

August 2019

Issue 119

# The Swimming Pool

**Newsletter for the  
SWIMS Network**



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## CILIP Conference: Manchester - July 2019

**Sharon Wright, Exeter**

Earlier this year I began working at Exeter Health Library (part time role) alongside my existing roles as a library assistant in a public library and a final year student studying for a BSc in Information and Library Studies! I felt that this was an ideal opportunity to focus on my career development and was lucky enough to be awarded a student bursary by the CILIP Community, Diversity and Equality Group to attend the CILIP annual conference in Manchester, as well as receiving a grant from the CILIP SW Professional Development Grant Scheme to cover my travel costs.

The CILIP Conference brings together people from across all library and information sectors for two days of collaboration, debate, inspiration and networking. It covers a broad range of topics with a variety of different workshops and lectures which you can attend, depending on your own interests. This year there were four keynote speakers. I have outlined below information about some of the sessions which I attended and really enjoyed.

### **Kriti Sharma**

Kriti was the first speaker, opening the conference with her keynote speech exploring how the lack of diversity in technology and the creation of artificial intelligence (AI) has led to human bias influencing this technology. She spoke about the need for data ethics and ethical algorithms, sharing her vision of how AI might be used to create better, fairer societies if applied to solving the right problems. Her speech was both engaging and thought provoking – an ideal start to the conference!!

### **Hong-Anh Nguyen**

The second day began with another inspiring keynote speech, questioning diversity in the library and information sector. The theme of diversity and inclusion was a common thread running through many of the conference sessions and Hong-Anh spoke about the need to move beyond good intentions and strategies, towards individual and collective action to enable change, asking 'what power do you have to change things'?

I learnt about the idea of 'reverse mentoring' – when a leader or manager is paired with a BAME (Black, Asian, and Minority Ethnic) colleague enabling them to see things from a different perspective and blinded recruitment panels, where details are removed from applications to remove unconscious bias. Both are ideas which I would like to consider further to ensure the library and information profession accurately reflects the needs of the communities we serve.

### **Leaders Network Career Tips Panel**

This was a session which I chose to attend, with members of the CILIP Leaders Network sharing their experiences regarding one particular aspect of leadership. The panel came from a wide range of backgrounds with different job roles and I found the session inspiring. Some common tips included say 'yes' and take opportunities when they occur, adapt to change and build your resilience, do things you are passionate about and retain a work life balance. I would say to anyone considering applying for future bursaries or getting involved in future development opportunities to go for it! Everyone who I met were so friendly, willing to share their ideas and experiences and passionate about library services. I learnt so much, met so many new people and am extremely grateful to have been given this opportunity.

**Sharon Wright**  
**Library Assistant**  
**Exeter Health Library (EXE)**

## Randomised Coffee Trial in Barnstaple

**Alison, Peter, Alan and Talli, Barnstaple.**

We ran a Randomised Coffee Trial (RCT) for six weeks between April and June 2019 which proved really successful. Staff were invited to join and agreed to meet one person chosen by random for a short meeting and chat.

We had been thinking about this for a while and found some practical advice from other trusts which contributed to our decision to try this. We were enthused by the benefits discovered by other organisations.

- Breaking down barriers between individuals in different departments or offices.
- Revealing undiscovered links within the organisation leading to future collaboration.
- Establishing meaningful connection which could lead to real change.
- A simple, low cost way of enabling people to talk with others whom they might not otherwise meet.
- Contributing to improved staff engagement and staff well-being by increasing opportunities to communicate with other people and develop supportive relationships.
- Help build community and contribute to a sharing, caring culture.

I approached the Chief Executive who willingly joined and met with her random match. She allowed me to use her involvement in the publicity. We also had support from our communications team. We spent a considerable amount of time on publicity and there is some time consuming administration work. It was a bit nerve wracking waiting to see what type of response we would receive. We were delighted that 63 people joined!

We followed up with a questionnaire to which 39 people (62%) responded. Of those responding 94.87% met with their random match, 94.87% expressed interest in participating in another RCT and 97.44% would recommend an RCT to other people.

We received some brilliant comments, here are three of those.

*"I thought it was a brilliant idea and a great opportunity to learn more about other areas that you don't necessarily have any involvement with. I came back feeling motivated and with a great feeling of being part of an organisation where we all play our part in ensuring that we do the best we can, whenever we can help the patients, directly or indirectly."*

*"Positive, understood more about the service and asked her some relevant questions for my role. Promoted my role. Lovely to have another face I recognise in the trust."*

*"It was a wonderful experience. I have never come across such a concept where we could meet and interact with people working in other departments. I wish this continues throughout the year."*

We are now planning our next one!

Our learning points include:

- Find ways to make the selection more random by asking more details about the

participant – job, role, department, and building they work in.

- Find additional ways of encouraging a wider variety of people to join e.g. Sodexo (domestic staff), ambulance staff, Devon Partnership Trust staff and how to involve staff from other sites.
- We were committed to asking all staff and did so – however, we now need to consider a focus on those groups which were less responsive.
- There were some requests to meet more than one person or to meet with a group.

It was an excellent experience which helped to raise the profile of the library and we would highly recommend trying a RCT.

Do feel free to contact Alison if you would like any further information.

**Alison Cairns (Library and Information Manager)**

**Peter Clifford (Assistant Librarian)**

**Alan Pedlar (Library Assistant)**

**Talli Black (Library Assistant)**

**North Devon District Hospital (NDH)**

## Awards and Wards

### “Highly commended” service at the 2019 HSJ Value Awards

**Roxanne Hart and Carol Ann Regan, Taunton**

At the end of May Carol-Ann Regan, Andrea Gibbons (Improvement Advisor) and Roxanne Hart travelled up to Manchester to attend the HSJ Value Awards in order to finally find out the outcome of being shortlisted for the Support Service Initiative of the Year award back in March.

After a positive but nevertheless pressured experience of attending the judging a month previously it was wonderful to see the hard work and passion of all the teams being celebrated at the awards which were held at the Manchester Central conference venue. There were so many attendees the venue, a converted train station, felt packed (around 1000 attendees). Having no preconceived ideas about what to expect the awards were really impressive both in their organisation and presentation. The ceremony itself was hosted by comedian Tom Allen who moved through the categories quickly with a quick quip ready for



each entry. Just as the nerves were building he announced that we received a high commendation for our category which is essentially second place!

It was really delightful to be recognised and hopefully it encourages other trusts/organisations to approach and invest in their library services to receive similar benefits.

We were delighted with the result and it is a wonderful way to end work before Roxanne goes on maternity leave towards the end of June. Baby is expected to make an appearance on the labour ward around mid-July. [Editor’s note- baby has now

arrived!] Jess Pawley will be seconded into the role during this time, which Roxanne, Jess and the whole team are really pleased about. Jess has already had the opportunity to meet the improvement team at several team meetings and events and is set to hit the ground running. [Editor's note- this article delayed due to said secondment- I have definitely hit the ground running!]



**Roxanne Hart and Carol-Ann Regan**  
**Improvement Librarian and Library and Knowledge Services Manager**  
**Taunton and Somerset NHS FT (TAU)**

## **Stress Less - partnering with a public library service to promote health information**

**Helen Muggleston-Dahlke, Reading**

Although the 'Stress Less' event happened last year, with all the recent Health Information Week discussions it might be of interest. We wanted to promote health information to the public and to patients, but Berkshire Healthcare Library isn't generally open to these groups, so we decided to try and work with a public library service.

Berkshire Healthcare NHS Foundation Trust is a community and mental health trust that provides services across all of Berkshire. There are six local authorities in Berkshire and so six public library services to choose from when we were deciding how to approach this. I went for the easy option and approached the public library service I used to work for – West Berkshire Libraries. This also tied in with our aim to increase the number of events and activities outside of Reading – as the library is based in Prospect Park Hospital in Reading we tend to have a higher number of activities in the Reading area.

West Berkshire Libraries were keen to work with us as part of their promotion for Mental Health Awareness Week 2018 and invited me to speak at an event called 'Stress Less'. This event featured a variety of speakers talking about how to access health information, use techniques to reduce stress, and how to access help.

The event took place in May 2018 and was a success. There were 15 attendees for my talk and the feedback from participants from the day overall was good. I stayed for the whole event as some of the speakers were from our Trust and I was interested in hearing what they had to say. I made sure I was there early and stayed a little later afterwards so I could promote the library service to our staff, and also to talk to the member of staff from West Berkshire Public Health team. The team are eligible to use the library services as we have a service level agreement to provide library services to the three Public Health teams in the west of Berkshire.

The contact with the Public Health team led to me presenting at their team meeting in December 2018. As a result of this we gained new library members and have provided them with services such as evidence searches and journal articles.

### **Tips**

- Use the contacts you have already
- Be patient and polite and follow up offers to talk – it took seven months from being asked to talk at a meeting to actually speaking at the meeting
- Don't underestimate what we know – talking about how to find health information on the NHS website was an easy thing for me to do but was useful to the people I presented to.

**Helen Muggleston-Dahlke**  
**Deputy Library Manager**  
**Berkshire Healthcare Library (PPH)**

## The Ideas Pool

All submissions welcome for The Ideas Pool – please send your ideas to [sam.burgess@southernhealth.nhs.uk](mailto:sam.burgess@southernhealth.nhs.uk)

### NHS Board Game Shelf Markers

Inspired by Exeter Health Library's 'QR code shelf-markers for e-books' idea, featured in April's Ideas Pool, we have made shelf-markers for our new range of educational NHS board games. The QR code links to the website for each board game and we have re-used some old journal boxes to make these, saving some money along the way.

If you would like the template please email Natalie Parsley ([natalie.parsley@tst.nhs.uk](mailto:natalie.parsley@tst.nhs.uk))



**Natalie Parsley**  
**Library Assistant**  
**Taunton and Somerset NHS FT (TAU)**

## Health Information Week 2019

**Helen Watts, Bristol**

AWP Library service concentrated on two events for HiW this year; we organised and led on our third successive Living library and helped to arrange a lunchtime lecture at Bristol Central library by one of our mental health nurses. Both events were aimed at the general public / library users in Bristol and were deemed a great success.

The Living Library

This year we collaborated with our local acute trusts and their library services from North Bristol NHS Trust and United Hospitals Bristol Trust to offer a wider range of clinical staff in

our “book collection”. Together we have been working with the public library service from Bristol for over the past year on a number of topics and thought that bringing the NHS Living Library to Bristol Central Library was an ideal opportunity to reach a wider audience.



Living Libraries work like normal libraries – visitors browse the catalogue, choose titles they are interested in, and 'borrow' them for a defined amount of time. The difference is that the books are people, and reading consists of a conversation. It is an ideal vehicle for marking HiW and bringing together people who might not normally have the chance to speak to each other, encouraging the public to build confidence, knowledge and skills around health information.

Helping out at the LL, Maurice Donald-O'Brien Library Assistant, AWP said, “A thrumming atmosphere of discussion and enquiry could be felt as the interested public listened and chatted about everything from blood transfusions to psychosis, while our “books” remarked on the surprising opportunity it gave them to consider their work in a different way”.

Dr Sian Clark, Clinical Psychologist AWP said *“My motivation for getting involved in this event has been to offer an opportunity to engage with people around what clinical psychologists do. I will be sharing an insight into how we work with people to support them with their mental health difficulties”.*

Our second event (see photo below) took place the following day in the same location - the beautiful setting of the Central Library, Bristol. AWP Mental Health Nurse Sarah Thorne presented to a packed public audience, about her experience of working in mental health care over a fifteen year period, describing the challenges and the opportunities, the highs and the lows and providing information about how services work and can be accessed in 2019.



Please contact me if you would like to know more about running a Living Library and for a copy of the toolkit.

**Helen Watts**  
**Library and Knowledge Services Manager**  
**Avon and Wiltshire Mental Health PT (AWP)**



## Pets as Therapy at Gloucestershire Royal Hospital

**Lisa Riddington, Gloucestershire**

Well I think that this has to be one of the nicest days in work ever! We wanted to celebrate the wonderful work our Pets as Therapy volunteers do in our hospital so invited Gerald, Suzie, Lawrence and Sarah and their gorgeous Pets as Therapy dogs to spend a few hours with us in the library.



We invited all staff to come and meet the adorable Tango, Waffle, Rafiki, Tippex, Poppy, Pippa and Rolo so staff could get a bit of therapy themselves, but also find out more about the work they do and how to volunteer.

The demand for Pets as Therapy is growing and you can see why, these beautiful boys and girls brightened our day and the effect they have on patients in hospital and in residential homes is remarkable.



To find out more about Pets as Therapy and volunteer opportunities in your area visit <https://petsastherapy.org/> It was a truly joyful day and was very popular with our staff as such we hope to replicate it at Cheltenham General Hospital later in the year.

**Lisa Riddington**  
**Library & Knowledge Services Manager**  
**Gloucestershire Hospitals NHS Foundation Trust (GRH/CGH)**

## Librarians in helicopters

**Rebecca Howes, Portsmouth**

Since starting work at Portsmouth I have been able to strike up a good relationship with our Simulation team, who back in May invited me to watch a Theatre Recovery simulation - I got to wear scrubs and see an Oscar-worthy performance of anaphylaxis from one of our educators.



What's this got to do with helicopters I hear you ask?

Well, for many years my Dad was a trustee of the Hampshire & Isle of Wight Air Ambulance charity. After my joyous retelling of my time in pyjamas (aka theatre scrubs) Dad said "would you want to see the HIOWAA simulation room? Its 360 degrees" to which my obvious answer was "yes please!"

A few emails back and forth between myself and Alex Lochrane, Chief Exec of HIOWAA, and finally we were up at Thruxton race circuit – a Clinical Librarian, two Simulation educators, an eLearning technologist and an eLearning assistant. Plus my Dad.

We were given a talk through of a day in the life/what the team do when not on a shout by two of the on-duty staff (Heli-Medic and Doctor) and were allowed to look inside the helicopter and sit inside (!). I have to say all my hats go off to these teams – that is a tiny space to transport a patient you cannot speak to.

A tour of the famous simulation suite was next, and it was truly fascinating to be stood inside an otherwise unremarkable room and be in the middle of a busy road, or a nightclub, and at one point we were under the sea! They not only use the room for the training of their own staff but use the technology to enhance the lives of young people with varying difficulties such as Asperger's – under the sea we could chase fish away by walking across the floor, or create bubbles by touching the walls. It was very therapeutic.

After a cup of tea and more chat, I was able to talk library support with the team and there is hope that, once up and running with their operational projects, future research considerations will be able to flourish and the NHS library teams of Hampshire & the IOW will be called on!

Though I completely understand how lucky I am to have this connection to be able to organise this type of outing, I would say that HIOWAA are so proud of their team and their facilities I suspect anyone with a good enough reason to visit would be welcomed with open

arms. Plus if you have a simulation team you are yet to make friends with, perhaps a joint trip would be a great way to begin a beautiful friendship.



(you can just about see my hi-vis jacket inside!)

**Rebecca Howes**  
**Clinical Librarian**  
**Portsmouth (H27)**

## Retirement of Peter Clifford - NDH

**Alison Cairns – Library & Information Manager**



We bid a fond farewell to Peter Clifford who is retiring from his post as Assistant Librarian at Northern Devon Healthcare NHS trust at the end of August. Peter has been here for six years.

We will miss Peter's sense of humour, IT expertise, and his friendliness to all our library users. We thank him for his contribution in helping to provide a well-regarded library service across the Trust - so many people come to the library for the first time and recognise

Peter as the friendly face they met at their induction day!

We hope he has a long and enjoyable retirement and our best wishes go with Jen and him as they return to Oregon (USA) to be close to family and start a new period in their lives.

**Alison Cairns**  
**Library and Information Manager**  
**North Devon District Hospital (NDH)**

## Document Supply from HSL

**Tom Wake, Southampton**

HSL will soon be joining the SWIMS network as "category 2" affiliate members (we are currently "category 3" affiliate members, i.e. permanent last resort). Following this, we will no longer charge for document supply and we will be refunding any libraries who have outstanding vouchers for our pre-paid voucher scheme.

If you have any unspent vouchers remaining and would like to be refunded for them, please supply the following information to [hslib@soton.ac.uk](mailto:hslib@soton.ac.uk) or [t.m.wake@soton.ac.uk](mailto:t.m.wake@soton.ac.uk) :

Library code  
Name of Payee Library  
Address of Payee Library  
Contact e-mail for queries  
Bank account number  
Sort Code

This information will be passed on to our Finance department, who will deal with the refund.

If you would prefer to send the information by post, please use the following address:

Tom Wake  
Health Services Library  
Mail Point 883  
Level A, South Academic Block  
Southampton General Hospital  
Tremona Road  
SOUTHAMPTON  
SO16 6YD

The deadline for all refunds will be **31<sup>st</sup> December 2019**.

**Tom Wake**  
**Inter-Library Loans**  
**Health Services Library (HSL)**

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