

April 2019

Issue 116

# The Swimming Pool

**Newsletter for the  
SWIMS Network**



## *The Editorial Team*

*Katie Barnard*

*Sam Burgess*

*Pam Geldenhuys*

*Lucy Gilham*

*Helen Licence*

*Jessica Pawley*

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## UHMLG Spring Forum: Literacy in all its forms

**Siobhan Linsey, Taunton**

As if 'literacy in all its forms' wasn't an appealing enough reason to attend the University Health & Medical Librarians Group (UHMLG) Spring forum in March, the venue was the historical repository of health knowledge- the [Royal Society of Medicine](#) in London. My learning curiosity was well and truly piqued, and thanks to the HEE South bursary I was able to go.

Another reason to attend was the opportunity to present a lightning talk showcasing the work we have been doing across Taunton and Somerset NHS Foundation Trust and Somerset Partnership NHS Foundation Trust to support Health Literacy

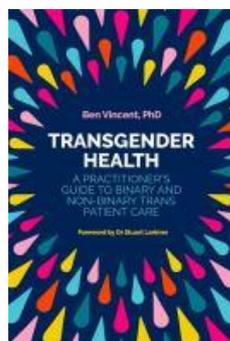
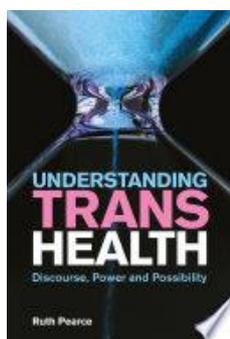
Dr Helen Webster, head of the Writing Development Centre at the University of Newcastle gave a very engaging and interactive talk on three models linked to student writing:

- study skills
- academic socialization
- academic literacies

Dawn Grundy and Graeme Prescott, academic librarians from the University of Bolton presented on their LEAP Online interactive skills portal. They collaborated with academics to embed information literacy into mainstream curriculum delivery, and to develop modules with content such as Professionalism and Meds Management. Lack of professionalism is something which we do encounter when delivering training to newly qualified staff or those new to the NHS, so it was interesting to hear that the issue has been picked up at the other end too.

Other engaging ways to support student digital and information literacy were covered in the lightning talks, including speed dating and peer to peer learning. One in particular challenged my thinking around using Wikipedia as a health information source. Ruth Jenkins' (University of Edinburgh) approach of a Wikipedia assignment to develop student information and research literacy, allowed them to plug a cancer information gap which resulted in 1000s of visits to their page. Peer Assisted Learning (PAL) is facilitated by library services at UWE Bristol to support student academic wellbeing, and I must say that the statistics given by Hannah Bond to illustrate the need for such a programme were shocking.

The talk by Cheryl Morgan (Diversity Trust) on Transgender Literacy was also thought provoking. Some recommended titles for health libraries to consider stocking are shown below.



Lisa Jeskins from the CILIP Information Literacy Group updated us on the work around the campaign following the 2018 launch of the information literacy definition: "Information literacy is the ability to think critically and make balanced judgements about any information we find and use. It empowers us as citizens to develop informed views and to engage fully with society." (The resources to promote are in the slides – listed at

the end of this article).

We were all encouraged to get behind the campaign, which is aiming to “mainstream the need for information literacy to the wider public”, and coincides with HEE’s project to improve health literacy for all. The need to build on our collaboration with those in the wider profession sprung to mind: partnership working with public libraries, closer working with school librarians. Information literacy and health literacy were deemed two key life skills.

Ruth Carlyle introduced core resources and techniques to support health literacy, and spoke about incorporating it into LKS activities- e.g. Shoehorning with critical appraisal training, creating a policy to implement in strategic planning supported by developments of Knowledge for Healthcare, plus the Topol Review mentions e-health literacy and highlights it in the case studies. Natasha Howard gave a progress report on the health literacy project at Aubrey Keep Library where there is a dedicated full time project manager, and I presented on the how we have been implementing an early intervention for long term impact by targeting staff groups for training.

The day was rounded off with a tour of the RSM library: one of the largest postgraduate biomedical lending libraries in Europe. Collections include journals and rare books such as a Roman 1st Century medical treatise, *Celsus’s De Medicina* pub. 1478. There was also the opportunity to view an exhibition of rare and beautiful herbal illustrations from the 16th and 17th centuries, which is free to attend and runs until 27<sup>th</sup> April 2019.



*Exhibition of rare and beautiful herbal illustrations from the 16th and 17th centuries*

It was a highly valuable day, and I would highly recommend a visit to the RSM library for interest’s sake or to support chartership.

You can find all of the presentations (and in due course a recording of the day) here:

[Spring Forum 2019 – #UHMLG19 – all the slides](#)

Information on what promises to be another stimulating UHMLG event this summer at Teeside University here: [Summer Conference 2019 – Failing to Succeed #uhmlg19](#)

**Siobhan Linsey**  
**Outreach Librarian**  
**Taunton (TAU)**

## Discuss the Topol Review with #Ukmedlibs

Join the twitterati at 8pm on Tuesday 16<sup>th</sup> April to discuss the Topol review as it explores how to prepare the healthcare work force, through education and training, to deliver the digital future.

Leading the chat will be Sue Lacey Bryant (Topol Review Programme Manager and Senior Advisor, KfH), Alison Day (KfH project manager), and Emily Hopkins (KM programme manager, HEE).

Questions for the chat include; what are your first impressions of the Topol Review report, what opportunities does the Topol Review present for library and knowledge services? (Find out the other questions on the #Ukmedlibs blog – [ukmedlibs.wordpress.com](http://ukmedlibs.wordpress.com))

## Would you like to go to ICLC 2019 in October?



The NHS South CPD Bursary is sponsoring four places to attend the International Clinical Librarian Conference at the Museum of Science and Industry in Manchester on Thursday 3rd and Friday 4th October 2019.

The places are open to any NHS LKS staff in the region, and we would particularly welcome applications from first time attendees.

### What does it cover?

Attendance at the two-day conference, together with the social programme.

### What's not covered?

Travel and accommodation – you will need to get yourself to the venue and back, and put a roof over your head while you're there.

### How do I apply?

Just use the regular online CPD Bursary Form to apply. Leave the "How much are you applying for?" field blank, and put ICLC in the "What will it fund?" field. You'll find the form on the [CPD pages](#) of the LibGuides site.

### When do applications close?

There is plenty of time to apply, as applications will be open until the Spring Bank Holiday Monday – midnight on 27<sup>th</sup> May.

**John Loy**

**NHS South CPD Lead**

## A 'Get-tea-gether' for Healthcare Assistants

**Camila Garcés-Bovett and Sandra Weir, Gloucestershire**

Randomised Coffee Trials (RCTs) are used in the NHS and various other sectors to "connect, build strong networks, break down silos and share information" (Horizons, 2018). In essence, they involve randomly pairing up participants, who then meet up over coffee (or another beverage!) to talk to each other.

On 28<sup>th</sup> March 2019, the Library and Knowledge Services at Gloucestershire Hospitals NHS Foundation Trust organised the Trust's first-ever RCT for Healthcare Assistants (HCAs). The idea was to utilise the coffee break at the Trust's HCA Conference for idea-sharing. The conference was organised by the Professional Education team, who suggested that we rename the RCT as it could sound intimidating, especially as 'trial' is a synonym of 'testing'. We therefore decided on 'Get-tea-gether'.

Once we had been given the conference sign-in sheet, we allocated the participants into pairs. This was not strictly random, as we had to ensure that HCAs were paired with colleagues from different wards/departments.

For the first five minutes of the coffee break, we introduced the format of the 'Get-tea-gether'. The participants then got into their pairs and were given these prompts:

- Since joining the Trust, what have you achieved (big or small) that you are proud of?
- Is there anything you would want to change in your ward/the Hospital?
- Have you seen any ideas in other wards/departments that you think could work in yours?

After fifteen minutes, the Professional Education manager led a feedback session. Although initially appearing reluctant, the pairs quickly began sharing what they had discussed. Rather than using the prompts, most of the discussion related to barriers in the workplace, ranging from insufficient information on starting a post, to being unable to progress within their role. Others found it difficult to balance their role with extra duties and departmental targets. Ideas for improvement included putting together information packs for HCAs starting a new post, and putting up a message board in staff areas for sharing positive gossip about other members of the department.

The RCT was an opportunity for the HCAs to share their experiences with each other, and with senior staff, and was a success in that respect. This was a rare opportunity for them, and they clearly had lots that they wanted to talk about. Consequently, we felt that it was more important for the HCAs to be able to talk freely, rather than force them to discuss innovation and improvement, despite the focus of the prompts.

If we were organising this again, we would allocate more time for the participants to talk to each other, perhaps providing the opportunity for a second facilitated RCT later that day, with a specific focus on innovation and improvement. Overall, this was a useful and valuable experience for both us and for the participants, and hope that we will be able to organise more RCTs in the near future.

## References

Horizons. 2018. *How a Cup of Coffee Can Lead to Positive Change*. Horizons.  
<https://nhshorizons.passle.net/post/102euma/how-a-cup-of-coffee-can-lead-to-positive-change> [Accessed 01 April 2019]

**Camila Garcés-Bovett and Sandra Weir,  
Librarians  
Gloucestershire Hospitals NHS Foundation Trust (CGH/GRH)**

Thank you to all our wonderful contributors, we simply could not do this without you!

Please keep all your articles coming, whether small or large – they are all interesting and we love to share your experiences and knowledge.

Do contact the editors if you have an idea, suggestion, or Observation for Swimming Pool – you make it what it is.

We look forward to seeing more!



**We need you!**

## The Ideas Pool

The third entry into our new feature 'the ideas pool' comes from Exeter Health Library after an editor of Swimming Pool spotted it on twitter!

How do you go about promoting e-books in the Library? Here at Exeter Health Library we've created QR code shelf-markers which go on the shelf in the same place where a physical copy of the book would.



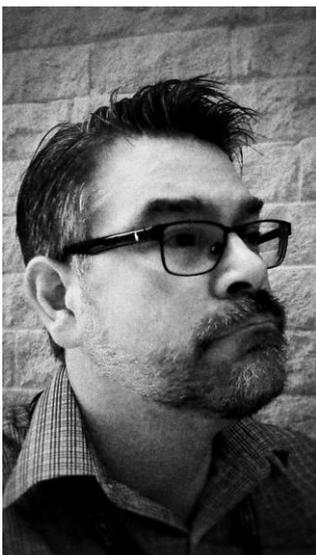
Handy if a patron is searching for a book and print version is unavailable, they can immediately see if an e-version is available. Using a mobile, or tablet with a QR code reader app, they can scan the QR code on the shelf-marker and be zapped straight through to the e-book (after logging in with NHS OpenAthens of course).

QR codes can be created using free QR code creator software online (we used [QR Stuff](#)) and the shelf-markers were purchased from Gresswells. We have a template for creating the labels, contact Cate Newell ([cnewell1@nhs.net](mailto:cnewell1@nhs.net)) if you'd like a copy.

Exeter Health Library Staff

If you have an entry for 'The Ideas Pool' please send it to Sam via email: [sam.burgess@southernhealth.nhs.uk](mailto:sam.burgess@southernhealth.nhs.uk) Share your ways and means of promoting library resources and services and perhaps you'll be able to steal some ideas in return!

## Welcome Stuart



W01 welcomes our new Library and Knowledge Manager, Stuart Benjamin, who started work in the GWH NHS Foundation Trust on the 11<sup>th</sup> February. Stuart has most recently worked for Swindon Borough Council Libraries, and before that was at the Transport Research Laboratory for almost ten years; his experience also includes higher education, research, petro-chemical, and business libraries. His NHS background includes a stint at The Cairns Library (during the last century), and he was Library Lead for the former Avon, Gloucestershire, and Wiltshire Workforce Development Confederation (during this century). Stuart is looking forward to working at the Academy Library and Information Service and with the excellent team at Swindon.

(Photograph from Twitter used with permission)

## Wessex PH Conference: Getting Serious about Prevention

**Caroline De Brun, Kerry Flett, and Liz Land, Wessex**

This was the second Public Health (PH) conference, organised by Health Education England, to which the libraries in the east of the SWIMS region were invited.

Kerry Flett (H27), Liz Land (H34) and Caroline De Brún, Knowledge & Evidence Specialist for South West, Thames Valley, and Wessex at Public Health England (PHE) attended with their poster and library stand, and were on hand to field enquiries from delegates and colleagues. Resources for staff in public health are not always widely known about so this is an excellent opportunity for promotion to so many in one go.

As the invitation goes to all public health practitioners in “Wessex” there was a huge variety of organisations represented among the delegates: public health staff in local authorities, PHE staff as well as many others who have a connection with or whose role is public health. To assist with PH-related enquiries on the day it was great to have Caroline on hand, despite not feeling 100%. She proved to be a valuable asset explaining in more detail about the resources at <https://phelibrary.koha-ptfs.co.uk/laph/> which are summarised on a postcard specially produced for both events by Jenny Moth (I01). Kerry designed a leaflet to help public health staff access NHS OpenAthens accounts. There are plenty left if you'd like some for your PH users!

We were also extremely pleased that Caroline sourced a generous supply of leaflets and promotional materials from the providers of resources to PHE.



One curious item tested our brains - can you guess what it is? Answers at the end of the article/newsletter.



We also met delegates from National Institute for Health Research (NIHR), Wessex Academic Health Science Network (Wessex AHSN) and others interested in finding evidence for research funding as well as day to day work. There is a strong pro-library culture among public health staff so they are a keen audience.

It was an action-packed day. The introductory session included Emeritus Professor Richard Wilkinson, co-author of *The Inner Level: How more equal societies reduce stress, restore sanity and improve everyone's well-being*, Dr Julie Rugg, Centre for Housing Policy, University of York, and David Buck, Senior Fellow in Public Health and Health Inequalities at The King's Fund and co-author of [A vision for population health: Towards a healthier future](#).

The rest of the day was divided up into parallel hour-long workshops on mental health, vulnerable groups, behaviour change, the problems of the private rented sector (PRS), air quality and public health in clinical settings to name but a few. These sessions provided a good insight into some of the literature search topics we receive from our local practitioners, which always helps with understanding the context.

In addition, one of poster presentations *ICON Babies Cry, You Can Cope: Pilot of abusive head trauma prevention campaign in general practice* had been supported by evidence provided by one of the HHLS librarians, June White who is based at Basingstoke. It was satisfying to see that this project is now being rolled out to GP practices in the area, a real impact case study!

The conference was extremely well-run, considering there were about 300 delegates who had to be shepherded to multiple separate workshops over two floors. It was good too to be able to put names to faces who we only knew as virtual users.

The long day was relieved by the obligatory healthy items scattered throughout the programme: a yoghurt muesli breakfast instead of pastries on arrival, fruit cocktail skewers for desert and a couple of physical activities (well, we were at Saints football stadium!): a chair-based exercise class and a Saints Foundation Blast Activity to very up-beat music, though perhaps not best-placed immediately after lunch!!

This seems to have found a place in the Wessex public health conference calendar. If anyone would like to help with the library stand and/or attend next year then just get in touch.

Caroline De Brún (PHE), Kerry Flett (H27), Liz Land (H34)

Liz Land  
Knowledge Specialist  
Royal Hampshire County Hospital (H34)

*Answer:* It's a webcam blocker/shutter and they are really expensive for such a small piece of plastic!!



**The Editorial Team wish you all a  
very Happy Easter.**

## QI Team Collaboration Success!

**Roxanne Hart, Taunton**

Taunton NHS Library are delighted to share the news that the 'Evidence Team - Embedded Improvement Librarian' initiative has been shortlisted for the HSJ Value 'Support Service Initiative of the Year' award. The award recognises the contribution of non-clinical support services that have an exceptional impact on the delivery of high quality, high value services to patients. <https://value.hsj.co.uk/2019-shortlist>

Creating the embedded Improvement Librarian role was a collaborative effort between the Library and Improvement Teams at Taunton and Somerset NHS Foundation Trust. The role is partly based in the library space (2 days per week) and partly within the Improvement space (3 days per week).



Being a recognised member of both teams has made all the difference in terms of relationship building. By virtue of these close relationships the delivery of evidence both proactively and by request has been streamlined and using evidence is now an ingrained part of the way the Improvement team run projects.



We are looking forward to presenting our shortlisted nomination to a panel of judges on the 3<sup>rd</sup> of April, and will find out the outcome on 23<sup>rd</sup> of May. Wish us luck!

**ISTOP PRESS!** The service has also just found out they have won the International Standard for Continuous Improvement award in the category of collaboration! (<http://www.icips.org/>) This is all about the transformation of services through collaboration.

**Roxanne Hart**  
**Improvement Librarian**  
**Musgrove Park Hospital (TAU)**

## The disorganised medical student finalist

**Karin Jäzosch, Southampton**

'I'd like to borrow these, please'  
They're for my dissertation,  
In which I plan to focus on this cardiac ablation.  
I'll take some notes, I'll copy pics, I'll crack statistic calculation;  
I'll write it up and bind it nice and make the presentation.

!! - The referencing, you ask...well...yes...  
I *will* give it attention  
But first of all I have to write  
on bloody hypertension.

And whilst I'm here and have your ear,  
Can you just get this thing from Singh,  
Kuplicki and Savitz<sup>1</sup>?  
Er...no...I don't recall the title now but  
know, for total certain, its  
the perfect fit with everything.

I'm sorry, what did you just ask me then?  
The time by which this must be in?  
So you can set the date for when  
I must return these books again.  
These books I've said I want to borrow?  
Er...sure...no probs...it's 5pm  
...that's 5pm tomorrow.

**Karin Jäzosch**  
**Principal Library Assistant**  
**Southampton General Hospital (HSL)**

## Editorial Team

**Katie Barnard – Editor:** Clinical Librarian, Learning & Research, Southmead Hospital (SMD): [katie.barnard@nbt.nhs.uk](mailto:katie.barnard@nbt.nhs.uk)

**Sam Burgess – Editor in Chief:** Library Service Manager, Hampshire Healthcare Library Service (H05): [sam.burgess@southernhealth.nhs.uk](mailto:sam.burgess@southernhealth.nhs.uk)

**Pam Geldenhuys – Editor:** E-Resources Librarian, Exeter Health Library (EXE): [p.r.geldenhuys@exeter.ac.uk](mailto:p.r.geldenhuys@exeter.ac.uk)

**Lucy Gilham – Editor:** Librarian, Trust Library, Royal Berkshire Hospital (RBH): [lucy.gilham@royalberkshire.nhs.uk](mailto:lucy.gilham@royalberkshire.nhs.uk)

**Helen Licence – Editor:** Clinical Support Librarian, Milton Keynes University Hospital Library and e-Learning Services (MKH): [helen.licence@mkuh.nhs.uk](mailto:helen.licence@mkuh.nhs.uk)

**Jessica Pawley – Editor:** Librarian, Library, Musgrove Park Hospital (TAU): [jessica.pawley@tst.nhs.uk](mailto:jessica.pawley@tst.nhs.uk)