to our Call for Concern service at PRH. It allowed me to adapt our patient leaflet based on international research and supported our case for expansion into RSCH.”

- Lead Nurse, UHSussex

Patients and the Public

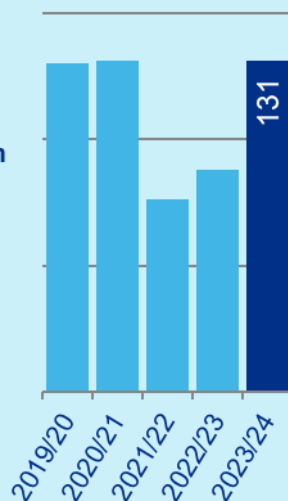


The patient experience will be enhanced by high-quality patient education materials and by information professionals who improve patients' health literacy and signpost them to local services.

We extended our patient education service to Worthing and St Richard's and began a trust-wide audit of patient education materials.

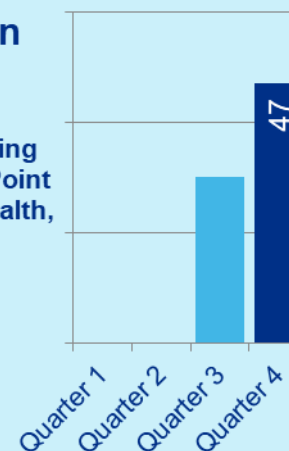
Patient Education Leaflets

UHSussex leaflets co-written with clinical colleagues and our patient education specialists



Health Information Point Enquiries

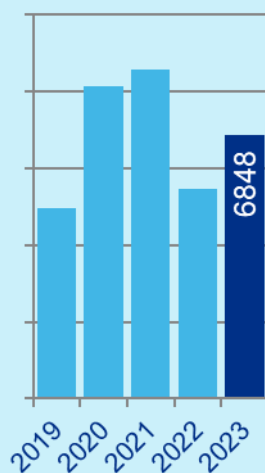
Patients and carers visiting our Health Information Point for information about health, care and wellbeing.



We launched our health information point in the new RSCH Louisa Martindale Building. Patients and carers can visit for help finding quality information about their conditions, treatments and wellbeing, as well as signposting to further support.

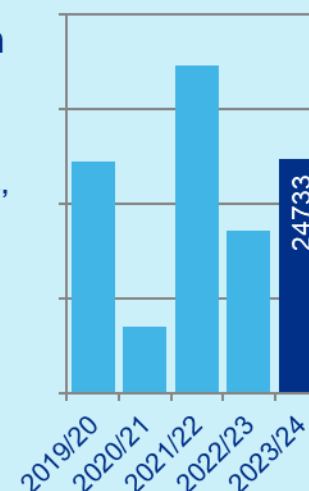
EIDO

Patient education leaflets downloaded to support informed consent



Health Promotion Leaflets

Leaflets distributed on request to local schools, GP practices, charities, hospital wards, etc.



We worked on a UHSussex length of stay project, helping produce a patient postcard containing basic information and a link to further information about discharge.

The Health Promotion team gave assistance with setting up a new community health information point in Peacehaven, and a promotional mailing to nearly 40 local community groups.

“Every member of staff at the St Richard’s Library has been so supportive and friendly. From helping to source articles, supporting education and learning, and helping make the most of library services for clinical practice, this team always delivers in an expert and generous way.”

- UHSussex Star Award nomination for non-clinical team of the year

“The staff at the Worthing Library have been truly incredible. They took the time to patiently explain what was available, set me up with an account, helped locate journals I couldn’t access and ordered books they didn’t have on the shelves.

They have supported me and kept me in this degree. I really wish other students had done the same as our attrition may have been lower.”

- Student Nurse, UHSussex

“You library bods have been amazing lately with all of my journal demands. Just wanted to say thank you for all that you do.”

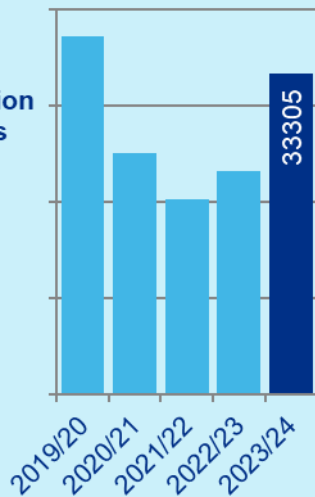
- Pharmacist, UHSussex

Learners and Educators

The experience of being a student, trainee or learner will be improved through high-quality digital and physical learning environments.
Staff with an educational role will receive tools and training to enhance the quality of their teaching.

Enquiries

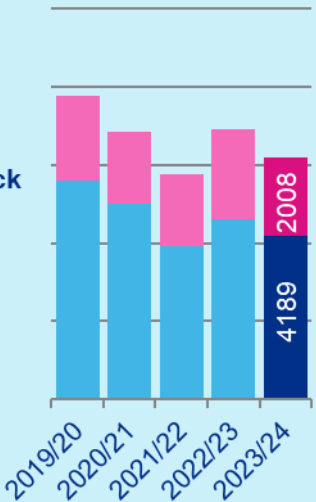
Brief requests for information at the library enquiry desks



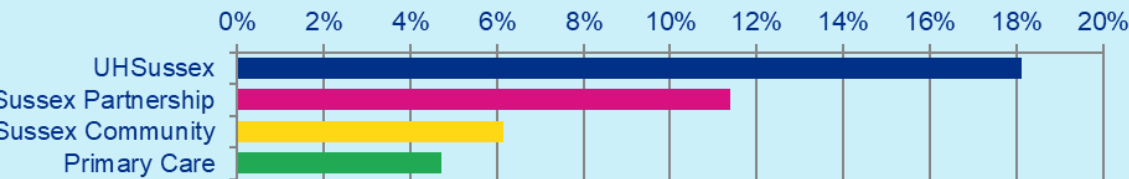
Document Supply

Articles provided rapidly on request from own stock or other libraries

■ For other libraries
■ For our members



Document supply requests as proportion of staff served



Self-service book issue kiosks were upgraded at RSCH, PRH and MVH libraries, and introduced at WH and SRH libraries.

A two-person study pod was installed at PRH Library to expand options for study space.

Swipe-card access was introduced to improve security at our MVH Library.

StatsDirect software is now available on all the public access PCs at our PRH Library and many at our RSCH and MVH libraries.

We set up food donation boxes in all our libraries for the run up to Christmas, and took the contributions to local food banks.

There was a significant decrease in articles supplied to primary care following the end of our primary care pilot project.

“I would like to thank you for all your hard work and support to preceptorship. Your sessions have received brilliant evaluations and have truly helped our learners become safe, confident, and autonomous practitioners.”

- Feedback on sessions for UHSussex preceptors

“A thorough, easily understood and enjoyable session on how to publish. Hugely inspiring, supportive and interesting. I will take this forward as an essential adjunct to my training, with a view to publishing clinical practice research to contribute to the evidence-base for my discipline.”

- Feedback from UHSussex Education Week

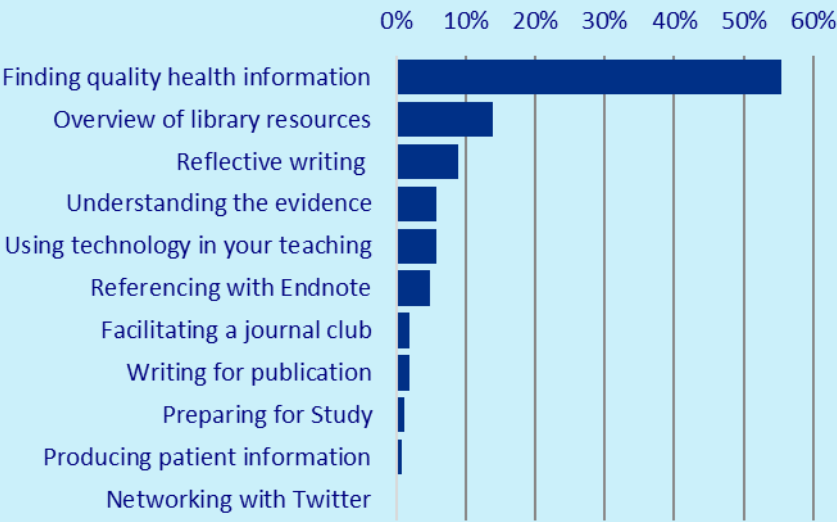
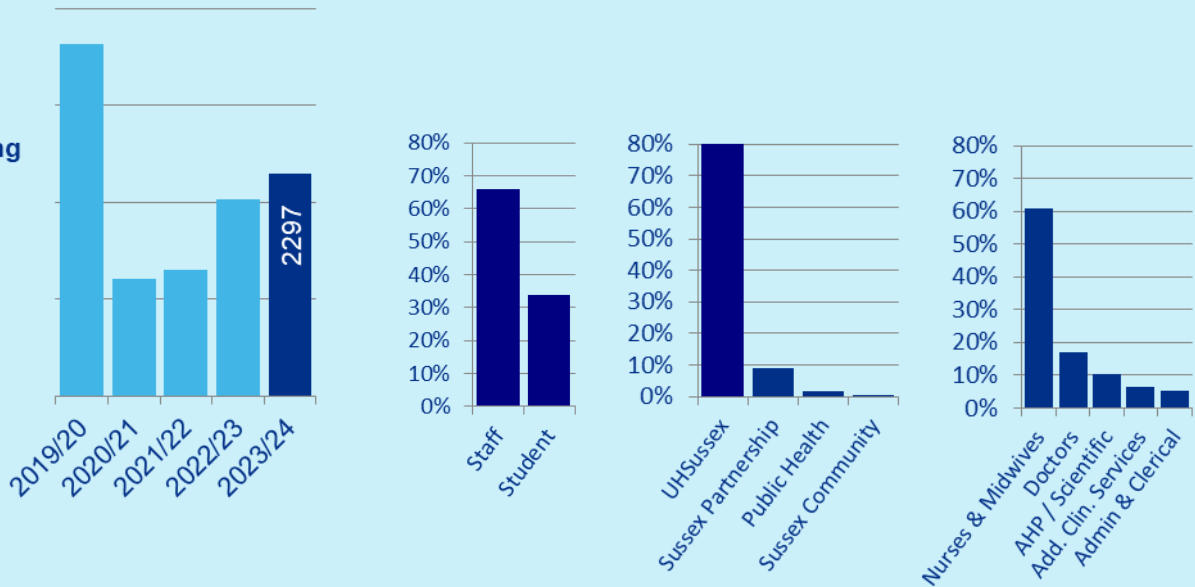
“You took the time to understand my needs and tailored the session to what I required. It meant we were able to concentrate on the material I really needed to understand for my studies. You stopped to check my understanding and challenged my thinking around my subject matter, which I was grateful for.”

- Feedback on Finding Quality Health Information session

Learners and Educators

Teaching Attendance

Information skills teaching for staff and students



Our BSMS teaching began moving back towards face-to-face sessions, although there were still 1,400 downloads of our information literacy lectures.

Our Deputy Head of Knowledge and Libraries for Learning and Teaching facilitates the 'Immersion Week' sessions that allow students from the Medical School, nursing, dietetics, occupational therapy, and mental health to learn together.



86% BSMS student satisfaction with libraries and learning technology on the National Student Survey. 2% below the sector average.

“The Chief Nurse Fellows found your session very helpful, and at least three are now planning to write an article for publication with a confidence that they did not possess previously. One mentioned that they would have liked the session earlier in the programme.”

- Programme Lead for Chief Nurse Fellows Programme, UHSussex

“We have had fantastic feedback on our meta-analysis workshop and your presentation was very well received. The pathways you described were exactly what clinicians require for knowledge and discovery. Your continuous provision of evidence to surgeons and in the governance meeting is much appreciated.”

- Consultant Surgeon, UHSussex

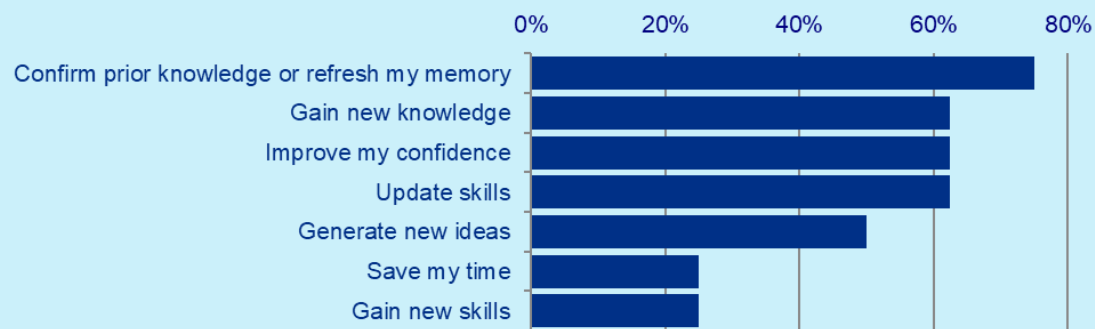
“Did you know that the World Health Organisation has a learning platform that offers a wide variety of courses which are self-paced and FREE?

I didn't but thanks to our public health knowledge specialist, I do now.”

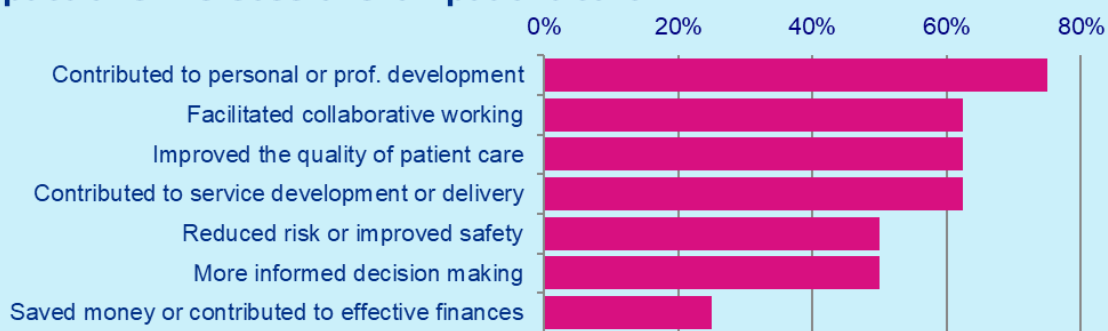
- Health Protection Lead, Brighton & Hove City Council

Learners and Educators

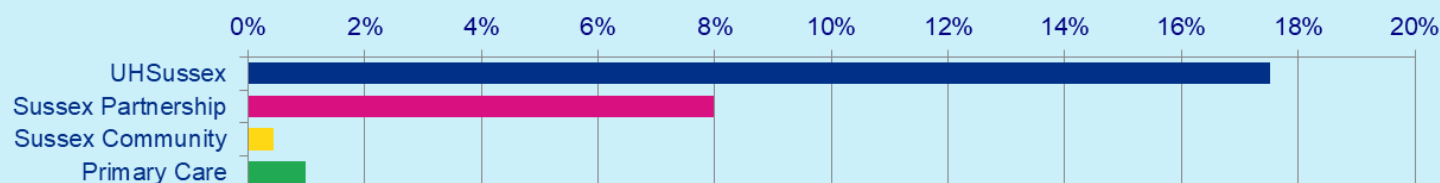
Impact of skills sessions on staff and students



Impact of skills sessions on patient care



Teaching attendance as proportion of staff served



This year, we facilitated 22 learning opportunities for UHSussex Education Week, including drop-in search clinics and sessions on study skills, reflective writing and critical appraisal.

Our knowledge specialists created webcasts showing how to search health databases effectively. These were added to our website as guidance for health professionals.

Our senior knowledge specialist co-taught with consultants on a meta-analysis workshop for medical students and trainee doctors from across the country.

We joined the Medical Education Leadership Team and the Education Governance Group at Sussex Partnership.

“The Learning Technology team has helped us create a sepsis course on iris. The guides provided are really easy to follow and I was able to contact the team with any queries. Raising awareness of sepsis and providing learning will create a workforce that can improve the care and treatment of patients.”

- Sister, UHSussex

“I'm really excited about using this iris page for newly qualified midwives, and found the process of building it hugely satisfying. I feel confident now to edit as we go along and evaluate what is working and what's not. The team was super helpful (and patient!) and gave clear guidance and support.”

- Senior Midwife, UHSussex

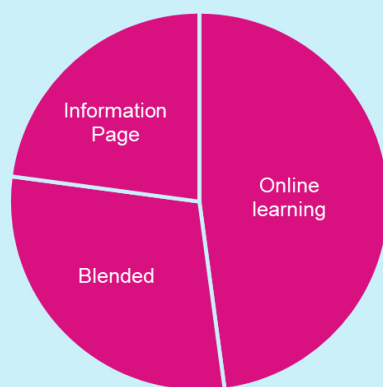
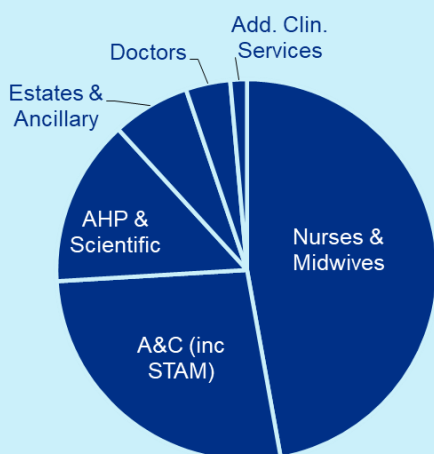
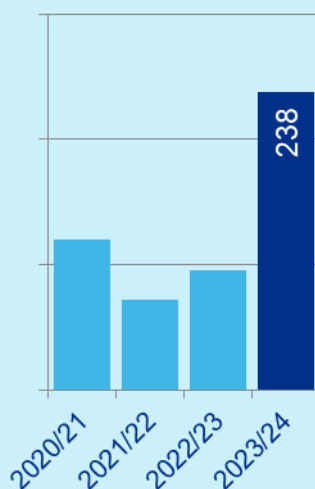
“This study day platform will allow for an efficiently run day that will provide the foundational learning required for any nurse working in a neurosurgical discipline, helping to ensure confidence, competence, retention, and patient safety.”

- Practice Development Nurse, UHSussex

Learners and Educators

Course Creation Requests

Requests for the Learning Technology Team to create courses on iris (online, face-to-face or blended)



iris was upgraded to version 16 of Totara and major improvements made to the MyLearning dashboard. We also overhauled the non-medical study funding request system.

An online induction portal for new starters was launched, including a section on Knowledge and Libraries with links to our new website.

A 360° virtual reality scenario on management of the deteriorating patient (a trust priority) was produced, plus videos for respiratory failure and oxygen management.

We produced 3D virtual tours of the new Louisa Martindale Building and the Worthing and St Richard's maternity wards, plus virtual tours of Worthing and St Richard's libraries to match those for RSCH, PRH and MVH.

“We noticed that the percentage of ethnic minorities in our clinic might be less than the census. With your help, we confirmed the suspicion, investigated possible causes, interventions needed and projects already in place.

We will implement interventions to improve participation and overall public health. The results were presented to colleagues at the anti-racism conference on 12th of March 2024 in Brighton.”

- Specialist Trainee, UHSussex

“I shared the evidence report you provided with a colleague who has gone on to collaboratively create a 'Managing Bad News' study day.

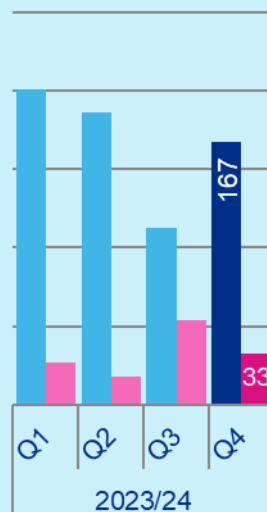
I use your service often and really appreciate it. Up to date literature reviews provide an evidence base to build on, and have been used for my competency project, which is being rolled out and supported by the purchase of a digital competency package.”

- Senior Practice Educator, UHSussex

Learners and Educators

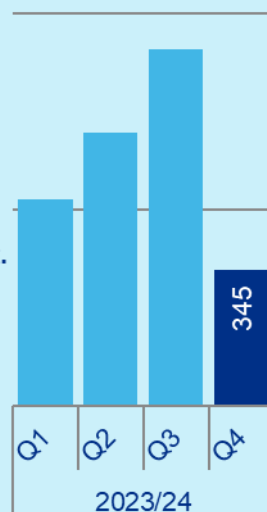
BSMS Learning Technology Support Portal

■ Active Users
■ Posts



Learning Technology Support Requests

Enquiries from faculty and staff for learning technology support.

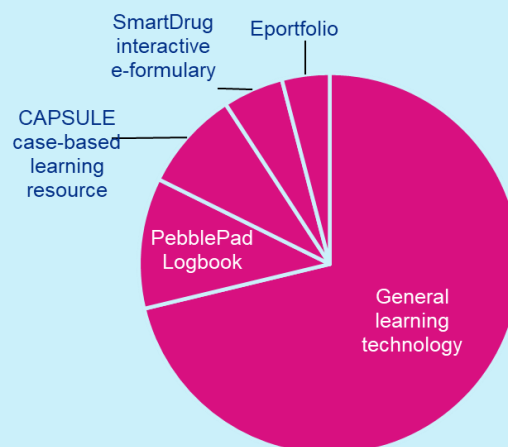


We run the BSMS Digital Strategy Group and deliver teaching for the Technology Enhanced Learning in Medical Education module. This year we co-delivered awareness sessions on generative AI and the impact on student assessment.

The MyStudies learning management system was migrated to the Blackboard Ultra platform, significantly improving the experience for students.

We began expanding our PebblePad logbook into further modules, including for the Physician Associate course, and the redesigned Anatomy Learning Interface app was launched.

Several new video-based learning resources were produced, including interactive rheumatology medication and clinical skills videos. We also introduced a new fully online postgraduate course, the MSc in Nuclear Medicine.



“I was working on an up to date epidemiology briefing on frailty for our joint strategic needs assessment and your review helped identify new sources of evidence to inform it.

Subsequently, my briefing has been used to inform NHS England in the design of a Sussex-wide frailty dashboard.”

- Public Health Practitioner, East Sussex County Council

“Your evidence report was crucial in enabling us to develop accredited training for professionals who encounter suicide scenes and support the bereaved.

You provided a robust foundation of evidence-based content that was directly integrated into the curriculum. The interventions outlined in your report were incorporated into our training, equipping professionals with effective tools.

The evidence-based nature of the content ensured that our courses met the high standards required for professional accreditation, enhancing their credibility.”

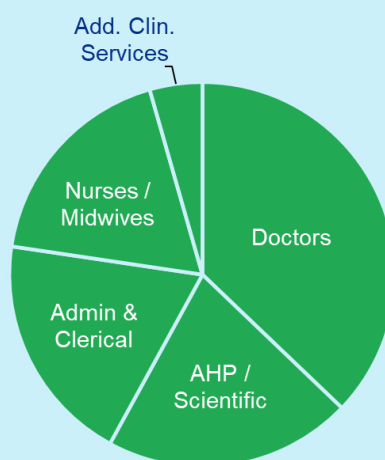
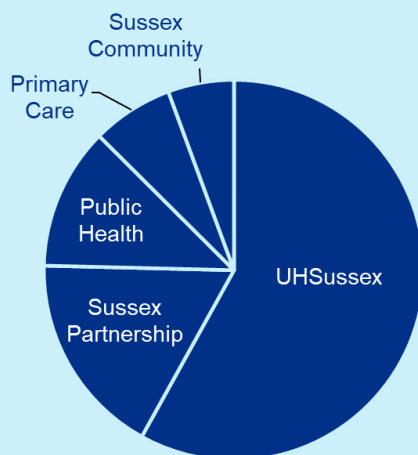
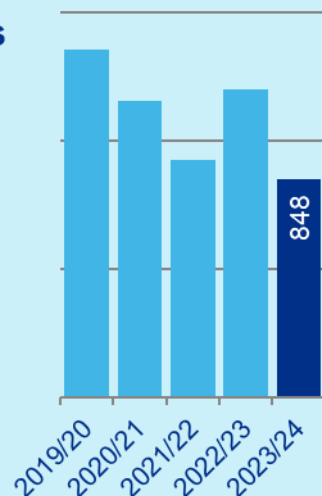
- Head of Training, Grassroots Suicide Prevention, Brighton

Clinicians, Managers and Researchers

Health professionals working under significant time constraints will more easily find and make use of the right evidence, at the right time, to improve the quality of care.

Evidence Reviews

In-depth reports on the latest evidence for patient care and service improvement



Our clinical knowledge specialists are embedded in various clinical teams throughout UHSussex, including Maternity, Paediatrics, Acute Care, Surgery, Stroke, and Trauma & Orthopaedics.

Our presentations on latest evidence for clinical governance groups were commended in a review of General Surgery by the Royal College of Surgeons.

We migrated all local protocols and policies to a new document library, which was launched in March 2024. This facilitates document management and makes clinical documents available via desktop and mobile.

As research and innovation become a strategic theme for the Trust, our service began quarterly reporting on the number of publications by UHSussex staff, to inform progress.

“I belong to a national group of leading clinicians creating the first UK and Ireland clinical guidelines on the management of a rare, multi-faceted genetic condition, Prader Willi Syndrome. To inform a paper for publication, I needed to refer to the literature on management of speech and language disorders in PWS.

This is a small aspect of a rare condition with few studies available. The work done by your service on this was very important, and the paper was published in July 2024 in Endocrine Connections.”

- Consultant Paediatrician, Sussex Community

“There are lots of assumptions about why people are reluctant to receive the flu jab and I was curious to see if the narrative had changed in light of the COVID vaccination programme.

Your report helped understand how COVID affected peoples’ beliefs. It helped us develop, plan and deliver a service based on evidence and enquiry rather than doing what feels like a good idea.”

- Matron, Sussex Partnership

Clinicians, Managers and Researchers

BSMS took part in Advance HE's postgrad research experience survey. Library services scored 84% satisfaction, comparing well with the global score of 82%.

We co-facilitated the "Open Science In-Person" event at the University of Sussex.



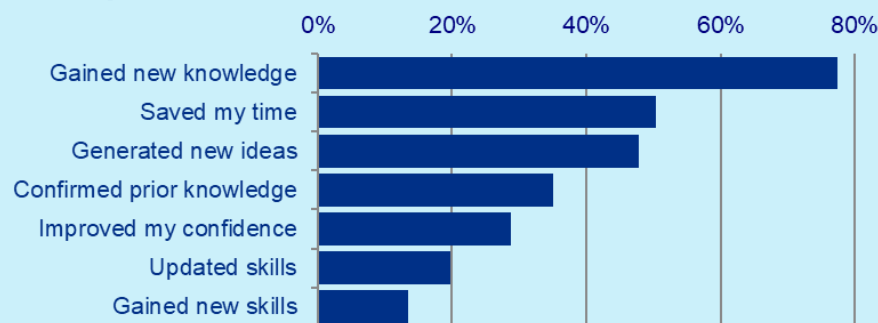
Our public health knowledge specialists work with teams in Brighton and Hove, East Sussex and West Sussex.

In West Sussex we attend regular Public Health and Social Research Unit team meetings and have helped set up a journal club.



Our NHS England funded project to provide a primary care knowledge specialist service ended. A bid was made to NHS Sussex for continuing funding, but was turned down.

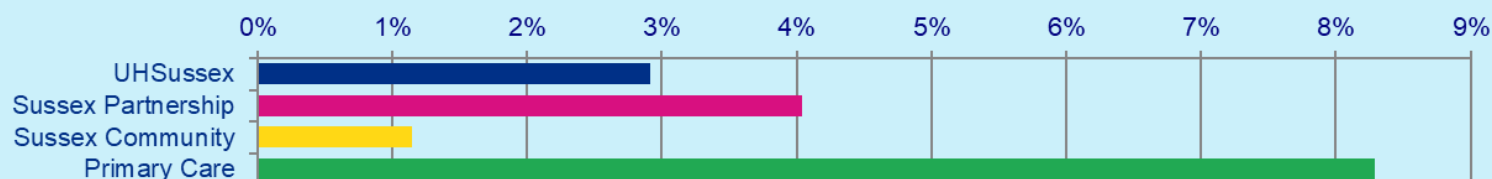
Impact of evidence reports on staff



Impact of evidence reports on patients and services



Evidence search requests as proportion of staff served



“Our obstetric colleagues are leaning away from antenatal steroid use in 34- to 38-week gestation neonates due to worries about the child's cognitive outcome. I knew of studies suggesting a correlation between repeat steroid use and reduced IQ, but wondered about outcomes of single-course steroids. Not using antenatal steroids carries its own risks.

Your evidence report confirmed that antenatal steroids are not indicated for early term delivery by Caesarean section, but that there is still room for discussion around neonates between 34-36+ weeks.

This work allowed us to be more objective when discussing practice.”

- Paediatric Consultant, UHSussex

“I had a question about how to differentiate psychotic symptoms versus delirium in a patient presenting with a primary psychotic disorder. My own research did not result in any meaningful answers to my question.

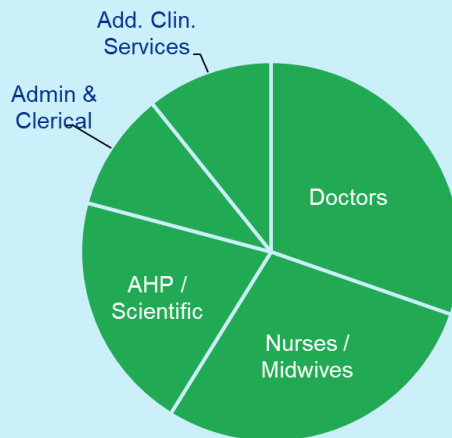
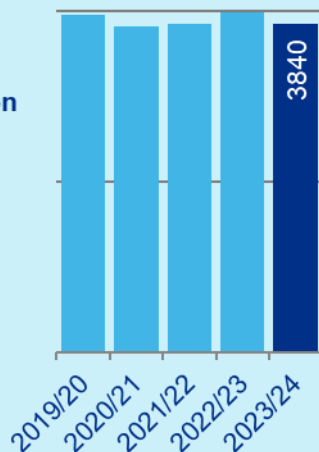
The evidence report I received contained relevant article synopses to advise me. This saved me time and helped me create a presentation on the case for colleagues, updating my knowledge and skills.”

- Foundation Year Doctor, Sussex Partnership

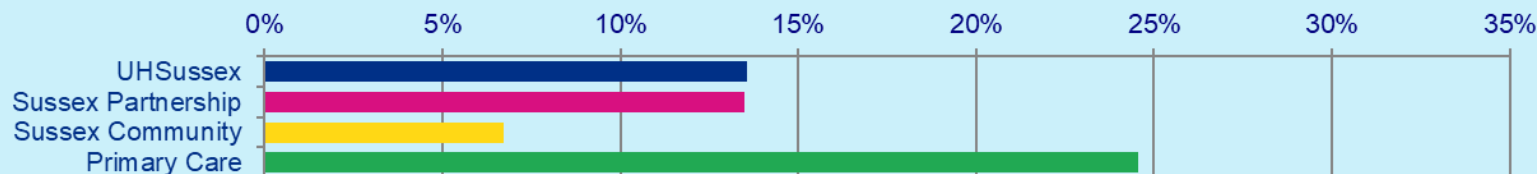
Clinicians, Managers and Researchers

Evidence Update Recipients

Targeted email updates on new high-level evidence, national publications and local events



Evidence update recipients as proportion of staff served



Sussex Partnership NHS Foundation Trust

Our knowledge specialists provide support to Brighton & Hove and Coastal West local faculty groups, Effective Care Committee, clinical academic groups, quality improvement drop-ins, and the Brighton & Hove Complex Emotional and Relational Needs Group.

We passed over knowledge and library support for CAMHS in Hampshire to the team at Southern Health.



Sussex Community NHS Foundation Trust

Our pilot Community Specialist Librarian role came to an end this year due to financial constraints.

While still running, we attended quality improvement and learning and organisational development meetings to raise awareness of the dedicated support offered.

“Your book collections are brilliant.”

- Consultant Psychiatrist, Sussex Partnership

“Further to the evidence review you undertook, funding was approved for non-invasive vagal nerve stimulation using the GammaCore device for our patient.

The individual funding request panel noted that the evidence showed the intervention was quite effective in cluster headaches, which allowed them to support a trial of the treatment in this case. The panel expects to see at least a 50% reduction in the frequency of severe headaches.”

- IFR Panel Officer, NHS Sussex Health and Care

“Your report confirmed that the provision of compressive dynamic Lycra garments is appropriate for our patients with cerebral palsy, and justified that we are using our funds effectively.

Having you available to search for these articles has a direct impact on our clinical work and provision of service. It saves us valuable time, meaning more time can be spent clinically.”

- Paediatric Physiotherapist, Sussex Community

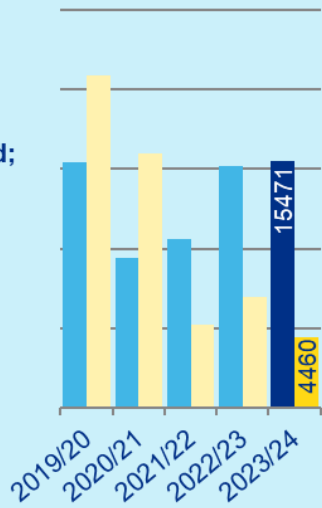
Our information resources

The print and online information sources that enable decision-making, research and education will be valued, accessible and cost-effective.

Books

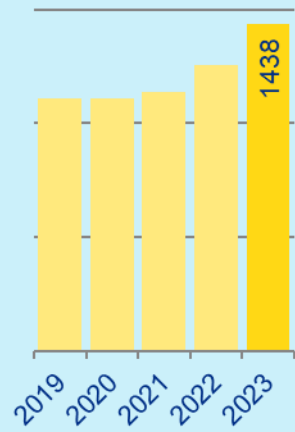
Books loaned or renewed;
ebooks accessed

- Print
- Electronic

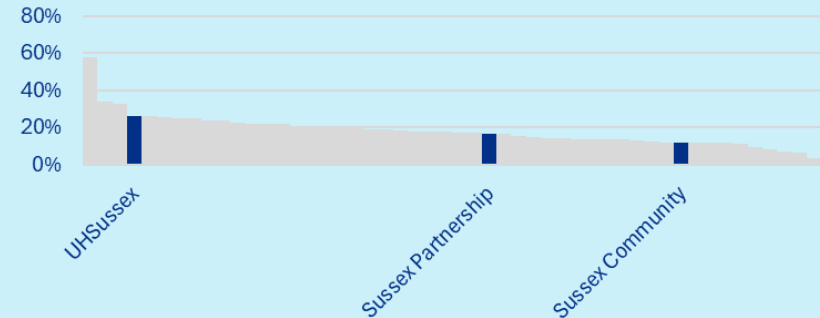


Journal Subscriptions

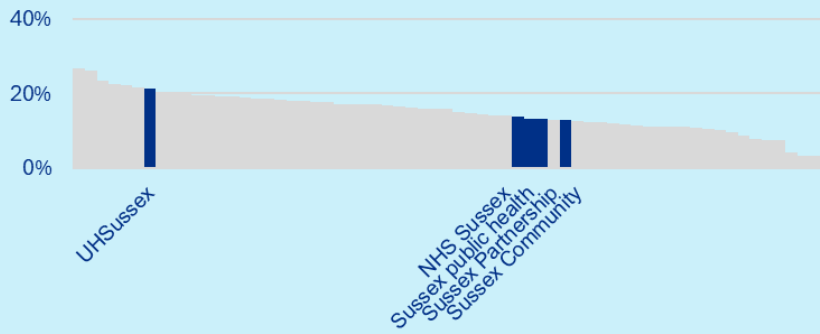
Number of online journal
titles purchased for
local use



% of staff & students with
information resource accounts
(compared with London & KSS)



% of information resource accounts
being used each month
(compared with London & KSS)



“Our libraries are the primary source of books for our trust. They do a great job of responding to what colleagues need. They’re always seeking to expand their resources.

Rather than each individual department trying to provide for themselves, it’s much better if it’s done through Knowledge and Library Services.”

- Chief Executive Officer, UHSussex

Our libraries won prizes in the UHSussex LGBTQI+ Network Pride Display competition for our displays explaining the origins of the LGBTQI+ flag.

Feedback from UHSussex nurse preceptors:

“Being able to access such a massive collection of nursing materials will support our continuous learning in the profession.”

“I’m definitely gonna use the online anatomy videos.”

“These are useful and very relevant resources.”

“Based on your evidence review we submitted a successful request to the national Combatting Drugs Programme for a new post to set up training for staff and families to administer naloxone in the event of an overdose. They also funded us to develop stocks of the drug alongside the training.

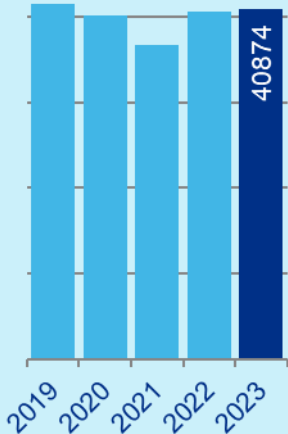
Your service helped establish joint subject understanding and ultimately increased the likelihood of a young person surviving an opioid overdose.”

- Programme Manager, Brighton & Hove City Council

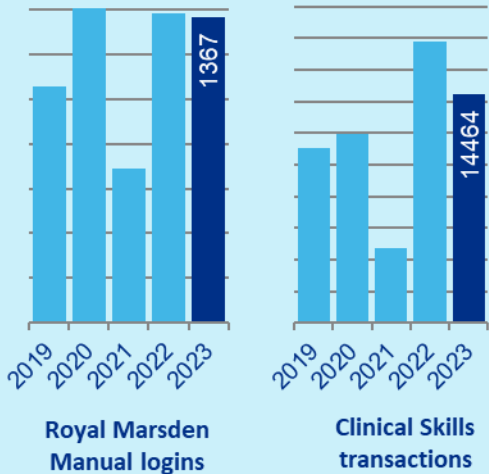
Our information resources

UpToDate

Pages accessed on the evidence-based resource UpToDate by staff and students

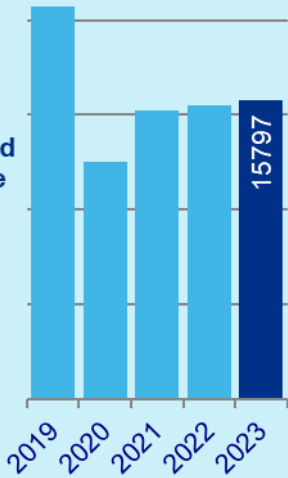


Nursing & Midwifery Resources



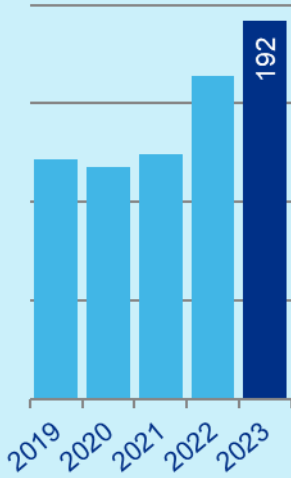
BMJ Best Practice

Visits to the evidence-based resource BMJ Best Practice by staff and students



Exam Preparation Resources

Doctors receiving online exam preparation materials from PassMedicine, BMJ OnExamination and eMRCS



BMJ Impact Analytics

We began a subscription to *BMJ Impact Analytics*, allowing staff and organisations to see where their published research has been cited in national and international policy and guidelines.

“I am demonstrating my continued professional development to the Health and Care Professions Council and have given as an example the tailored evidence updates from KnowledgeShare, as I often read the articles you send, which are very relevant to my practice.”

- Occupational Therapist, Sussex Partnership

“I don’t think I would engage with the literature nearly as much as I do if it was not for the KnowledgeShare evidence updates. As the material is just presented straight to my inbox it makes it so easy and accessible.”

- Allied Health Professional, Sussex Community

“I really like the KnowledgeShare emails - they often have some real gems that I wouldn’t have seen by any other route. I’m grateful for them as they draw attention to new evidence in my fields of interest.”

- Consultant Oncologist, UHSussex

Our KnowledgeShare service



We provide the KnowledgeShare service to NHS knowledge and library teams across the country. The web application enables teams to provide core evidence services more effectively and collaboratively.

KnowledgeShare is now licenced to:

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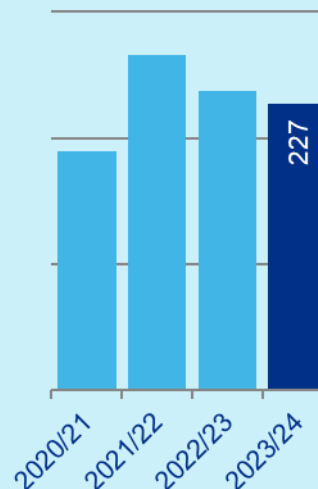
NHS organisations in England and Wales.

New teams that joined this year:

- Dudley Group
- Leeds and York Partnership
- Mersey Care
- Public Health Wales
- Queen Victoria Hospital
- Sheffield Health and Social Care
- Sheffield Teaching Hospitals
- Stockport
- Wirral University Teaching Hospital

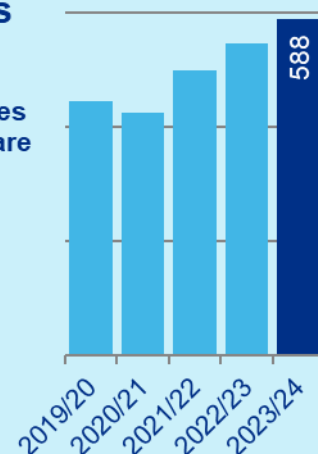
KnowledgeShare Training

Attendance at KnowledgeShare training by services licensing the system



Support Requests

Requests for support from our team by services licensing KnowledgeShare



We celebrated the 10th anniversary of the launch of KnowledgeShare in September 2013.

“Without KnowledgeShare, our evidence searches and current awareness were taking so much time to produce. It has been an utter pain without it.

Subscribing to KnowledgeShare will allow librarians to get away from their desks into clinical settings, and save valuable time for ourselves and clinicians”

- Library and Knowledge Services Lead, Wirral University Teaching Hospital

“Looking forward to another year with KnowledgeShare in our corner.”

- Library Service Manager, Hillingdon Hospitals

UHSussex Star Award nominations for Mentor of the Year:

“Liz Lillywhite is an exceptional individual who understands collaboration is key to success and ensures everyone's input is valued. She recognizes that diverse perspectives lead to innovative solutions and encourages open dialogue...”

Liz's passion for what she does is contagious. She approaches every task with enthusiasm, motivates and fosters an atmosphere where creativity thrives.”

“Richard Brook is a fantastic asset to our department - he joins ward rounds and clinical meetings and actively looks for areas of uncertainty where an evidence review could answer a clinical issue...”

His presence encourages us to be more questioning of perceived dogma and examine the evidence behind what we know, or we think we know.”

“If you are looking for a manager and senior management team that encompass the Trust's core values then look no further than Amanda Lackey and the KLS Senior Leadership Team. I work as part of a team that really supports each other and the Senior Leadership Team lead well on this. I can't thank them enough and I hope Amanda and the team get the recognition they deserve.”

Our team

Following our restructure, Ben Skinner was appointed as Head of Service, with Steve Bowman as Deputy Head for Learning and Teaching, and Mike Roddham as Deputy Head for Research and Evidence.

Katie Barnard was promoted to Senior Knowledge Specialist (with Lucy Wells as interim cover), Ceri-Ann Morgan to Senior Departmental Administrator, and Denzil Roue to Digital Content Creator.

A vacancy led to Scott Innes' promotion to Senior Library Assistant, and Richard Brook moved into a new patient education knowledge specialist role.

New starters



Bella Santoro
Patient Education Knowledge Specialist



Ali Paul
Clinical Knowledge Specialist



Steve Sommer-Wood
Assistant Librarian (Patient Education)



Ellie Brown
Assistant Librarian (Knowledge Management)



William Rees
Interim Assistant Librarian (Knowledge Management)



Camilla During
Library Assistant



Hayden Gymer
Learning Technology Apprentice

Lucy Wells and Katie Barnard supported a module on Health Librarianship for the UCL Library and Information Studies MA. They mentored students and Katie lectured on the course with other health librarians.

Steve Bowman spoke at the 'Publishers Licensing Service' conference and attended the 'UHMLG Summer Conference'.



Tim Vincent co-facilitated workshops on immersive technologies and on collaborating across international borders at the ASME Annual Scientific Meeting and the Ottawa Medical Education Conference in Melbourne.

Lucy Wells and Julian Robinson attended the 'International Clinical Librarians Conference' where Katie Barnard's promotional video and Lucy's work presenting evidence at clinical governance meetings were presented and well-received.

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