



December 2019

Issue 122

# The Swimming Pool

**Newsletter for the  
SWIMS Network**



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## Outreach work as part of Health, Wellbeing and Kindness week

**Catherine Micklethwaite, Torbay**

Our Library has a really good relationship with our Trust's wellbeing lead, so when she asked whether we'd like to do something with the wellbeing apps on our new virtual reality (VR) headsets we jumped at the chance. We have two Oculus Go headsets, which were part of the offering at the VR hands-on session I ran at the South-wide conference.

We put our heads together and decided we would go out to the wards/departments on three separate days. We would concentrate on the acute hospital on the Monday and then visit the four community hospitals on the Wednesday and Friday, having half a day at each site. Despite this being a very busy time and I'd hardly been in the office, I thought it was worth doing as an outreach activity to see if we could spread the word about library services/facilities, and to use this week to launch the fact that the headsets were now available for loan.

The first thing I had to do was change our existing wellbeing apps on the headsets. We had used the existing apps (Guided Relaxation VR; Guided Meditation VR) at a drop-in VR session in the library and at the South-wide conference. Feedback on these apps was mixed with many people finding that the American accents grated (not great on apps designed to relax) and also each different location e.g. beach, forest, seashore needed to be downloaded separately and often didn't stay downloaded. It takes about 20 minutes to download each location on the Trust's wifi, which just wasn't working for us. I had a rethink, looked carefully at all the reviews of the relaxation apps, and chose Relax with Nature VR which cost £2.29 and Calm Place which was free.

Our Wellbeing Lead put out the call for expressions of interest and we ended up with a packed agenda. Our first visit was to a team of dieticians – they loved the wellbeing apps, saw great potential from this and also started discussing how they could use VR in their clinical practice. En route to them, I was also nabbed by the clinical psychologists who were very interested and have asked if I could demonstrate these at one of their monthly meetings. This was followed up by a visit to our HR corridor and as a result they are interested in obtaining some headsets to use to relax participants before potentially difficult meetings. The afternoon was spent at Torbay Pharmaceuticals, our corporate pharmaceutical wing, and as a result they want to purchase a headset to use in their weekly mindfulness sessions. The Go headsets cost around £200 each.

The rest of the week was spent at community hospitals with very mixed results. At some locations we were welcomed with open arms, made to feel comfortable, invited up onto the wards where staff were given the 10 minute break to experience the full impact of the session. A couple of wards are planning to purchase their own headsets.

At other locations we felt like spare parts, at one we were allocated a room down an unlit corridor with no hope of any staff showing up. We then went on a walkabout and met with frosty receptions.

My takeaway thoughts from doing this outreach work:

- 1) Always get the matron or a significant admin person on side, get them to introduce you to the staff and make the staff aware that it's ok to take 10 minutes off for relaxation. Where we didn't have this, it flopped.
- 2) Mornings are better than afternoons.
- 3) The busiest wards were the ones we didn't crack, and yet they are the ones that



probably need the relaxation the most.

- 4) Try to set up in a central location so that all staff can see others having a go – the change in a person's demeanor, expressions, and body language was quite startling to the point that some who adamantly didn't want a go changed their minds because of how they saw their colleagues reactions. Most who had changed their minds loved it.
- 5) It relaxed some people to such an extent that they had to chivvy themselves up to get back into a work frame of mind.
- 6) Next time take our VR Lead with us to discuss clinical applications e.g. using wellbeing on patients as distraction from procedures, develop an app to enable patients/staff to experience conditions from other points of view, use for dementia patients etc.
- 7) It was disappointing that none of the wards at the acute hospital, where the library is based, wanted to be involved. How do we reach front-line staff on extremely busy wards?

We made a real difference to everyone who tried the headsets. They left feeling much more relaxed and we now have a waiting list to use the headsets. I can definitely recommend the Calm Place app. It was a great opportunity to remind people that the library exists (many in the community hospitals were not aware that they had a library), I was able to talk about our other wellbeing services plus also the more clinical services that we offer.

Was it worth it? Yes definitely. Would I change something next time? Yes, I would want more time to discuss with the matron/significant admin person about our requirements, what we need them to do to make it a success and ensure they are on our side.

I work closely with our VR Leads at the Trust and have put them in touch with any groups expressing an interest in developing the apps for clinical work or obtaining headsets with wellbeing in mind. That will keep them busy for quite a while to come 😊

**Catherine Micklethwaite**  
**Library and Information Services Manager**  
**Torbay and South Devon NHS Foundation Trust (TOR)**

## Christmas with #UKmedlibs!

Come and join us for the Christmas festivities at #UKmedlibs HQ, and make sure that you know how to keep Christmas well, if any man alive possessed the knowledge, otherwise there's more of gravy than of grave about you, whatever you are! We'll be live on Twitter at 8pm on Tuesday 17th December where there will be quizzes alongside genial Christmas conversation with colleagues!





## W14's Knowvember Book Group Meeting

**Kate Gearon, Bath**

To celebrate 'Knowvember,' and with the campaign's aims of sharing knowledge, connecting people to knowledge, and connecting people to people in mind, the RUH Academy Library (W14) hosted an Autumn Book Group meeting, exploring Kathryn Mannix's Sunday Times bestseller: *With the end in mind: dying, death and wisdom in an age of denial*.

The meeting followed on from the success of similarly themed book group, hosted by the Library back in May as part of the RUH's *Dying Matters Week*, where participants looked at Atul Gawande's *Being mortal: illness, medicine and what matters in the end*. The library team worked collaboratively with the RUH's Palliative Care Department in organising both events, thus allowing them to form links with and gain valuable insight from colleagues working with end of life patients.



The Knowvember Book Group provided the perfect opportunity for clinical and non-clinical staff from across the RUH, as well as staff and volunteers from Dorothy House Hospice, to share their varied knowledge and experiences (both personal and professional), and to speak about the impact the book had upon them. It was great to see participants engaging so openly with the book's themes of death and dying, and contributing so honestly to some really interesting and thought-provoking discussions.

The meeting also gave participants the chance to meet, connect with and learn from colleagues they would not normally have come into contact with, and to reflect together upon how to continue to provide innovative and high quality care for end of life patients.

Likewise, the book group facilitated the opportunity, particularly for non-clinical staff, to gain insight, knowledge and understanding around the topic of death and dying, with participants agreeing that reading and talking about how we die provided reassurance and reduced fear.

Aware of how tricky it can sometimes be for staff to get time away from a ward or department, the Library team really appreciated the fact that so many people were able to take time out to sit down together over tea, coffee and biscuits to explore, share knowledge and reflect upon *With the end in mind*.

Given the success of the event, the Library team hopes to host a similar book group meeting in the New Year, so watch this space!

**Kate Gearon**  
**Library Assistant**  
**Royal United Hospitals Bath (W14)**



## Writing for Publication Seminar

**Morag Evans, Dorset**

This seminar was presented by Professor Edwin van Teijlingen and held at Dorset County Hospital on 19<sup>th</sup> September and was jointly organised by the research department and the library for Trust staff who were interested in finding out how to get their work published. It was a really useful piece of training and I thought I would share my reflections which I hope will be helpful.

The first thing which struck me was the encouragement to “start writing the day you have an idea” and Edwin’s recommendation was to write subheadings – for example, literature review, introduction, methods and discussion and add to these as you go along. He also recommended writing for five minutes a day which means quite a substantial piece of writing in a month!

The speaker also explored what we could write about – reflections on practice, overview of a problem, review of a book, conference paper/poster. He encouraged us to think about our audience and who would find our publication most useful – and reminded us to think about the style, jargon and abbreviations we use in the NHS which we might have to avoid in academic writing.

Edwin also went through the process of getting writing published, including choosing a journal/resource – thinking about impact factors and style/writing/referencing requirements. He mentioned a website called JANE (Journal, Author, Name, Estimator) <http://jane.biosemantics.org/index.php> which can help authors choose where to submit their writing. To help identify high-quality journals and avoid predatory ones, JANE now tags journals that are currently indexed in MEDLINE, and open access journals approved by the Directory of Open Access Journals (DOAJ).

The clinical staff who attended said they found the seminar very relevant and interesting. As a librarian I also found it beneficial as it prompted me to reflect on how we can continue to support our users who might be thinking of writing something for publication. We can help them with their choice of journal and associated impact factors and what these mean, literature searching, planning and note taking, academic writing, and, of course, the dreaded referencing!

All in all it was a well-attended, well-organised and relevant piece of training which I hope to put to good use.



Image by Mediamodifier from Pixabay

**Morag Evans**  
**Librarian**  
**Dorset County Hospital (D08)**



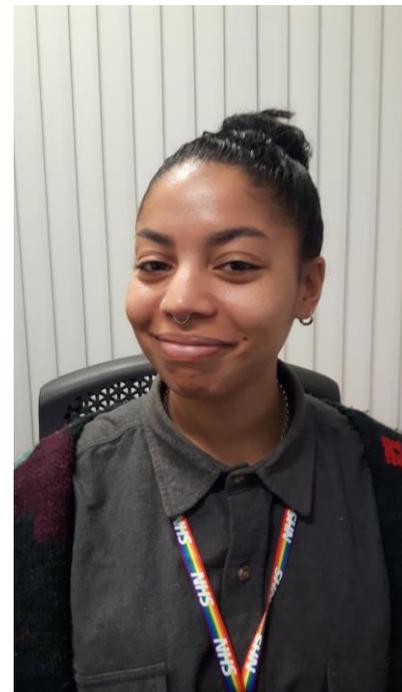
## North Bristol Trust welcomes the first NHS library, information & archive apprentice

John says....

We'd delighted to welcome Shakira Rawlins as the very first library, information & archive apprentice in the NHS, we hadn't realised we were such trailblazers back in the summer when we were recruiting. It is recognised nationally that the library workforce is an aging one, and so bringing people into the profession at the very beginning of their career is an exciting place to be. I know there is a lot of interest among colleagues to be recruiting into NHS libraries using the standard, so I'm sure Shakira will be the first of many.

Shakira says.....

Working in a library has always been a dream of mine, and this was the perfect opportunity to gain professional experience alongside educational attainment. Having an apprenticeship within the NHS Library Service allows me to make a positive contribution to the development of staff here at Southmead and the NHS as a whole.



John Loy  
LKS Manager  
North Bristol Trust (NBT)

Shakira Rawlins  
Library Apprentice  
North Bristol Trust (NBT)

### Attending and presenting at the LKSS knowledge services forum

**Catherine Micklethwaite, Torbay**

I've probably bored half of you silly over the past few years talking about OpenAthens and trying to link it to our Active Directory, but luckily for me this is relatively unknown over the border in London, Kent, Surrey and Sussex so they invited me to join their regional conference on 14<sup>th</sup> November as a presenter on this topic.

For the half of you that I haven't bored on this topic, suffice to say that Active Directory is basically your work PC username and password, and the idea is to link OpenAthens to this so that users only need logon with their PC credentials instead of remembering their OpenAthens password. There are other advantages such as users automatically getting an account when they sign up for a computer login, and this login never expiring.

I thought I'd also take the opportunity to highlight some really exciting work we're doing with Libkey Nomad, which we get as part of our Browzine subscription. This puts an extension onto Chrome, and from there any time a user goes to Pubmed, a publisher's website, Google Scholar or Wikipedia (and shortly TRIP Database) they will get single click links to the pdf full-text or a single click to a pre-populated ILL request form. As an example, Pubmed then looks like this:



3.  [Interventions to improve wellbeing among obstetricians and midwives at Cork University Maternity Hospital.](#)  
O'Riordan S, O'Donoghue K, McNamara K.  
Ir J Med Sci. 2019 Oct 10. doi: 10.1007/s11845-019-02098-1. [Epub ahead of print]  
PMID: 31602574  
[Access Options...](#)  
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4.  [Process evaluation protocol for the I-WOTCH study: an opioid tapering support programme for people with chronic non-malignant pain.](#)  
Nichols VP, Abraham C, Eldabe S, Sandhu HK, Underwood M, Seers K; I-WOTCH team.  
BMJ Open. 2019 Oct 10;9(10):e028998. doi: 10.1136/bmjopen-2019-028998.  
PMID: 31601587 **Free Article**  
[Download PDF](#) [View Complete Issue](#)  
[Similar articles](#)
5.  [Boosting staff wellbeing improves NHS trusts' CQC ratings, report finds.](#)  
Rimmer A.  
BMJ. 2019 Oct 10;367:l5984. doi: 10.1136/bmj.l5984. No abstract available.  
PMID: 31601559  
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My presentation was well received with lots of people coming over to me afterwards to ask more questions, so it felt worth the nine hour train ride getting there and back thanks to the track at Taunton being closed for upgrades. But more than this, it was great going to a conference in another region.

We generally hear what innovative work is being done in our region on the grapevine, but some of the stuff in LKSS was completely new to me which made it really exciting. They had a 7 minute pitch for recent innovations:

- A digital tea trolley for ward-based staff – a tea trolley is loaded with tea and biscuits, a laptop, promotional/educational materials related to online resources and services. A great way to be welcomed into ward staff rooms and a note to the wise – they reckon they only need stock biscuits to be welcome.
- Using Skype for Business to deliver training sessions virtually to staff spread over a large number of sites.
- Circular stress-busting walks from the hospital into the local area – incorporating a laminated, A5, customised footpath map.
- Raising the profile of quality improvement posters – using a combination of Koha (LMS), Padlet and Bit.ly to share posters online.
- Conversations on a shuttle bus – making the most of a captive audience by finding out about staff roles and suggesting library resources relevant to them and using a smartphone to demonstrate.
- Optimising point of care tools – integrating point of care tools (UpToDate and Best Practice) into their electronic patient record system to increase usage by 25%.

Unfortunately I couldn't stay right to the very end, so I didn't hear who had won the innovation award.



We also had longer presentations from:

- Andy Tattersall, Information Specialist at the School of Health and Related Research on infographics. We got a tour de force on what makes a good infographic, what software is available (check out Infogram, Pikto Chart, Canva, Creative Commons, Freepik, Vecteasy, and Graphicstock) and examples of what not to do. Did you know infographics were used as far back as the Crimean War? I didn't either. One of the things that really resonated with me was going for sufficiently high quality images so that if printing out on a larger scale, it doesn't lose definition. Oh, and don't forget to storyboard your ideas first to ensure you only add relevant data to the poster.
- LKSS Search Protocol Working Group – this regional group is working to standardise the offer around literature searching. They have really gone in-depth into the best way of conducting literature searches, what issues to bear in mind, what to find out from the requestor, what to search and how much time to spend for different groups of users etc. It really is a tour-de-force. Please could anyone interested from our region have a look at <https://sites.google.com/site/healthliteraturesearchers/Home/search-protocols> and feedback suggested improvements.
- Jon Brassey, Director at TRIP Medical Database on using machine learning to support information retrieval. For anyone doing or teaching critical appraisal, take a look at <https://www.robotreviewer.net/> - this will assess bias as part of a critical appraisal without you having to do all the work. Jon is using machine learning to automatically pull out RCTs in TRIP without having to manually read all the articles. Pretty neat! He does caution that if we want to explore machine learning in our library roles, we do need to employ the skills of a 'pet nerd' (his term not mine I hasten to add). Apparently there are plenty of them about.

They ran a randomised coffee trial over lunchtime and I had a lovely long chat with Ann Foreman. We talked shop for a bit, but very soon digressed onto hobbies, life-work balance, life in general, and the meaning of the universe. What a wonderful way to spend my lunchbreak. I was made to feel so welcome at an event where I had only met around four people before.

If anyone would like to see the slides or get in contact with any of the speakers, it's all available at <https://padlet.com/eekaat/k66wzhfh4pja>. Unfortunately I arrived too late (blame the trains) to hear more about the Topol Review from Sue Lacey Bryant and Patrick Mitchell's take on celebrating success.

My biggest take away thought from the day – we should be doing more of this. It was a fantastic opportunity to meet people from outside of my region, get a different perspective on library work, hear about their innovations and share what we are doing down here. I would love to see each regional conference inviting a few attendees and presenters from other regions.

**Catherine Micklethwaite**  
**Library and Information Services Manager**  
**Torbay Hospital (TOR)**



## Collaboration, confidence, and consistency in Health Information across Dorset. **Morag Evans, Dorset**

I had the pleasure to work with Alison Day (Library Manager, D01 and D02) and Sian Hudson (Librarian, D02) on a project involving West Dorset Public Library Managers. The aim was to improve the use of Health Information signposting and delivery in West Dorset- a pilot for NHS and Public Librarians to work in partnership to improve the use of good quality health information.

Alison and I attended a Public Library Managers meeting in June to find out what their needs were and how we could work collaboratively to improve the confidence and consistency in how we signpost and deliver health information to members of the public. A survey was sent to the managers, asking them how they currently respond to health related enquiries and the responses to these questions helped inform our planning of the workshop that Alison, Sian and I delivered on the 10<sup>th</sup> October.

The workshop went well and the contents included:

- Health Literacy
- A clinicians' view of health literacy and why it's important
- Assessing good quality health information – how do we know it's reliable
- Signposting good quality health information
- Survey responses
- Putting it into practice – interactive session
- Dealing with challenging enquiries
- Freely available resources
- Other resources available to NHS library staff
- Setting up an e-referral system – whereby library staff can submit a health related enquiry to a Dorset NHS Library
- Cascading to colleagues

The workshop was well-received. We asked our public library colleagues to evaluate the workshop; here are some of their responses:

### **What went well? Please tell us what you enjoyed about and you learnt from the workshop?**

- Group work
- Lots of really good information. I've learnt lots!
- Information around the website ([dorsetnhs.libguides.com](http://dorsetnhs.libguides.com))
- Information about suitable sites to use
- Seeing what additional resources are/will be available and additional support to help with medical enquiries
- Lots of useful information and places to look for health information
- Information and recommendations for websites available for libraries to access and use with customers. Interested in the referral process and how it can work with public libraries
- Behind the headlines was great to learn about
- Recommended websites

### **What didn't go so well? Please tell us what could have been done better?**

- The speaker's expectation of what we are able to offer differs to staff expectations
- More time! Would have been good to talk through other group examples a bit more.



- A bit too much to fit into the time available
- Needed more time! Really interesting, but volume of information was a lot to take on such a condensed period of time
- More time for discussion is always useful
- Answers to scenarios, summarised on handout
- Huge amount of information etc. to take on board – not certain how this will work in single manned library.

**My reflections:** This was a joint learning event in which we mutually benefitted – working with public library colleagues was really enlightening – the type of questions they are asked by members of the public was interesting and the sharing of ideas and resources was very useful. Working with other NHS librarians was also really enjoyable and rewarding – Alison and Sian were great to work with and their knowledge and expertise in training and delivering the workshop gave me the confidence to do the same.

**Future plans:** Setting up the e-referral system, public library managers to cascade the training to their staff. I have been invited to Dorchester public library to run a workshop for library staff on health literacy and I hope to collaborate further with them in the future.

**Morag Evans**  
Librarian  
Dorset County Hospital (D08)



A very merry Christmas, and a Happy New Year  
from the Swimming Pool Editorial Team  
Helen, Jessica, Katie, Lucy, Pam, and Sam





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