

September 2018
Issue 110

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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LKS for ambulance services in the South

You may have seen information recently about the new Library & Knowledge Service for NHS Ambulance Services in England (LASE), headed up by Matt Holland in the North West - see <http://ambulance.libguides.com/home1>

The two services in the South of England have chosen to have differing arrangements for LKS support. Those services are:

- South Western Ambulance Service NHS Foundation Trust (SWASFT) and
- South Central Ambulance Service NHS Foundation Trust (SCAS)

So if you encounter ambulance staff in your library, please be aware of the following:

South Central

SCAS are members of the national service, with additional services available from Discovery Library, Plymouth. They will access all of the services available from LASE. In addition, they will be able to request urgent literature searches or requests from Discovery Library, along with outreach and training services. We are also providing access to eresources and OpenAthens support.

Please direct SCAS staff in the first instance to <https://discoverylibrary.org/scas/> which directs them to all the services available to them from both providers.

South Western

SWASFT are not members of the national service, all services are still received from Discovery Library, Plymouth. Please direct SWASFT to <https://discoverylibrary.org/swasft/>

Please ensure that customer facing staff are aware of the arrangements so that they are able to signpost any ambulance staff to the appropriate information and webpage.

It may also be useful, if you are providing face to face services to ambulance staff, for a member of your team to register for an OpenAthens password for the relevant service.

We are currently working to provide equitable access to eresources across the two services, and are updating link resolver and SWIMS to reflect this. As we now all have multiple OpenAthens accounts, it would be very helpful if ILL staff could state PLY, SWASFT or SCAS when making a request from us.

Sarah Johns
Library Services Manager
Discovery Library (PLY)

#UKmedlibs

#ukmedlibs returns from its summer break on Tuesday 19th September at 8pm – this time the chat is lead by Lucy Reid, Deputy Head of Library and Knowledge Services and TEL from the London and KSS Library and Knowledge Services, and we will be discussing current awareness services – all details and questions to stimulate the conversation are on the #ukmedlibs blog - <https://ukmedlibs.wordpress.com/> As ever, we welcome all comers and encourage you to join in during the evening or, or to catch up afterwards using the transcript.

An EAHIL 2018 perspective

EAHIL is the European Association for Health Information and Libraries and there is no doubt that the EAHIL conference is an international conference. Speakers and participants came from all corners of Europe and beyond – I met people from UK, Ireland, France, Finland, Germany, Estonia, Switzerland, USA, Canada, Nigeria, and Australia.

I arrived on the Tuesday evening and attended the First Timers Reception with a little trepidation but I easily got chatting to several people including a librarian from Nigeria and her sponsor, two of the organising committee, and a librarian from the USA.

On Wednesday the conference opened with a keynote speech by Cormac Russell. He talks engagingly about building communities to improve health. I've been thinking about how to get involved in staff wellbeing, beyond providing books and journal articles and this was thought provoking. He got us to discuss with people next to us about how many connections we have (e.g. cycle club, book group, church group, French class). I thought this could be a useful icebreaker for a workshop or other session with a wellbeing focus.

The next interesting talk was from an NHS librarian, Anita Phul, who set up a bibliotherapy reading group where they met as a group and read a short story or poem. Anita compiled a bibliography of works on wellbeing themes. I really like the determination of Anita and how she worked very hard on this project. It also got me thinking again about staff wellbeing projects. Could I set up a bibliotherapy group? Could I train NHS staff to set up and run such a group for staff or patients? I also thought that forging relationships with public libraries could be very useful.

I attended a workshop with NHS librarians Alison Day and Rachel Cooke from Poole Hospital. I have met Alison a few times. They ran a Knowledge Café style workshop and we discussed knowledge management topics in small groups, moving around in between. Some of the questions we discussed were: what would you be doing if not what you do now? Talk about something in your service that excites you. How can we work together to improve XX?

There was a lovely social side to EAHIL in the planned social activities and the networking that happens at every conference at lunch and break times. In addition, many of the sessions I attended included participation and/or activities and none more so than the Singing for the Brain session – showcasing a singing group for people with dementia and proved to be a lovely end to the day. We should all do more singing!

I attended a workshop on learning from failure which was very well delivered. I had an interesting semantic discussion in my group on the difference between error and failure – failure being errors that are not sorted out quickly enough. We also had an intriguing difference between the younger and older members of my group – us older people seemed to have learned the art of letting go of the shame of mistakes – you make a mistake, you deal with it and then you move on. The younger people seemed to feel the shame of failure for longer. I will definitely use this perspective when dealing with mistakes as a manager.

This session was followed by another keynote speaker, Neil Frude, a clinical psychiatrist who started the original Books on Prescription scheme where GPs recommend reading material to patients who then pick up their 'prescription' in the public library. This is bibliotherapy – using books and reading to treat mental illness and promote wellbeing. He talked about the effectiveness of treatments for mild to moderate mental illnesses such as depression, anxiety, OCD etc. Evidence shows that bibliotherapy is as effective as talking therapy, but

even better than that, the way that bibliotherapy is delivered means it can reach more people than counselling can. I am going to investigate teaching our GP trainees about this kind of service.

Other special things about EAHIL 2018 were the amazing photography by Adam Jones <https://adamthomasjones.co.uk/eahil-2018-1> and the visual minutes by the talented Fran O'Hara <http://www.scarletdesign.com>. The local organising committee did a superb job and the whole event was a pleasure to attend. I would really like to go again!

Carolyn Smith
Library Manager/Outreach Librarian
Horton Library
University of Oxford Bodleian Health Care Libraries

Working collaboratively across distances within the NHS

Early 2018, Natalie Gabe and Chloe George were both asked to join the Library and Knowledge Services Engagement Group South. An opportunity to create and pilot a series of webinars for healthcare staff working in NHS South arose and we both put our names forward. We wanted to create a community of practice to share expertise and knowledge across the region 'virtually'.

The plan was to run webinar sessions for each topic chosen and engage both professional and para-professional staff. We have run webinars on GDPR, PPI, Value & Impact and are planning much more. We hadn't spoken before we joined the group, let alone worked together. We soon discovered that although we had both participated in webinars neither of us had facilitated or booked a session before. We needed some training and needed to find a willing presenter for our first webinars. Calling upon regional expertise, we learnt how to use WebEx and how to organise an online training event.

Being responsible for the smooth running of the webinars was challenging. There is always the worry of technical problems but having the two of us helped this as we always had each other for support. Buddying up has been very rewarding and fun; it just felt so easy working alongside each other. Bringing people together and giving them the opportunity to get involved has been fantastic. The fact that the webinars are live, give us a buzz, not quite a radio show, but it feels great doing them.

If you would like to find out more about our webinar project, please contact us.

Chloe George
Senior Library Assistant
Gloucestershire Hospitals NHS Trust
chloe.george@nhs.net

Nat Gabe
Knowledge Specialist
Hampshire Healthcare Library Service
Natalie.Gabe@southernhealth.nhs.uk

(Editor's note – a version of this has been published on the KfH blog - <https://kfh.libraryservices.nhs.uk/working-collaboratively-across-distances-within-the-nhs/>)

The GRH/CGH Library Team's Away Day

On Thursday 19th July, the Library & Knowledge Services team had a 'staycation' which involved a tour of Cheltenham General Hospital. This featured a tour of Oncology, Theatres, Endoscopy, and the Intensive Care Unit. The tour was incredibly interesting and provided us with vital insight into how our hospital is run, as well as how we can support our valued staff members.



From left to right are: Lisa, Emily, Claire, Chloe, Sandra, and Michelle.

Below are some of the comments from our library staff about the trip:

"One of the things I enjoyed was listening to staff explain the improvements that had been made to their practice, their enthusiasm and passion was evident. Also I was proud to see the scalp cooling machine in the Oncology department, we did a literature search about the benefits of this treatment and the evidence we found helped introduce it to our Trust" – *Lisa*

"I thought it was fascinating to find out how other departments work, it made me realise how support from the library team can help healthcare professionals to do their jobs and look after patients. The highlight of the tour had to be putting on scrubs and touring theatres. We are lucky to work alongside such dedicated members of staff!" – *Chloe*

"It was interesting to see how through evidence based research modern technology is being implemented to improve the circumstances and comfort of the patients. Also how dedicated the staff are and how concerned they are for the best options for patient care. I now have a clearer idea of what may be required when we complete literature searches having visiting these departments." – *Sandra*

"A few things I learnt about our trip:

Scrubs are very comfortable

Sometimes hospital staff are too busy to use library services at all

Some (medical) staff still need a bit of educating about what we do...
Being an endoscopy washer upper doesn't look like a fun job" - *Claire*

"It was very interesting to observe what goes on behind the scenes in the hospital and what our staff do. The dedication of our hospital staff who gave up their time to show us around was outstanding." – *Michelle*

Library Staff
Gloucestershire NHS Foundation Trust (CGH/GRH)

Network News

New Clinical Librarian at SMD



I am pleased to have joined the team at Southmead Hospital becoming a clinical librarian, and working alongside Katie Barnard. In addition to joining the team in Bristol, I have also just moved to Bristol from Kingston-upon-Thames, London. I enjoy working as a clinical librarian and being able to see the impact of my work on the care of patients and helping other staff with their personal development.

My career so far... I am a late comer to librarianship, changing career after working for a number of years in the financial regulation sector. I qualified as a librarian in 2015, gaining an MSc in Library Science from City University, London, whilst volunteering at a public library. My first library job was at Kingston Hospital, where I was the sole clinical librarian. This was a new role at the hospital, so I had to build the service from the ground up. I hope that the skills I learned at Kingston will be of use in my new role and across the region.

Sarah Rudd
Clinical Librarian
North Bristol NHS Trust (SMD)

Farewell from William!

My time at Torbay is nearly over and I'll soon be moving to Aberystwyth to begin a Library MA. Even though I was only here for a short time I'm really grateful to the library team here for being so welcoming and encouraging.

I've enjoyed my time here immensely and feel I have learned a great deal to prepare me for my course. In addition to learning the 'ins and outs' of the library, I've also had the opportunity to work on a number of projects here at the library - from updating and expanding our selection of specialty pages and marketing them to different departments, to having a role in the Trust's Health and Wellbeing Week, where I gained a constant companion in the

form of a homemade rice and balloon stress ball!!

I've also had the challenge of writing the library's new monthly newsletter, turns out deciding to include an 'IT Top Tips' section is much easier than actually providing useful computer advice (use the sticky bit of a used post-it note to get dirt out of your keyboard!).

While I'm excited at the prospect of moving to Aberystwyth, I am also sad to be leaving the library here; as well as disappointed that I've failed to convince my colleagues of the merits of meatballs on pizza!

Once again, thank you for all the support I have received during my time here and also best of luck to next year's graduate trainee.

Au revoir!
William Johnson
Graduate Trainee
Torbay and South Devon NHS FT (TOR)

Editor's footnote(Pam): let's hope that William comes back to work with us in NHS libraries before too long!

HEE/CILIP Leadership Development Programme

Hot off the press: the most recent cohort of the HEE/CILIP Leadership development programme have officially completed the year – many congratulations to them all. Do keep an eye out for details on continuing (#Knowvember), upcoming (statistics toolkit) or completed projects (Health Information week 2018).



Ruth Carlyle PhD
 @RuthCarlyle

Following

Congratulations to the 2017-18 @CILIPinfo and @NHS_HealthEdEng library and knowledge specialists leadership development cohort on completing your studies, ably facilitated by @joeyanne. Now the leadership is, in @davidKfH's word, "ongoing" 🌞🌞



5:09 PM - 11 Sep 2018

10 Retweets 57 Likes



As a cohort member I can thoroughly recommend getting involved in such programmes if you get the opportunity.

If you would like to find out more about the programme, Heather Steele and I have written a series of articles for the HLG Nursing Bulletin – available online on the [CILIP website](#) – CILIP membership may be required, but I am happy to share my copy of the bulletin.

Sam Burgess
Library Service Manager
Hampshire Healthcare Library Service
(H04, H05, H07, H11, H16, H18, H34, H38)

Editorial Team

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

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

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

Lucy Gilham – Editor: Librarian, Trust Library, Royal Berkshire Hospital (RBH): 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

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