



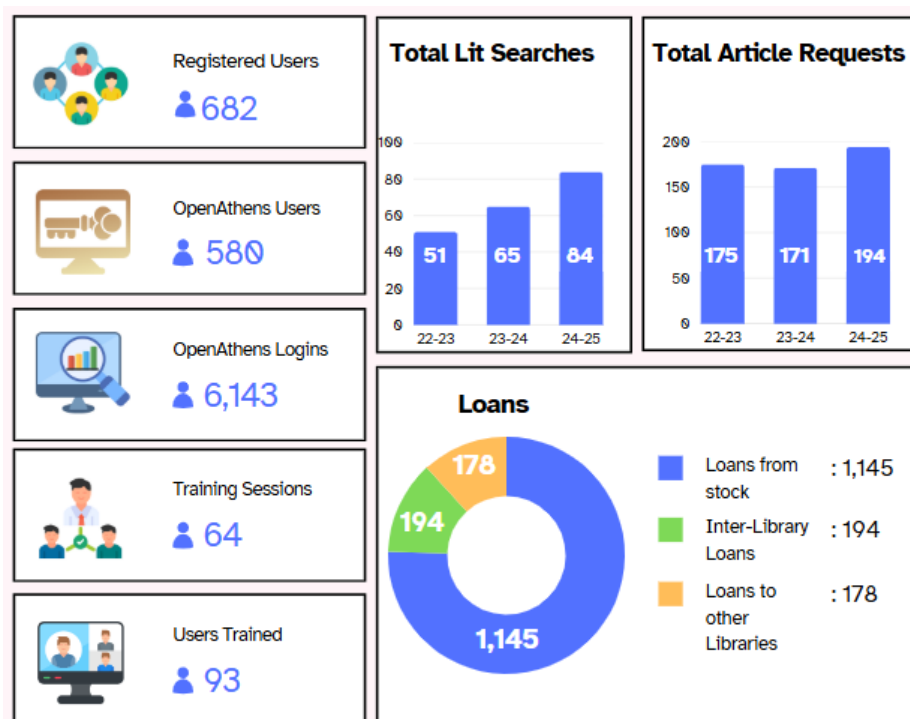
Library & Knowledge Service Annual Report 2024-25

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The Year in Numbers



Outstanding Care – Provide the best care and support

We continue to support our EDI colleagues, either attending network meetings/events, but also providing valued evidence to address any queries that may occur during discussion. There are still regular displays of information also available in the library:

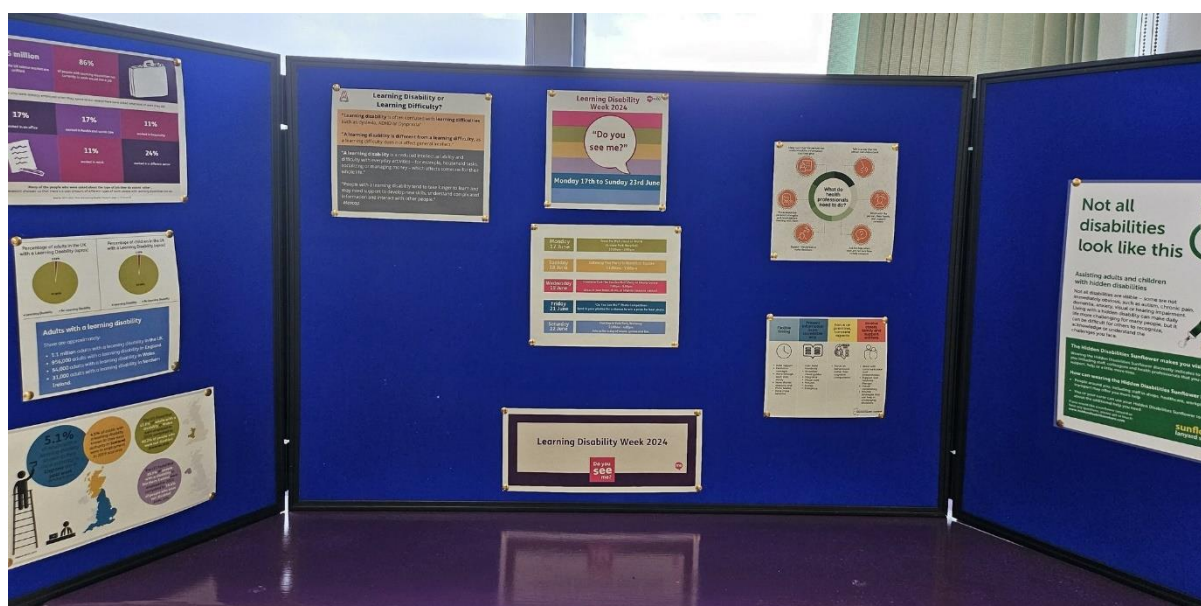


Figure 1: Display for Learning Disability Week 2024

We have had two of our evidence searches submitted and accepted into NHSE's national Impact Case Study database, the two searches were on:

- Innovation in the NHS published in November 2024 (national vignette below)
- Rejection of PIP claims overturned with help from the library published in February 2025

NHS knowledge and library specialists
bringing the evidence you need to inform your decisions





Innovation in the NHS - what does it look like?

The Research and Innovation Lead/ Consultant wanted to know what 'innovation' looks like and contacted the Library for support.

The Library and Knowledge Service Lead performed a comprehensive review and detailed report showing what "Innovation" looks like at other Trusts.

The review contributed to the development of an operational model for both innovation and research. It will remain an important reference document as the Trust continues to enact its operational model and further develop its innovation profile, partnerships and collaborations.

"A very helpful piece of work for the Trust senior management team. The review was discussed at the R&I Trust subcommittee. It informed the debate around the interface between research and innovation and contributed to the development of an operational model for both innovation and research."

Simon Rogers, Research & Innovation Lead/Consultant, Wirral University Teaching Hospital NHS Foundation Trust



The Library and Knowledge Service had two QIOF (Quality Improvement Outcomes Framework) meetings with NHSE. This is a mini review in comparison to the detailed one that happened in 2021.

Two service improvement plans were submitted as each organisation we work for is a separate entity. These are areas where parts of the service can be developed for example having a dedicated Board member as a Library Champion and these will be worked on until the next QIOF (possibly 2027).

The two plans also contained evidence to demonstrate where the LKS Lead felt the service met NHSE's essential indicators. NHSE graded us as follows:

- **Wirral Community** – 6/9 essential indicators at the Established level. 5/7 essential indicators at the Good level
- **Wirral University Teaching Hospital** – All 16 essential indicators in place



Compassionate Workforce – Be a great place to work

Halloween continues to be a time of the year where the library space becomes festive with decoration. The team like to dress up to spread Halloween cheer as well.



Figure 2: Library team dressed up for Halloween

We won the divisional Christmas Door competition for the second year running. This time we created a Christmas version of the game “*Operation*”, which could be played, and featured the light and buzzer/vibrations elements as well.



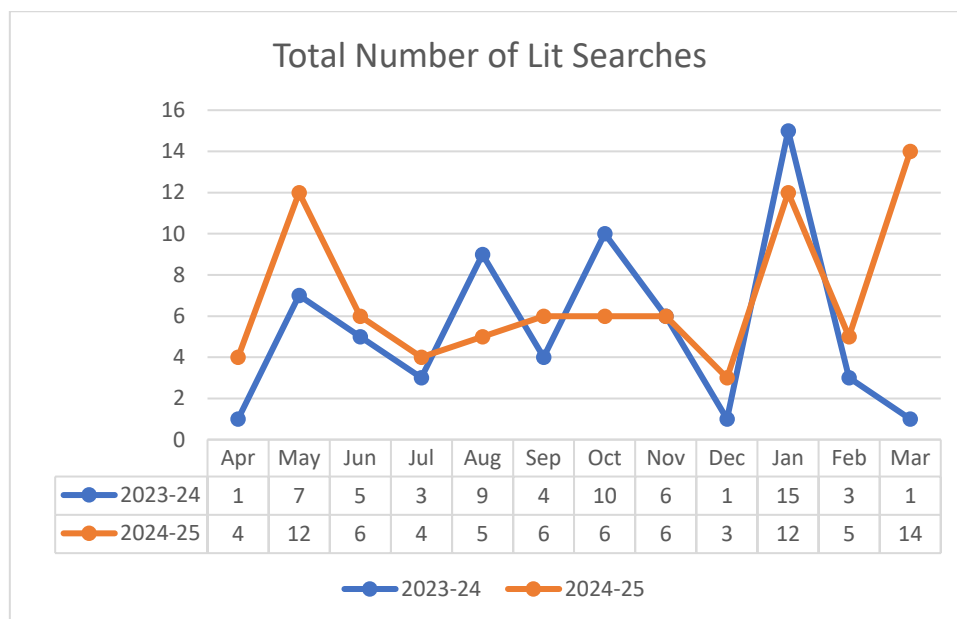
Figure 3: Christmas Door competition



Continuous Improvement – Maximise our potential to improve and deliver best

We set ourselves a variety of KPIs to increase the work that we do. One of these was to increase the number of evidence searches by **10%**.

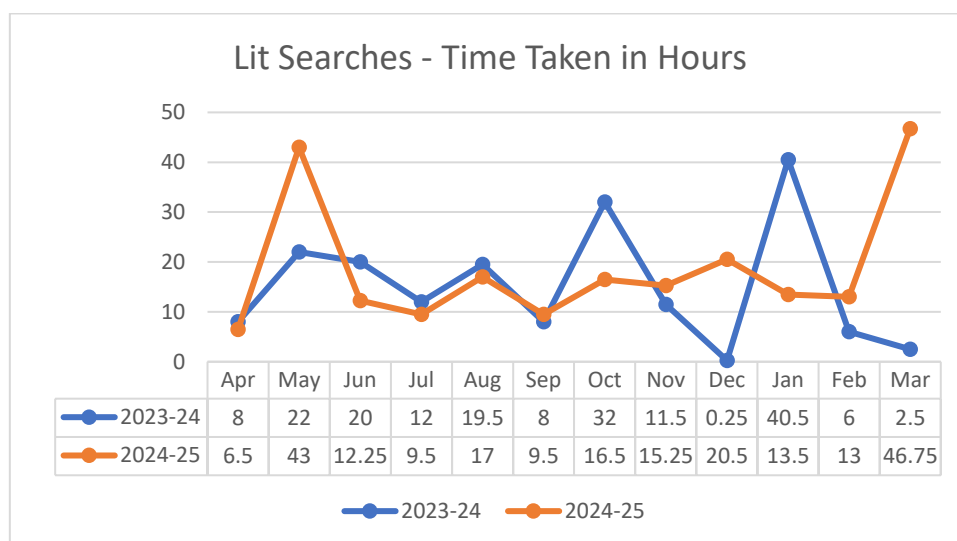
We wanted to produce at least **71** searches in 2024-25. At the end of March 2025, we had worked on **84** total evidence searches. **This is an increase of 18% on the previous year.**



An increase in searches potentially means an increase in time overall for the year. This can be seen in the graph below, May had twelve searches and March had fourteen.

Time taken in 2023-24(hours) was **143.25**. In 2024-25 the time taken was **223.25**, an **increase of 55%**. However, if this is compared to the figures in 2022-23 which was 332 hours (prior to the LKS Lead being in post), this is still a decrease in time of **33%**.

The LKS saved staff approximately **30 days** of time by producing these evidence searches.



This year we produced more detailed searches on:

- “Get Dressed get Moving” campaigns
- Disability Advisors at other Trusts
- PIP evidence and employment
- Innovations for faster diagnosis/treatment in bowel cancer in multi-ethnic populations
- Crisis prevention therapy
- Mental health support for diabetics
- Training programme for staff to educate patients to self-administer insulin
- Length of appointment time in higher deprivation areas in community/district nursing
- Courageous/challenging conversations courses
- Culture change in emergency medicine
- How NHS Trusts recruit volunteers
- AHP research groups at other Trusts
- Tissue viability services
- Organisational culture reports

Thank you for this, it’s a really comprehensive review and I appreciate it’s been a challenge with lots of hours of work gone into it. I want you to know that I’ve found it very useful. This report that you’ve provided is going to inform plans at both Trusts re: how we report on culture which is an emerging national requirement. Thank You! – Hayley Rigby, Deputy Chief People Officer

Latest Evidence-Based Practice

We launched three different ways for staff to stay up to date in 2024-25:

1. **Bulletins** – Sent to email monthly, focus on a particular specialism e.g. Paediatrics, Leadership & Management



2. **Table of Contents** – We can send users Table of Contents from particular journals if they are indexed in the Medline database.
3. **Alerts** – Alerts are more specific in the results that appear in databases, for example weight management in children. These are sent monthly to email if anything new has been published.

Of the three options, staff have opted to receive bulletins more across the two Trusts. At the end of March 2025 **110 people** were receiving these bulletins. The total number of bulletins sent out was **5,160** – this means that many users receive more than one topic!

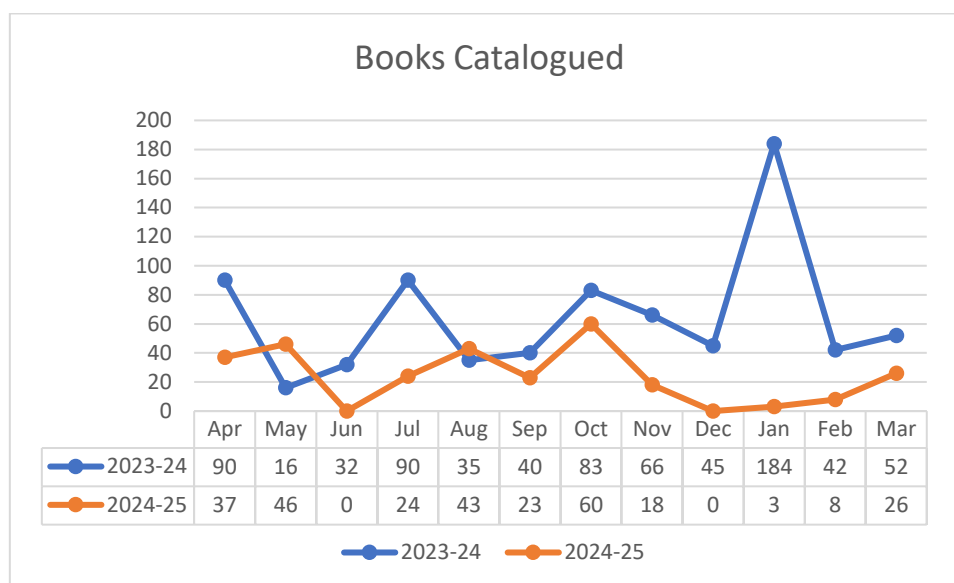
Resources

We removed the last individual journal title we held which was *BJOG – International Journal of Obstetrics and Gynecology*. In 2023-24 with a year subscription costed **£615.90**, the cost per download was £4.05. The journal price increased to **£739.08** for 2024-25. With only 112 downloads from the journal, this meant the approximate cost per download was **£6.60**, this was an increase in cost per download of **63%** - which is not low enough for us to keep this as a resource.

We renewed our subscription to EBSCO's CINAHL Ultimate and Medline Complete. These are vital in supporting the work we produce for monthly bulletins, alerts and evidence searches.

We split the purchase cost of the Maudsley Deprescribing Guidelines as an electronic resource with the Pharmacy team at a total cost of **£584.00**. It is likely the price will increase next year due to subscription cost being based on total number of users in previous year. This resource was originally due to become a part of NHSE's National Core Collection, but unfortunately will not be in the 2025-26 collection.

We set aside £6,000 from our budget this year due to a halt in spending across the organisation. We purchased **153** books which amounted to **£5,265**. This is a decrease in spend of **60.35%**.



Training

Our KPIs for training in 2024-25 were:

- Increase attendance of Computers for the Terrified by **10% = 15 people**
- Increase attendance in training sessions by **25% = 48 people**

We had **19** people for Computers for the Terrified which is an increase of **27%** from the 15 required.

We had **91** people receive training which is an increase of **89%**.

Last year the two librarians began work on two new teaching sessions which are Medical Terminology and Health Literacy.

These sessions went through vigorous testing – this ensured the content was understandable and interactive but also that there was enough information in the sessions, as we try to keep sessions no more than thirty minutes in length.

Although it initially had some attendance (13 staff in April and May), Medical Terminology did not keep momentum. The full-time librarian leading this project will need to review marketing and how the low attendance can be rectified.

The Health Literacy session has been used with Preceptees at Wirral Community, and the librarian is working on a hybrid teaching session for Pharmacy staff. Health Literacy has been receiving some press nationally so we hope that this will continue.

Our Partners – Provide seamless care working with our partners

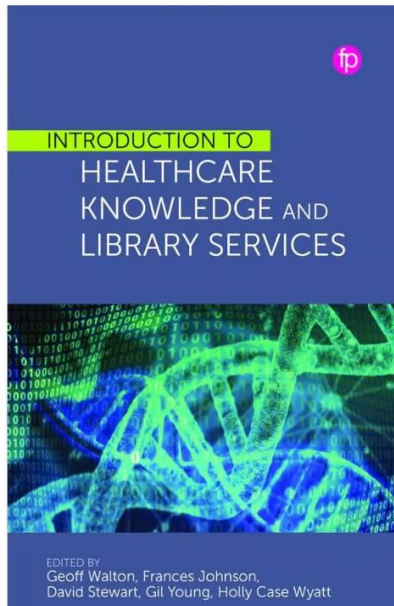
Collaboration

The team are always looking at ways to break the silo working between departments, and to inform collaborative work. This year we have supported out L&D and OD colleagues with a



variety of evidence searches and reached out to suggest contacts at other Trusts who have worked in similar workstreams.

The LKS Lead wrote a case study on her former role as an Embedded Knowledge Specialist, focusing on her time working within the Post-COVID MDT. The book went on to win the award for the best printed book in the Knowledge and Information yearly awards in November 2024.



K & IM Information Resources Print Award 2024

Introduction to Healthcare Knowledge and Library Services

Edited by
Geoff Walton, Frances Johnson, David Stewart,
Gil Young & Holly Case Wyatt

Sponsored by



Right Place at the Right Time

We have supported colleagues on the wards during a Cerner cyber-attack in November 2024. Our library assistant Jen spent the week in Maternity running labs and providing much needed tea and coffee to patients during this time. Caitlynne also aided with photocopying forms to be used by nursing staff on the wards.

During the Major Incident, Jen went above and beyond to support the Maternity Ward and was a bright spot in a challenging week. She volunteered her time to improve our working conditions, always bringing a smile to patients and staff alike. Jen ensured we had access to tea and coffee during exceptionally busy moments and ran essential errands, like taking samples to the labs when the systems were down, easing the burden on the ward team. Your kindness, dedication, and willingness to help made such a difference, Jen—thank you so much for everything! – Shout out in staff bulletin 13th December 2024

Regional LMS Administrator

Our full-time librarian spent six months working as a regional Library Management System Administrator on KOHA, on behalf of NHSE. She spent two days a week developing background reports, attending meetings as well as testing new elements of the system. This was of great benefit to our team as we got to see future modules beforehand, and with the



skills Caitlynne developed, she has been able to create reports to provide statistics for different parts of the library service.

Research & Innovation

One of our literature searches, developed into a systematic review on [“Influence of Religion and Spirituality on head & neck cancer patients and their caregivers: a protocol for a scoping review”](#). The paper was written by Professor Simon Rogers, our R&I Lead and other experts across the world. It was published into the Systematic Reviews journal in January 2025, and our LKS Lead was listed as the 5th author on the paper.

Service Improvement

The LKS Lead has joined a steering group with service improvement colleagues. They are looking to change to a system of continuous improvement across the Trust.

Su has provided research used in the meetings to show how other Trusts have been successful, as well as how to engage and increase buy in from Exec/Board level.

Digital Future – Be a digital pioneer and centre for excellence

Computers for the Terrified

In November 2024, the Organisation launched an eight-week programme for CSWs to request retrospective back pay. They needed to fill in an online form as well as attach evidence to demonstrate competencies.

The library team worked tirelessly throughout, dealing with large groups who often had zero confidence in computers. They would scan the documents, send to emails and check over their forms before submission.

There were a series of technical issues related to the form and IT permissions, the team found workarounds as well as tried to mitigate the high emotions that the CSWs were feeling at the time.

Following the close of the project, the LKS team were nominated for the Trust’s monthly award for “best support services team” and were presented the award in March 2025. The nomination was as follows:

I would like to express my appreciation and acknowledge the outstanding support provided by the Trust’s Library Services Team. Their dedication and commitment were evident in the many hours they spent assisting Clinical Support Workers (CSWs) with their retrospective pay applications. This work included guiding colleagues unfamiliar or less confident with digital processes through completing their electronic applications, scanning, and uploading documents, and ensuring submissions were complete to avoid further delays and issues. The team did this all while continuing to deliver their core library services and supporting many other colleagues.

The team quickly (and without being told) recognised the challenges CSWs face due to shift work and clinical responsibilities, the team went above and beyond by extending their support hours to accommodate staff at the most convenient times for them. Their flexibility and responsiveness ensured that no one was prevented from receiving the assistance they needed. This proactive approach demonstrated not only their dedication to service improvement but also their kindness and compassion in supporting colleagues.

While this may seem like a small task, the impact has been significant. By easing the administrative burden on CSWs, the Library Services Team has played a crucial role in improving staff well-being and ensuring a smoother process for all involved. Many CSWs have expressed their gratitude, reinforcing how invaluable this support has been.

This is a shining example of teamwork, inclusivity, and the WUTH values in action. The Library Services Team has demonstrated exceptional leadership by stepping up to assist their colleagues and making a meaningful difference in the organisation. Their efforts deserve recognition as they truly exemplify what it means to go above and beyond in supporting the Trust and its people.



Figure 4: Library team (minus Sally) after receiving their Support Services award

Infrastructure – Improve our infrastructure and how we use it

Space for Training

Space is often hard to find in the organisation. When the library team has to lead training, it is often planned very far ahead in time. After space became available in the LKS Lead office, our part time librarian Sally was moved into that office, and we now have a dedicated space for training one to one in our librarian office.



This ensures that the end user does not have to use someone's dedicated computer/desk, they can use the desk with a laptop if they need to, and it has been less of a risk to safety.

Sustainability

The below table shows how many books were removed according to weeding processes i.e., no medical books older than 10 years, medicine books over 5 years and any damaged books. We send these to a company called Better World Books – if the books cannot be reused, they are recycled. This shows we have prevented 1 cubic yard worth of books being added to landfill; a total of 17 trees have not been used in the creation of books.

Account	End Destination of Book	Total Books ReUsed or Recycled	Books (lbs)	Trees	Water (g)	Green-house Gases (lbs)	Landfill Space (cu yd)	Electricity (kwh)
Wirral University Teaching Hospital NHS Foundation Trust Library		1,117	1,528	17	9,596	2,375	1	3,670
	Recycled	688	941	10	3,996	1,446	1	2,234
	Reused	429	587	7	5,600	929		1,436

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