

June/July 2019

Issue 118

# The Swimming Pool



**Newsletter for the  
SWIMS Network**

## *The Editorial Team*

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## UHMLG Conference: Literacy in all its forms

**Ric Paul, Southampton**

The University Health & Medical Librarians Group (UHMLG) is fairly clear about its aims in its name – but don't be put off by the "University": many of us have strong links to the NHS, and the conference events that we (and I say "we" because – vested interest alert – I am the group's Treasurer) run are usually highly relevant to NHS library staff

Our Spring Forum this year is an excellent case in point: "Literacy in all its forms – digital, academic, information, health, and more" – we had Ruth Carlyle from HEE talking about health literacy and Lisa Jeskins talking about the work of CILIP's Information Literacy Group. We also had a fascinating talk from Cheryl Morgan of the Diversity Trust, talking about transgender literacy.

Rather than me going into great detail about each of the six major talks, and the eight lightning talks (five minutes each), you can see for yourself: for the first time this year we videoed every presentation and you can watch them for yourself on our blog:

<https://uhmlg.wordpress.com/2019/03/08/spring-forum-2019-uhmlg19-all-the-slides/>

(Unfortunately we were not able to secure permission to post the video of Dawn Grundy and Graeme Prescott's talk about LEAP Online, the University of Bolton's tool for supporting the student journey, however their slides are available.

In June we also had our Summer Conference, the title of which was "Failing to Succeed – How to Learn From Failure". There was a half-day workshop from Andy Priestner on how to deal with failure, plus talks on wellbeing & resilience, coping with anxiety, and imposter syndrome. Slides and other notes will be available over the summer.

Please do keep an eye out for future UHMLG events as all are welcome, whether as speakers or attendees!

**Ric Paul**  
**Head of Health Services Library**  
**Southampton University Hospital (HSL)**

## Ideas for your CPD Webinars

The CPD webinar group would love suggestions for topics and speakers. Please send your suggestions to: [chloe.george@nhs.net](mailto:chloe.george@nhs.net) or [Natalie.gabe@southernhealth.nhs.uk](mailto:Natalie.gabe@southernhealth.nhs.uk)

(photo by Pixabay from Pexels/Canva)



## Day of the Clinical Librarian Community of Practice!

**Noureddine Kenssous, (Aylesbury) and Hannah Wood (Bristol)**

On the 6<sup>th</sup> June on a reasonably warm day, a catalogue of librarians from NHS South met at Jurys Inn Swindon to discuss all things clinical librarian (CLs). The day kicked off with attendees talking about their roles and work that they were particularly proud of, learning new ideas and gaining insight into each others' working lives. It was interesting to learn that not all attendees were CLs but all were keen to learn about the role and to share best practice. We all covered a wide variety of departments/teams ward rounds, MDT meetings, clinics, case-based discussions, education meetings, journal clubs, teaching sessions, literature searches . . .

We then spent a fascinating morning in the company of Sue Lacey Bryant, who spoke of the future of the clinical librarian service, and how new emerging technologies will affect our daily working lives in the near future. She also talked about the Topol review, a really promising review concerning the future of digital technologies in healthcare, and how it expresses a need for more information specialists to support the information needs and training of the future NHS workforce. [It's definitely worth a look!](#)

After a nice lunch, June White held a [Schwartz Round](#) on how emotional it can be to work in a healthcare setting, and how it's perfectly okay to not be okay. Reflecting on the more difficult sides to our roles was very cathartic, and gave us a safe space in which to talk about our feelings and experiences.

Sarah Rudd (photo) then shared her knowledge and expertise, and outlined her research project around the perceptions of a clinical librarian. She also spoke about the key actions necessary to conduct research safely, ethically and effectively.



For the first time the event was recorded and live streamed to a private audience using Periscope. We used this platform to make sure that our colleagues in the NHS South who were not able to attend the venue, be it geographically too far or not being able to leave the office because of staff limitations or other commitments. They had the opportunity to follow, interact and contribute to the conversation from the comfort of their desk. The recordings will be eventually uploaded onto our LibGuides pages.

All in all, the day was a great success, and definitely a day well spent. We learned more about what colleagues in the region do, how others perceive clinical librarians, and how important the future development of technology is for libraries and healthcare services. You don't have to be a clinical librarian to get involved with the community; all you need is an interest in the role! The community has been set up to support each other, to learn and share new skills and best practices at different trusts. [You can check out our LibGuides page here.](#) Feel free to drop either of us an email; [hannah.wood2@nbt.nhs.uk](mailto:hannah.wood2@nbt.nhs.uk) (Vice Chair) or [Noureddine.Kenssous@nhs.net](mailto:Noureddine.Kenssous@nhs.net) (Chair) to learn more, or to join our growing and supportive community of practice.

**Noureddine Kenssous**  
**Clinical Outreach Librarian**  
**Buckinghamshire Healthcare NHS Trust (STM)**

**Hannah Wood**  
**Librarian**  
**North Bristol NHST (NBT)**

## Resuscitation Training with CGH/GRH's Library Team

**Emily Langdale, Gloucester**

On Tuesday 21<sup>st</sup> May, the library team at CGH/GRH took part in a resuscitation training session at our education centre. This was led by Janice, our resuscitation officer. We all learnt about the recovery position, how to check someone is breathing, how and when to begin resuscitating and how to use defibrillators. It was also interesting to learn about the resuscitation team and their work in our hospitals – they get called out about six times a day!

Below are some pictures of the Library team practising the technique -



From left to right: Claire, Chloe (on the floor), Sandra, Michelle



From left to right: Sandra, Claire

The resus team have only recently reintroduced resus training for non-clinical staff, so it's definitely something to look into. Janice also told us about how much resuscitation has changed over the years – there is now more focus on compressions rather than rescue breaths.

“Unsurprisingly the team volunteered me to be the unconscious patient; thankfully manikins were used for the compression techniques and defib! A fantastic training session that gave us insight into what our resus team do as well as learning new skills that hopefully I will never have to put into practice.” – *Lisa*

“Feel more confident that if I was in a situation that I needed to resuscitate someone I would now have more knowledge and could be more helpful.” – *Michelle*

“Janice was a superb trainer – answering all our questions with knowledge and humour! It took a while to get used to the amount of power needed to successfully do chest compressions, and I was glad to learn that in the event of an incident in our libraries, Janice's team would be on the scene in a matter of minutes. Perhaps the most striking thing for me was learning that when someone isn't breathing, chest compressions are the most important thing for adults, and rescue breaths are more important for kids.” – *Camila*

“Although you hope you never need to use it was so useful to be taught the correct procedure for CPR.” – *Chloe*

**Emily Langdale**  
**Library Technician,**  
**Gloucestershire Hospitals NHS Foundation Trust (GRH/CGH)**

## Stepping out of the box and widening our partnerships: Shared Reading in AWP.

**Helen Watts, Bristol**

*‘Shared Reading changes lives by improving wellbeing, reducing social isolation and building stronger communities.’ – The Reader*

*‘You think your pain and heartbreak are unprecedented in the history of the world, but then you read. It was books that taught me that the things that tormented me most were the very things that connected me with all the people who were alive, who had ever been alive.’ – James Baldwin*

The question of how to introduce and promote reading groups for service users had been bubbling away in the in-tray of our minds for some time. We began by consulting with Jackie Webb, library manager from Wotton Lawn, Gloucester, who is herself involved in service user reading groups and a mine of knowledge on the topic; we were then invited to join a Trust working group looking at inpatient reading and writing groups. We were delighted to be able to take our ideas forward and three AWP library staff; Cathy Marsden, Maurice O’Brien, and myself Helen Watts jumped at the opportunity of attending The Reader organization’s “Reader Leader” training last summer, through the Bristol Aging Better initiative.

We then started a series of meetings with our occupational therapy contacts to set up and run a number of groups around the Trust. We kicked off at Christmas with a special session for our older adult inpatients in Bristol and we now have regular groups at Callington Road Hospital, Bristol; Fountain Way, Devizes and help out at one ran at our low secure unit in east Bristol. The adult inpatient groups meet every week for an hour and a half, and together read aloud a short story or book extract, and a poem.

Modelled on The Reader’s Shared Reading approach, the groups aim simply to provide an opportunity for relaxation, enjoyment and escape from worries. At a deeper level, The Reader Organisation recognises that through reading and sharing great literature, people can develop a broader perspective on life, recognizing the power of language and literature to help articulate thoughts and feelings about what it is to be human.

While not viewed as formal therapy, the growing body of evidence around Shared Reading demonstrates many benefits for mental health and well-being. In 2015, The Reading Agency published a literature review entitled, *The Impact of reading for pleasure and empowerment* (The Reading Agency, 2015). The main aim of the review was to collate and summarise research findings relating to non-literacy outcomes of ‘reading for pleasure or empowerment’. Two key themes emerged from the research; “the centrality of enjoyment of reading as a prerequisite for the other outcomes of reading to be achieved” (p4, 2015) and “the use of recreational reading for distraction, relaxation, and knowledge development” (p4, 2015).

Overall the research found “that reading is closely linked to increasing understanding of our

own identities and can also play a large part in relating to others, understanding their world-views and so forth” (p4, 2015). The research also points to gains for staff through professional development and building better relationships with service users, as staff, volunteers and service users participate together and “hierarchies dissolve for a while” (McLaughlin and Colburn, 2012). Library staff particularly value the opportunity to work closely with clinical staff and service users to deliver the sessions.

### Aims of our Shared Reading Groups

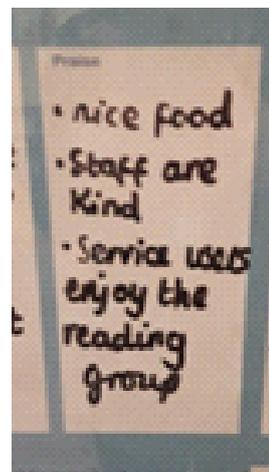
- Improve wellbeing
- Make literature accessible to those who may not previously have engaged with reading and increase pleasure in reading
- Provide a safe space for people to share their ideas, experiences and feelings through reading
- Encourage participation and listening skills
- Promote respect for other people’s views
- Decrease isolation and facilitate a sense of connectedness
- Increase personal confidence
- Provide an opportunity for relaxation, enjoyment and escape from anxiety and worries

### Some informal feedback we have received on our groups

*“Doing things like the reading group makes me feel like I shouldn't be in hospital.”*

*“The patient commented that she had forgotten the pleasure of reading due to her illness but now she was feeling better she was starting to read again and getting lots of enjoyment from it. She took the poem and story away to read again later.”*

*“The attendees reported to their ward meeting that they had enjoyed the group and this was written up on the board.”*



The Reader is a national charity that aims to bring about a reading revolution so that everyone can experience and enjoy great literature, because they believe it is a tool for helping humans to survive and to live well. They are supported by public funding from Arts Council England, players of the National Lottery through Big Lottery Fund and the Postcode Care Trust. **Find out more:** <https://www.thereader.org.uk>

**Helen Watts**

**Library Services Manager**

**Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)**

McLaughlin, Sue and Colbourn, Sue (2012). A reading group in acute mental health care. *Nursing Times*; Oct 2012; vol. 108 (no. 44); p. 14-15

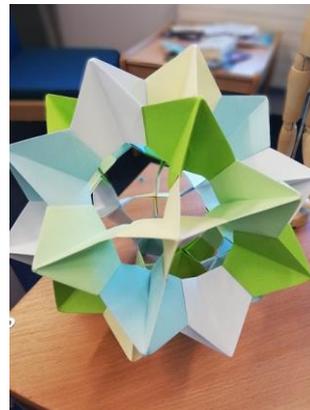
## Health and Wellbeing at the RD&E Foundation Trust

**Charlotte Greaves, Exeter**

The Exeter Health Library team have been busy forging links with the Royal Devon and Exeter Foundation Trust's Health and Wellbeing team, which supports colleagues throughout the Trust with improving their physical and emotional wellbeing. In addition to Cate, our Reader Services Librarian, representing the Library on the Trust's Health and Wellbeing Committee, we have organised a Library stand at the Health and Wellbeing event for colleagues at the RD&E here at the Wonford site, and at the Community Health and Wellbeing conference in Honiton. It was a great way of showing a different side of the library to our colleagues, and reaching out to people who may not have used our services before.



Whilst extolling the virtues of our collection of resources on health and wellbeing topics from menopause to mindfulness, we grabbed the opportunity to promote the health benefits of crafting, showcasing our fantastic Craft Club which runs sessions in the library every month, but also has a virtual arm on Facebook where crafters can get together to exchange top tips and new ideas (See [EXE craft club](#) for more information). We offered colleagues an opportunity to have a go at a range of activities including mindful colouring sheets, origami and crochet.



On top of that, in support of the RD&E Foundation Trust's #OneKindThing campaign, one of our craft club members offered to run a free workshop for staff, making clay pinch pots and animals – there were some fantastic results!

All this promotion of the health and wellbeing benefits of a little crafting must be coming home to roost - we arrived in the library one morning recently to find this beautiful but anonymous gift from a talented origamist. I hope making it brought them lots of pleasure – it has certainly brought smiles to lots of faces here!

**Charlotte Greaves**

**Library and Knowledge Services Manager, Exeter Health Library (EXE)**

## The new NHS LKS Quality and Improvement Outcomes Framework. Four questions answered.

**Sue Robertson, Oxford.**

### What is the strategic context for the new NHS LKS Quality and Improvement Outcomes Framework?

The four key strategic documents that have informed the new outcomes are:

- Knowledge for Healthcare Framework – *NHS funded Library and Knowledge Services are business critical to NHS organisations.*
- Health Education England's Library and Knowledge Services Policy – *healthcare needs to be evidence-based.*
- NHS Long Term Plan - *future strategic vision for the NHS*
- Topol Review - *how to prepare the healthcare workforce for the digital future.*

Library and Knowledge specialists have an important role to play in all these contexts: providing services at all levels from patient care to management, from board to bedside.

### What do the new outcomes cover?

There are six outcomes that you will need to consider.

1. All NHS organisations enable their workforce to freely access proactive library and knowledge services that meet organisational priorities within the framework of *Knowledge for Healthcare*.
2. All NHS decision making is underpinned by high quality evidence and knowledge mobilised by skilled library and knowledge specialists.
3. Library and knowledge specialists identify the knowledge and evidence needs of the workforce in order to deliver effective and proactive services.
4. All NHS organisations receive library and knowledge services provided by teams with the right skill mix to deliver on organisational and *Knowledge for Healthcare* priorities.
5. Library and knowledge specialists improve the quality of library and knowledge services using evidence from research, innovation and good practice.
6. Library and knowledge specialists demonstrate that their services make a positive impact on healthcare

### What about all the areas which LQAF used to cover – don't they matter anymore?

LQAF provides a base for this new process. As most services were performing very well against the LQAF criteria, the new Outcomes Framework assumes that this level of service is in place. The framework uses this as a basis for development and improvement. Quality assurance has moved from process, standards and compliancy to an outcomes-based approach.

### What can I do to prepare for the outcomes?

A manager may want to complete an initial self-evaluation? Involve your whole team in this so that you can include everyone's contribution. This will help you see where you are currently and have a think about the evidence you have or will need. You can also get a

snapshot of where you feel you are with the levels.

A small change can make a big difference. The idea from the person at the front desk or working on the front-line with clinicians has, may deliver the greatest service improvement. I would also buddy-up with a critical friend. Someone who can help check that you are not using acronyms, that your pen-portrait description accurately describes your service and that you have included the best examples of evidence.

The self-evaluation and evidence report template can be found [here](https://kfh.libraryservices.nhs.uk/quality-and-improvement-outcomes-documentation/)

**Sue Robertson**

**Knowledge Services Development Lead for HEE working across the South**

## Welcoming Razia



We would like to welcome Razia Nazir, our new cross-site Deputy Library Services Manager, who joined Frimley Health on 8th April 2019. Razia will be responsible for marketing, critical appraisal, knowledge mobilisation, as well as leading on national campaigns and collating impact case studies.

Razia joins us from the National Foundation for Educational Research (NFER) where she worked as the Information & Desk Research Manager and will be dividing her time between Wexham Park and Frimley Park hospitals. Razia has previously worked in NHS Libraries for a total of 10 years. Her experience includes library/research in higher education and the private sector. Razia says she is already enjoying working with the exceptional cross-site library team!

**WXM Library Team**

**Frimley Health NHS Foundation Trust**

## Celebrating Surgical Research in Wessex & the Thames Valley

**Rebecca Howes, Portsmouth**

On Friday 14<sup>th</sup> June I was lucky enough to be able to attend a conference in Oxford, at the rather fancy Saïd Business School Education Centre, celebrating surgical research in our two regions.

Now you may be asking yourself what on earth was a clinical librarian doing at a surgical conference – and you'd be right to do so as I was most definitely the only librarian there! However I am very lucky to have made fantastic connections with our Research & Innovation (R&I) team who are kind enough to invite myself and Aaron Razack to research functions – Aaron sadly could not attend Oxford as he wasn't in the pub when the invite went out.

The conference itself was nicely laid out, with talks interspersed with coffee breaks and frankly the best lunch I'd had at any event (stroganoff, salad, caramel cheesecake...) and the opportunity for plenty of networking for my surgical colleagues. My own networking came in the form of meeting surgeons & research nurses from Portsmouth I hadn't met before and, perhaps more importantly, speaking to surgeons from other Trusts and encouraging them to use their own librarians.

From the talks I was inspired by Professor Jane Blazeby (BRI) speaking about RCTs in surgery, intrigued by Professor Peter McCulloch's (Nuffield Department of Surgical Sciences) insistence that all surgical procedures should be backed by RCT data (an opinion not shared by the majority in the room), and excited to see our own Surgical Research Fellow (who I taught how to search properly) present two abstracts of future research projects at Portsmouth – watch this space for FROGs and PLUGs!

You will all be pleased to know that health librarians were given a big shout out - one of the speakers presenting their Systematic Review abstract said they simply could not have done their review without the expertise of the librarians at the Bodleian. I spoke to the presenter during one of the breaks to say thank you for the acknowledgement and I got a huge gush of appreciation for all that we do in our profession.

Overall this was a fascinating day and one that builds my own knowledge of how researchers work, further cemented my relationship with R&I at Portsmouth, and hopefully has encouraged others in TVW to start using their own library service a little more.

**Rebecca Howes**  
**Clinical Librarian**  
**Portsmouth Hospitals NHS Trust (H27)**

## How CPD leads to supporting a staff health and wellbeing day.

**Benita Beeson, Plymouth**

After taking the plunge over the last year and signing up for Chartership after 14 years of working in libraries I was very privileged to be able to attend some recent CPD events in Bristol which then gave me the push to promote our library services at a University Hospitals NHS Plymouth Trust staff Health and Wellbeing Event.

**The Growing Importance of Grey Literature Thursday 28<sup>th</sup> March 2019 by Jo Hooper Outreach Librarian: (held at Arnos Vale - <https://arnosvale.org.uk/> )**

We looked at what grey literature is and isn't i.e. not commercially published, shared different resources and had time to reflect and discuss this topic with regard to literature searching and systematic reviews. It was first mentioned decades ago. We looked at definitions, history and future expectations. We also discussed appraising grey literature and looked at an [AACODS checklist](#) against a systematic review and discussed whether the executive summary had been peer reviewed and was it from a reputable source?

We also discussed constraints of e.g. staff time and management and if the information is appropriate for what purpose it was needed for. It was a really informative laid back workshop and it was lovely to network and meet up with other regional staff members that you normally only hear on a webinar or deal with by email. Jo's PowerPoint that followed was

really useful with lots of useful links including UHBT's own grey literature link via their own library website.

**Young People, Mental Health and Reading: a Training Day with [Nicola Morgan](#) on Friday 29<sup>th</sup> March 2019** organised by the CILIP YLG SW group in collaboration with SWRLS which was held at <https://www.cliftoncollege.com/>

A really interesting day with a talk and PowerPoint demonstration in beautiful surroundings and we were given a tour of the school library halfway through the day (five librarians for 1200 pupils across the school.) There was time for brief questions but no workshop or group activities as there were a large number of us there from a mixed background of college, school, public libraries. The [Plymouth Schools Library Service](#) helped organise the event as part of SWRLS.

Nicola had previously worked with young people within learning difficulties and youth counselling. She spoke honestly of her struggles in childhood and adolescence and growing up and how she had wished (alongside myself!) that she had had the sort of books available at the time that we have today. She has written many teenage guides to e.g. friends, life online, body image, which can be browsed at <https://www.nicolamorgan.com/product-category/books/>



We were supplied with lots of interesting pre-reading documents prior to the day with resources both useful for schools and parents, such as tips around exam times, stress management, dealing with adolescent issues and managing social media.



**Staff Health & Wellbeing day Tuesday 14th May 8am - 4pm 2019**  
**Held at the Derriford Centre for Health and Wellbeing**

I had wanted to have a library presence at one of these events for a few years now after previously volunteering as a 'Health Champion' about a year ago to represent the library and resources and to assist in any way that we can. As 13-19<sup>th</sup> May was Mental Health Awareness week so this was the general theme that we wanted to promote.

A great deal of our display (photo below left) was advertising the Reading Well Agency BOP books that we hold that can be prescribed by GPs as we hold all of the mental health collection and a great deal of the titles dealing with long term conditions. <https://reading-well.org.uk/books/books-on-prescription>



I also integrated some of our own self-help titles and our book club titles. The monthly Book Club also took place after the event at the Discovery Library itself and has been proving successful <https://discoverylibrary.org/bookclub/> It was really good to network with other departments and to share information on resources after the event .

Leading on from that we decided to create a Dementia Action Week 2019 20-26 May display (photo above right) in the library showing some of the BOP book titles.

**Benita Beeson**  
**Library Assistant**  
**Discovery Library (PLY)**

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