

October 2018

Issue 111

# The Swimming Pool



**Newsletter for the  
SWIMS Network**

## *The Editorial Team*

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## Teaching Evidence Based Medicine

Since I have a real passion about evidence-based practice, I was really excited and honoured to be offered a last-minute place on the TEBM course at Oxford. It was a four day course, during which I did two presentations, and attended numerous lectures. The days were very long and intensive, but I learned a lot in the short time I was there. I made many new contacts; people from every continent on the globe had come to attend the four day course!

Naturally, there was a huge amount of emphasis placed on the importance of evidence-based medicine. As readers of the Swimming Pool, you'll all know how vital our service is to users, who rely on the best evidence we can offer them. It was very clear that everyone at the TEBM course valued the services offered by library staff.

A huge learning opportunity came in the form of medical statistics. We were all required to present on a topic around statistics; I chose to look at p-values. Having never heard of p-values before, I was nervous about presenting on the topic in just two days. Coincidentally, I have a friend who is a clinical statistician and works in Oxford, so I spent an evening learning about p-values and creating a presentation.

I presented on a topic which I was almost completely unfamiliar with, to an audience of doctors, nurses and surgeons (and a statistician!). I was able to inject a large amount of humour into my presentation, which was appreciated by the audience.

The course gave me the space and skills to be bolder with my presenting skills, and to teach in an innovative and evidence-based way. As a result of the course, I have the confidence to reach out to different departments and offer them training on numerous topics around evidence-based medicine. There has been a lot of interest thus far, and I can't wait to try out my new skills!

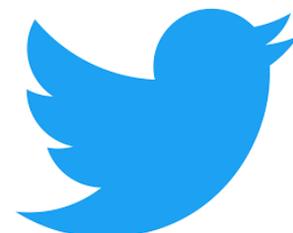
**Hannah Wood**  
**Librarian**  
**Weston Area Health NHS Trust (WSM)**

## #Knowvember chat for #ukmedlibs

Come and find out more about knowledge management and share your ideas during the next #ukmedlibs chat at 8pm on Tuesday 16<sup>th</sup> October.

As ever, the questions for the chat are on the #ukmedlibs blog – [ukmedlibs.wordpress.com](http://ukmedlibs.wordpress.com) and we welcome all people from all levels of the profession, whether you know a little about KM or whether you are the acknowledged expert.

Come and chat with colleagues and steal some ideas!



## Reflections from the Pan-South LKS Conference. Swindon County Ground. 26<sup>th</sup> September 2018

I really enjoyed the keynote speaker address from David Stewart, regional director of Health and Knowledge services for HEE North. It was interesting to hear his thoughts on the Knowledge for Health (KfH) strategy that has been driving our work since the beginning of 2015 and that he felt this has led to more work and progress for health libraries in the last three years than the previous thirty which is pretty astounding. I am not sure about thirty years as I have only been working in health libraries for fourteen years but I would certainly agree that the KfH strategy is a guiding light by which we have all done some marvellous work around the south west region and a very good thing.

I attended two workshops and lead one on the Living Library. Both workshops were interesting and useful. In Apps for Education, Will Bladon from HEE recommended and demonstrated a number of Apps that that he had tried and tested as useful educational resources. I particularly liked Kahoot-IT , a simple game based app for building quizzes to test knowledge in training sessions, and Padlet; this is an app a bit similar to Pinterest that allows you to collate and share resources. I shall be investigating both of these further. Nicky Healey's afternoon session on CPD and self-development was also useful. It was a revelation to me that we can use the Health Professional Knowledge and Skills Base tool (PKSB) created by CILIP to record individual CPD and training, and use it as a one stop shop so to speak. Even if you are not a member of CILIP you can access and register for an account via the K4H blog.

Overall it was a good day and great to catch up with so many colleagues – just not enough time to speak to everyone. Now I'm wondering if I am going to miss the Christmas meeting?!

### Helen Watts (AWP)

The session that I found most useful was "What the hell, do it anyway" about influencing effectively. The four models of communication that Alison introduced were new to me but when we started to examine them I realised that I use the 'Chunking Up' model – what is the common point of agreement and how might we achieve that - quite often when talking to managers.

It brought home to me how essential it is to be aware of what the aims and objectives of the Trust and what is important to senior managers and how the Library service could contribute to delivery so that when you do have a chance to do an 'elevator pitch' you can have something ready and can influence effectively.

**June White (H18)**

The things that stick in my mind are:

In the future the shape of the library workforce will be a diamond rather than a triangle [David Stewart from "The future is upon us"]

Discovery systems can do your usage stats for you AND national procurement of an NHS discovery system is about to start [Discovery tools workshop]

There are programmes that will help you manage all your social media accounts [Social media workshop]

Public Health England library website has a useful list of grey literature sources [Beyond HDAS workshop]

**Elaine Beckett (SMD)**

The power of a Living Library to facilitate dialogue between a diverse range of people who may otherwise not have come into contact with one another, and to enable the quick, easy and effective transfer and sharing of information, knowledge and skills between participants.

**Kate Gearon (W14)**

Learning about the [Resources for Role Redesign](#) which we can use to “educate” our managers.

**Helen Clemow (W11)**

I don't know about learning points but my key actions were:

- 1) Explore more about T levels (in relation to apprenticeships) and speak to my ELD colleagues about it
- 2) Use the good at / not good at / needed / not needed grid with my team and cascade highlights from Alison's session on influencing
- 3) Discuss with library team about how we can incorporate SBAR into our searches and also arrange for the SBAR framework / examples to be uploads or linked to on the STANDS libguides page

**Sarah Lewis (STM)**

We're lucky to have colleagues from across the region willing to share their knowledge and experiences with us – it was a great day, really informative and practical too.

**Cate Newell (EXE)**

Here's my over-riding take-home nugget which struck me the most: *Turning triangles into diamonds - developing Band 5 & 6 roles to broaden our structure in the middle and expand our specialty areas and reach.*

Another nugget from David Stewart's keynote talk was his reference to Eric Topol's "The patient will see you now" - that twist in emphasis definitely seems to encapsulate the future we need to be thinking about and preparing for!

**Andrew Brown (WXM)**



**Katie Barnard**  
@katiebarnard23

Following

Will humans be doing literature searches in 5 or 10 years time, or will robots have taken over? David Stewart at LKS South Conference



11:06 AM - 26 Sep 2018

The Apps for Education workshop went down very well. Kahoot looks useful and Christine plans to use it in training sessions. Also the Personal Development workshop seemed very relevant and we were happy to learn about the PKSB tool which we will use in future.

A highlight for me was Jess Pawley's impact case studies workshop – especially as she said she felt a bit apprehensive presenting it, but her genuine enthusiasm and competence shone through.

Also the poster displays were good – if you wanted a change of pace, felt like standing and staring and thinking about what others do, and what you could possibly do – this was ideal. And we **really** liked the vegan pizza and the potatoes.

**Jackie Webb and Christine Bibby (WOT)**

My eyes are, so far, unknowing of the wider strategic planning of the NHS in our departments, and thus I cannot comment authoritatively on many of those vital keynotes which punctuated the day. However, I can offer a more general review: the diligence and devotion portrayed by the principle organisers, appropriate to their veterancy, produced an efficient and productive experience that successfully mustered a vast and often incongruous assemblage. A pleasant note of reflection is that the many unseen responsibilities of marshalling the day – in logistics etc. – were so well controlled as to have been mostly invisible to the attendees. The presentations themselves, being subject to recalcitrant computer technology, varied very slightly in quality but were nevertheless sound in fundamental principle and imparted their logics well. The time allocated between seminars was perfectly adequate for the multitude to variously travel and care for nature’s calls. The general timetable of the day also suited the inevitable toll of time that travel demands.

Particular points of constructive criticism ultimately derive from the building in which we were housed, which was apparently wont to wreak technological terror and also bombard some of us with heat and cold; yet the imperatives of cost and geographical location would make alternatives difficult to find.

By way of summary, the event was generally laid out in a most sensible manner conducive to the exchange of ideas and general briefing of the region’s multifarious cohorts as a large assembly. My opinion, therefore, is that it represents a fine achievement.

**Maurice O’Brien (CLN)**



**Library Service, MPH** @musgrovesompar · Sep 27  
 Sharing successes and inspired innovations at #SwindonSMS yesterday with our own Jess, Roxanne, and Siobhan presenting. Thanks to all who made the inaugural NHS South Library and Knowledge Services Conference such a success!  
 @MusgrovePark @RDELibrary @Librarian1703 @roxannehartq



As a new member of the LKS South community, it was great to meet everyone. For me, the work done on using SBAR for literature search requests was an inspiration. I have long felt that there must be a better way to tease out information via email when users are requesting searches. As SBAR is a framework most clinical staff are familiar with, and there are suggested questions to prompt their answers, this seems like an ideal way for requests to be dealt with.

**Sarah Rudd (SMD)**

The whole occasion was very inspiring and informative, and it was so nice to meet with everyone again. I was particularly encouraged by the positive messages given by the speakers regarding the future of health libraries, and the growing attitude of other bodies in understanding the many ways in which we, as information specialists, can contribute to the on-going and future improvement in the care provided by the NHS.

**Alan Pedlar (NDH)**

I think I learnt something new in every session but I was pleasantly surprised at how useful I found the workshop on Discovery Tools. Even though we have a discovery system in our library I still found out lots of things I didn't know it could do! For example, I was unaware that we could specify the ranking of the databases in search returns or that we could download stats.

Many thanks to Catherine, Andrew, and Nicki for their 'warts and all' appraisal of three discovery systems and their advice on how to get the most out of them. I now have a renewed sense of how we can make the most of our discovery system and promote it to our library users.

**Jenny Moth (IOW)**

I like sessions that give me something I can actually get my teeth into - lots of chunky facts and 'how to do this' – and I particularly got all that from the breakout sessions:

- How to get the best out of a Discovery system
- Loads of sources for all that woolly non-clinical stuff
- Making requesters tell you what they actually want - not what they think you ought to want them tell you about what they want..... (well it made sense to me)

**Mark Bryant (LIT)**



**Katie Barnard** @katiebarnard23 · Sep 26

@StephGrey84 reminding us that there is a world of fab resources outside HDAS.

Be brave, people! @ Swindon **LKS South conference**



This was my first conference within the health library realm and it was a great opportunity and experience to meet so many librarians across the region. It was very insightful to see how my colleagues approached their work and I've come away refreshed with ideas on how to develop as an individual and how to further improve the library service we deliver at PHT.

**Aaron Razack (H27)**

I found the opening address delivered by David Stewart, Regional Director of Health and Knowledge Services HEE North to be most interesting. He stressed how Library and Information strategies such as Knowledge for Healthcare is now being actively implemented across the NHS rather than sitting on a shelf as was the way in the past. David had a positive message about the future role of Library staff and how the NHS is influencing the development of courses in Information Studies with Manchester Metropolitan University and Universität zu Köln.

*Will Bladon, Learning Technologies Manager, Health Education England (South) presented a session called, Apps for Education.* He introduced us to using a number of free to use apps for quizzes that can be used to facilitate live question and answer sessions during events such as organisational inductions. Kahoot.it and other apps offer free accounts for entry level activities. I thought that the concept from Padlet.com where you put up an online board to share information was quite a useful tool.

The afternoon session by *Roxanne Hart and Siobhan Linsey from Taunton & Somerset NHS Foundation Trust* entitled Use of a modified SBAR framework for evidence requests was an interesting session. SBAR stands for (Situation, Background, Assessment and Recommendation). We discussed some of the problems we face in literature searching and how best to get the relevant information from the customer. The SBAR form contains a number of bulleted questions although it could also contain check boxes in the future to minimize the time of busy clinicians.

*Steph Grey from Public Health England led the following session: Where do I even start?!* Digging beyond HDAS to answer non-clinical search questions. Steph delivered a very engaging presentation in which she looked at different sources such as grey literature to search for information when one is looking for resources to answer more challenging literature search questions. We also had interesting group discussions where we collectively looked at what sources would best address a literature search question.

This was a most enjoyable day in which I was able to network with colleagues from across the south and exchange ideas. It was particularly nice to be able to put faces to names.

**Steven Walker (AWP)**

**Highlight:**

Catching up with NHS library folk – always a pleasure (and key source of gossip!)

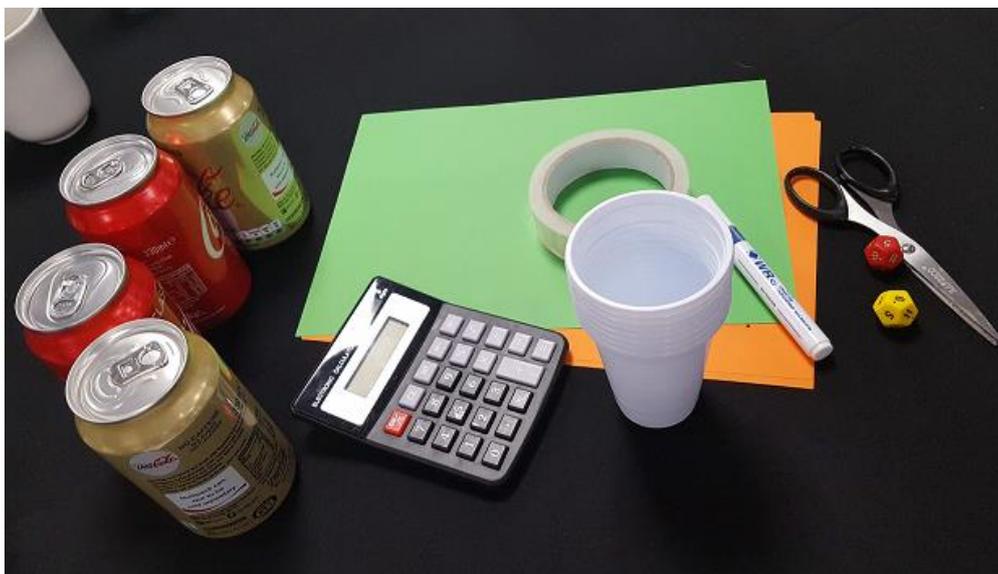
**Actions to take forward:**

- Add to my arsenal of interactive teaching sessions after a fun critical appraisal workshop from Catriona Organ and Katy Oak.
- Mull over how to implement the Living Library approach at PHE to build relationships and share experience and knowledge, using Helen Watts' example from AWP.

**Challenges:**

- Ensuring that public health is adequately included within the Knowledge for Healthcare agenda.
- To continue building connections between LKS staff across the health sector and with the many and varied evidence sources required by modern service users.

**Steph Grey (PHE)**



The tools needed for the Injecting the Fizz workshop.

I attended these NHS South LKS Conference workshops:

- **Ebsco Discovery Services (EBS)** – It was a working preview of what having the EDS would be like, what it would offer us and how to advertise it. Along with this we were informed how to deal with building the site in a more organised manner than is usually the case.
- **Social Media** – In this workshop we were shown the different media available for getting out advertising to others (ie Twitter, Facebook, etc). Most interesting was the part where we were shown how to find analysis of our usage.
- **After HDAS** – A very informative workshop in that we were given the addresses of some very useful sites to help us search in the “grey literature” area of the internet. I would love to attend a class on advanced searching to include HDAS, grey literature and the “deep web”.

All in all a very informative day and a lot of food for thought to take away. No doubt the trust communications team will be doing a bit of heavy sighing from receiving requests to access social media! 😊

**Peter Clifford (NDH)**

It was really lovely to have so many healthcare library professionals together for the day. The conference was extremely well organised and chaired. It was good to have a mix of speakers and practical sessions. The range of workshops was great, and I got some practical tips and ideas from the ones I attended – Fizz, SBAR, Beyond HDAS – along with having the chance to get to meet and chat to fellow healthcare librarians.

Any negatives – the venue wasn’t great, but that didn’t really matter - it did the job and was a convenient location. The second talk on apprenticeships was well delivered, but, I felt, not over-relevant to our work.

Overall a positive day, with plenty of food for thought. Thank you to the organisers.

**Lisa Hirst (W14)**

I found the day really well-organised and useful. It was great to meet so many NHS librarians, and all the sessions were very inspiring and useful. I learnt about several new educational apps, thanks to Will Bladon's interactive workshop, and shall definitely explore Prezi, which lets you create online presentations, and Post-It Plus (only available on Apple products), which lets you photograph a group of Post-It notes collected during a training session, and then separates them so that you can organise them. Sounds like a really useful tool. Will also talked about Padlet, which is huge favourite of mine, as I use it during training sessions to organise all the links I will demonstrate, upload presentations, and share with participants during and after the event. This is one of my Padlets for an information literacy workshop that I ran. ([https://padlet.com/caroline\\_debrun/NHSChoicesWorkshop](https://padlet.com/caroline_debrun/NHSChoicesWorkshop)).

I also found the afternoon workshops really excellent. I went to the Beyond HDAS session on grey literature, and the SBAR workshop. SBAR was originally a military tool, but the Somerset Partnership Library Service has adapted it and turned it into a literature search request form. SBAR stands for Situation, Background, Assessment, and Response. The first two are completed by the user and the last two by the librarians. It helps them collect more relevant information so that they can run a more effective search and provide better results. The day was very inspiring, and had a terrific atmosphere. Thank you.

Caroline De Brun (PHE)

The highlights of this conference for me were:

**“What the hell, do it anyway”: building courage and confidence to influence effectively: Alison Day**

This was an excellent workshop which described a very practical approach to developing influencing skills – extremely important in advocating for and promoting our services in a way that will have impact and help us to communicate effectively. It inspired confidence by demonstrating how to communicate in a clear and focused way using a communication style that would engage people with varying ways of receiving information. Working in small groups, we used a practical example to experience how the different techniques worked and try them out in front of a supportive audience. This workshop covered a great deal in a short space of time and I will definitely use what I learned.

**“The future is upon us”- David Stewart, Regional Director of Health LKS HEE North**

The keynote speaker was lively and engaging – a very good start to the day. David talked about the challenges that face LKS right now; it is not a time to rest on our laurels and congratulate ourselves on the services we provide, excellent though they may be – but a time to develop our services in response to organizational change. It set a challenging and inspirational note at the start of the day.

**Cathy Marsden (W18)**

An enjoyable day - the conference gave me an opportunity to feel part of a wider NHS Library & Knowledge Service community. It was great to put faces to the names of the library staff from other trusts I regularly email requesting ILLs.

Found the day useful and enjoyable. I found the workshops I attended useful and in some cases felt my confidence was boosted. On reflection I felt the workshops could have been longer - not always able to gather at the end of activity and reflect and feedback. Was nice to get out of the office and meet up with other health librarians.

**Sian Hudson, and Lisa Stooks. (D02)**

The inaugural NHS South Library and Knowledge Services Conference was a fantastic opportunity to share our work around modifying the SBAR Communication Framework for Evidence Requests. We were so pleased by how well received our workshop was.

A huge thank you to all who engaged with the activities- for sharing horror stories of miscommunicated literature search requests (it was therapeutic!), and feeding back/helping us to assess how the model could be further adapted. We aim to capture the crucial contextual information needed to formulate the perfect search strategy no matter what the scenario, and it was great to get fresh insights and ideas.



The group picked out advantages of the framework relating to: capturing impact, defining evidence needs, supporting business and policy, and other benefits such as it “will enable me to see how our searches are being used.” Of course we can’t advocate it enough, so here are some more thoughts on SBAR from the day:

- “SBAR- useful framework, provides structure, captures the whole search cycle from request to impact.”
- “Will help to make the search results more relevant.”
- “I think this would work really well when dealing with Clinical Commissioning Groups.”
- Help to clarify search topics and expectations of end users’ results. Clearer to understand.”
- “Focus use on management topics and consider merging with current literature search form.”

Curious? Afraid of missing out? Tempted to trial at your trust?  
 Contact either of us for more information:

[roxanne.hart@tst.nhs.uk](mailto:roxanne.hart@tst.nhs.uk) [siobhan.Linsey@tst.nhs.uk](mailto:siobhan.Linsey@tst.nhs.uk)

Library Service Musgrove Park Hospital, Taunton: 01823 342433

**Roxanne Hart and Siobhan Linsey (TAU)**

## Virtual LKS Journal Club

Following our winning proposal/poster at the South Region Conference which took place in Swindon, we would like to make the SWIMS community aware of our upcoming project.

But let's take things from the beginning! About a month ago, Jo Fabling came up with the idea of creating a journal club for librarians as there isn't any in our region. There used to be one at Hampshire but it stopped some years ago and that is because staff often couldn't travel to attend a journal club or time restrictions wouldn't allow it etc.

So what we mainly needed was something different, where staff wouldn't have to travel to a particular place and there wouldn't be a set time to attend or a strict deadline to participate. In a few words, we need it to take down some barriers.

Soon the idea of creating an online journal club landed on the table... Jo shared her idea with me and we both searched the literature to see if anything similar was happening somewhere else.

We did find some interesting papers, unfortunately though there wasn't a vast amount of information around.

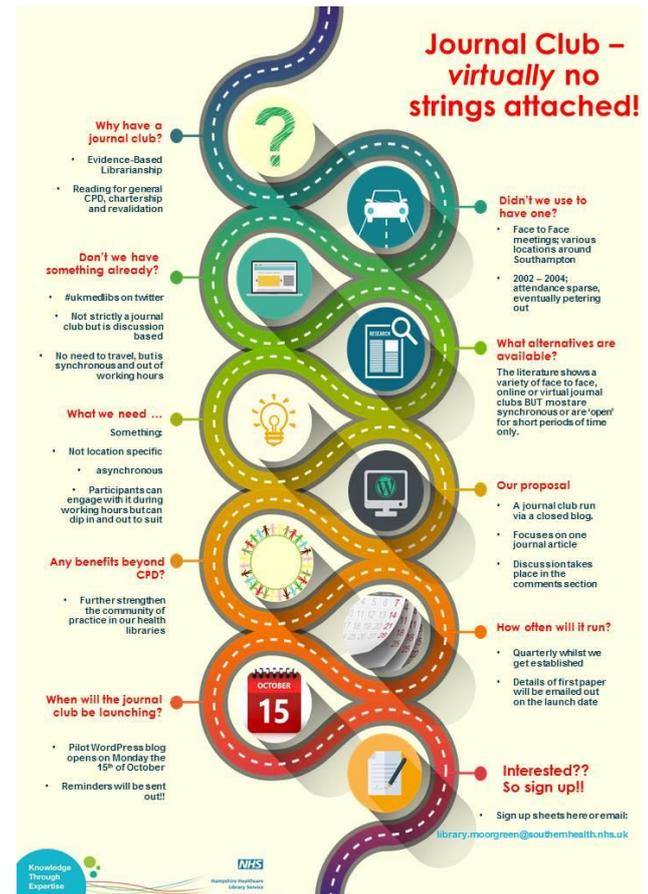
What was our final plan then? We decided to run the journal club on a closed WordPress blog, where participants can access it by invitation (more on that in a bit). Participants can engage with it when it's more convenient for them as it is asynchronous and every published article will be open for comments for three months. No more time restraints and travelling to places!

How the invitation works? You give us your preferred email address and we add it to the WordPress Journal Club blog. You automatically receive an email invitation to join and once you follow the web link you'll be asked to enter your WordPress username and password (if you have) or create one (it only requires a username, an email address and a password; couldn't be any hassle free!). Once you're in, you can start commenting on the current for discussion article.

If you'd like to be a member of the Virtual LKS Journal Club please email [library.moorgreen@southernhealth.nhs.uk](mailto:library.moorgreen@southernhealth.nhs.uk) including your name, email address and organisation.

Our launch date is **15<sup>th</sup> October 2018**.

Vasilias Tsoplaki (H05) and Jo Fabling (H04, H05, and H07)  
Library Assistant Knowledge Specialist  
Hampshire Healthcare Library Service



## Not quite a letter from America (part one)

### A report of a US Study trip

I was very fortunate to spend two weeks in the US visiting medical libraries and attending the Medical Library Association conference. I spent a week in Washington DC, during which I visited the NIH and NLM libraries in Bethesda, and the Welch Medical library in Baltimore, and then a week in Atlanta at the MLA 18 conference.

I was fortunate enough to receive funding for this from the CILIP Health Libraries Group Leslie Moreton award, funding from the NHS regional CPD budget and funding from the Bodleian Staff development budget, which I was extremely grateful for.

So, this may not come as a surprise but America is quite far from the UK, so the first day of my trip was spent travelling. After an 8 hour flight, mini-bus ride through rush hour traffic to the hotel and the time difference I was in that strange state of mind where it could have been any time of the day, breakfast or bedtime! One thing that was clear was the weather was distinctly British, as it was raining, a lot.



I'd set aside the following day to get over any jet-lag so decided to have a walk and look at the sights. 33 thousand steps later in 30 degree heat, that didn't seem like such a great idea...ending up with me looking hot and nonplussed outside the White House!



Wednesday was the first "proper" day of my trip, where I visited the National Institutes for Health and US National Library of Medicine in Bethesda, a short train ride from central DC. Oh, and it started raining again.

The first part of my visit was actually getting in to the campus – this involved going through airport style security scanners (including a bag/laptop scan) and taking ID. Much higher levels of security in public spaces are just one of the many differences between the US and us. I started my tour by spending the morning at the NIH Library. The NIH Library is a research library supporting the National Institutes of Health and selected U.S. Department of Health and Human Services agencies. James King and the team made me incredibly welcome and outlined their services, which was extremely interesting.

Particularly of interest where their Informationist program, where they have librarians who are trained in specific subject areas, principles of research, critical appraisal – in many ways similar to us as medical librarians in the UK> However, they are more embedded into the groups they support, providing expertise in a collaborative, multidisciplinary way – something that we could examine further.

Another very interesting area was the in-depth bibliometric support they provide to service users, producing reports and visualisations to illustrate the impact of research for reports/public engagement etc. Again, this is an area that could be expanded in future in our services.

After lunch, I visited the National Library of Medicine, the world's largest biomedical library. As well as their print collection and provision of electronic information resources (including PubMed) it also supports research and training in biomedical informatics and health information technology. I had a very interesting tour of the building, including looking at some of their historical collection. We also had a discussion with staff members about how they deliver services and develop their staff.



The next day I took the train to Baltimore. At this point things were beginning to feel a bit like being at home – getting up at 6am and getting a train the rain is all too familiar (see photo above!) I arrived at the Welch Medical Library, Johns Hopkins Hospital and met Anne Seymour and Blair Anton, who had arranged a full day of meetings and tours. I had an overview of their services, tour of the library facilities and hospital including sitting in on an evidence based practice session with clinicians and nurses.



This was particularly interesting, as although the accents were different, the topics and way they talked were pretty much exactly the same as their NHS colleagues – even the same gripes! Some key points I took away from this visit were, again, how they were embedded into the hospital/university, and don't expect the users to come to them. Also they used being called informationists as a way to engage with people, as lots of users would ask what it meant and what do you do.

**Owen Coxall**  
**Outreach and Enquiry Services Manager**  
**Bodleian Health Care Libraries (OXU:JR)**

(Part two will follow in the next edition of Swimming Pool.)

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