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Issue 125

The Swimming Pool

**Newsletter for the
SWIMS Network**



The Editorial Team

Katie Barnard

Sam Burgess

Pam Geldenhuys

Lucy Gilham

Jessica Pawley

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Fit testing

Shakira Rawlins, Bristol

Following the lockdown order from the government in April, the North Bristol Library team began involvement in fit testing of FFP3 masks (used for particularly contagious 'aerosol generating' procedures) for front-line staff across the Trust. Fit testing involves taking staff through a seven step quantitative test on a stocked mask, undertaking a range of movements and speech to ascertain the suitability of the mask to the user.

Taking on fit testing started out with a group training course involving a presentation and demonstration, shadowing for a shift and undergoing a competency assessment. Soon we fell into our weekly routines, moving between home working, the library and the fit testing rooms in the hospital.

Fit testing follows a consistent routine: checking participants have followed pre-test guidelines, grilling them at any signs of stubble or unkempt facial hair, demonstrating the step movements and obsessively staring at the gauge arrow on the tablet wishing for green. What started out as a daunting duty in an uncertain time soon became strangely ordinary, and becoming something of a mask buff felt like a new achievement. Getting to work alongside people who you would never normally cross paths with made you feel not quite as alone and forged a new sense of community.

Being involved in fit testing has further integrated the library team into the Trust. I have personally been able to put faces to names I had only known from article requests, gained an insight into the goals and concerns of other departments and built new links. Front line staff across the NHS and medical services are facing an unprecedented task and the willingness of staff to redeploy can only be beneficial.

The transition presented a sobering view of the Trust: how all the different cogs work to keep everything going, the constraints on worker's time and the determination to fulfil their roles on the front line no matter what. In these extraordinary times we are living in, these experiences really help put late replies and overdue books into perspective.

Shakira Rawlins
Library Apprentice
North Bristol NHS Trust (SMD)

#UKmedlibs – 20th October at 8pm

Join us at 8pm on Twitter on Tuesday 20th October for our next #ukmedlibs chat. This month we will be discussing moving teaching and training to online.

This year has seen a lot of us move our training sessions from in person to online. As we come to the end of the year, I thought it would be a good idea to share what has worked, what went wrong and how we feel about training users remotely.

All tweeters are welcome – new and experienced, all opinions and conversations welcome!

Introducing the SWIMS Buddying Scheme

Morag Evans and Sarah Lewis

Are you new to your role and would value the opportunity to link up with someone in a similar position or with a bit more experience? Perhaps you've been in your role sometime but are facing a new challenge and would like an informal space to discuss with someone outside your organisation? Or maybe you have an interest in a particular aspect of libraries that you'd like to share with others?

If so, you might be interested in our upcoming regional buddying scheme. Buddying can be described as "a peer-to-peer support arrangement, and is especially suitable for people starting in a new post or role, looking for some guidance and advice...It is designed to support participants in becoming familiar with the role, developing their networks of contacts or simply to [help with informal] personal development needs." (Mercian Collaboration, 2019). Buddying is not mentoring or coaching, instead it is designed to be "light-touch, flexible and hopefully mutually beneficial to everyone involved".

The SWIMS buddying scheme will be starting in the New Year and we are initially looking for buddies who believe they have something to offer in the way of experience or interest. You absolutely don't need to consider yourself an expert, just a willingness to share with others and a little experience in...well...just about anything. Here are a few examples- undertaking an apprenticeship, a library move/merger, being promoted to manager among your existing team, running a virtual journal club, implementing new interlibrary loans software, speaking at a conference. Or if you can't think of anything specific you can just be available to someone in a similar role

Everyone is busy so we would like to stress that if you are interested but are worried about the time commitment, you can opt in and out during especially busy periods –think of it as being on last resort for interlibrary loans! Buddying is usually time limited, lasting no more than 3-6 months and the frequency of contact can be as much or as little as both buddies are able to manage.

There will be more information about the introduction of a buddying scheme at the November networking event. Watch this space!

References

Mercian Collaboration, 2019, *Buddying Scheme*, [Online] Available from <https://merciancollaboration.org.uk/sdg/buddying-scheme> [Accessed 27 September 2020]

For any questions or more information please contact

Sarah Lewis sarah.lewis23@nhs.net or

Morag Evans morag.evans@dchft.nhs.uk

Sarah Lewis (CPD lead)
Library Services Manager
Buckinghamshire Healthcare NHST (STM)

Morag Evans
Librarian
Dorset County Hospital (D08)

Using library skills whilst redeployed.

Yasir Haniff, Wexham

While the library at Wexham was closed during lockdown, I was redeployed to the Frimley Health Wellbeing Team as administrator for the wellbeing lead. We met at the temporary Project Wingman flight lounge brilliantly run by cabin crew staff from BA and Virgin airlines. A great way to take-off with my new temporary role!

One of main duties included manning the wellbeing telephone line and email inbox throughout the day and directing people on areas where they needed support. For example, details of the temporary wellbeing room in the Postgrad Centre where frontline staff could relax or resources for support.

All queries were logged and entered onto the wellbeing team workspace specifically set up for the pandemic. This enabled the wellbeing team, some of whom work in different departments and cross site, to collaborate. There were many instances of team members being unable to access the team space due to having limited Wi-Fi capacity at home. Some examples of the queries I dealt with included front-line staff requesting to have their photo displayed on their PPE to make patients feel more comfortable while in COVID wards. I would forward their request to Medical Imaging for photo production.

One of the things I noticed about the online workspace was how disorganised it looked, only because it had been hurriedly put together. There were multiple files full of contacts and resources, many which of which had been copied and pasted from websites or documents unedited and were still being added. I was thinking if the wellbeing team wanted to access contacts and resources quickly and conveniently it would be tricky to navigate. I decided to set about creating a spreadsheet that contained all contact details of wellbeing staff, links to all available resources including details such as contacts, description of the service, etc. Many wellbeing resources that are usually paid for are running offers for NHS staff and are being made available for free until the end of the year.

I organised all the resources into tabs on the spreadsheet, collated information on resources including apps such as Headspace, the employee assistant programme, NHS apps. Online resources including websites with e-Learning on COVID, COVID resource hubs and many resources on managing mental health issues were also added.

I also included links to pain management resources, wellbeing resources provided by the libraries and the COVID-19 Literature Search Bank from Knowledge for Healthcare. I also included other resources on different formats, for example podcasts from health experts and meditation, videos on practical wellbeing tips, and the wellbeing webinars from NHS Horizon. I also looked for resources that covered issues that people might be facing, including those with disabilities, domestic abuse, economic difficulties and people from BAME backgrounds.

I worked on this document on a daily basis, continually updating it and the wellbeing lead decided it was worth sending a copy of it to be used as a deanery wide summary of wellbeing support information put together by a registrar in Oxford University Hospitals. The document can be used to support a broad range of staff from those working on the frontlines to psychologists and many others.

The experience of this role also enabled me to participate in my first virtual meeting using new wireless technology with my cochlear implant. I took the minutes from the wellbeing team meeting using Microsoft Teams and also participated on some of the NHS Horizons

The library has been completely redecorated and updated and we have created a brighter wellness area known as “The Hideaway” with new sofa and armchairs. We have also enhanced our wellness books by purchasing some new stock to support staff wellbeing



Our old shelves were replaced with new mobile shelves as well as additional sockets for staff to bring their own laptops and tablets to work on. New automated doors have also been installed for easy access with no touch panels for entry.

The whole refurbishment went smoothly. We planned what was needed to be done and on what day as well as what furniture was to go into storage along with our crated books. We contacted people to let them know about the closure and we advertised in the library on our website and via the staff bulletins. We also decided that we would provide an online service and to have a presence (when we could) in the Education centre.

The most exhausting day (or I should say days) were those days when we had to pack up books in crates so they could be stored, and then to it in reverse- putting them back on the new shelves. Being faced with 90+ boxes and empty shelves was a bit daunting but we got there in the end. We packed and unpacked on what must have been the hottest days this year, so if you are planning on a refurbishment think about a winter refurbishment!

Now all NHS staff and students on placement at Bournemouth Hospital have a fabulous space to come and use to work and relax in.

Siân Hudson
Outreach and Knowledge Specialist
East Dorset Library and Knowledge Services (D02).

Swimming Pool needs YOU!

As ever, please keep your contributions coming in – have you attended online training recently – *tell us about it!* Have you developed new methods of remote teaching – *tell us about it!* Have you been working with QI teams – *tell us about it!* Are you revamping your promotional techniques – *tell us about it!*

As you can see, there's a bit of a theme here – just put pen to paper (or should that be fingers to keyboard) and *tell us about it!* Drop us a line – our editorial contact details are at the end of this newsletter – or direct to me – sam.burgess@southernhealth.nhs.uk

Sign up to our first region-wide randomised coffee trial!

Alison Day and Sarah Lewis

Our virtual LKS live is coming up on 10th November and although there are benefits to online events, it can be harder to make the most of informal networking opportunities that face to face events offer. With this in mind, we are planning a region wide randomised coffee trial (RCT) open to all NHS library and knowledge staff working across the South West, Thames Valley and Wessex.

If you've not participated in an RCT before, it's a great way to get to know a regional colleague a little better. You will be randomly matched with someone outside of your service and invited to arrange a time for a virtual 30 minute conversation sometime during November.

You can use the time to discuss anything you wish –if you are stuck for topics, ideas include sharing recent changes to your service, new challenges/initiatives, something you've learnt recently, what you did before working in health libraries or even what you like to do in your spare time. You don't need any special equipment to participate – you can choose MS Teams, Zoom or just the phone – whichever suits you!

You can sign up to join the RCT via <https://healtheducationyh.onlinesurveys.ac.uk/hee-south-lks-rct-september-2020> Bookings will close on 16th October to allow for time for the randomisation process. You can expect to find out who you've been matched along with further instructions from Friday 23rd October.

For further information, please contact Sarah Lewis sarah.lewis23@nhs.net or Alison Day alison.day12@nhs.net

EXE welcomes Dan back into the NHS library fold!

It's been a long two months since Cate left us and we are excited to be able to welcome Dan on board. He is adapting well to the mix of remote working and being immediately on hand in the library.

Here is Dan's introduction -

I'm Dan Smith and I am the new Librarian at Exeter Health Library at the Royal Devon and Exeter NHS Foundation Trust. I join the trust at an interesting time and I am looking forward to the challenges ahead as I adapt to the new role and new ways of working.



I have responsibility for leading the front of house team, the book stock and the day-to-day running of the library space. I have been working in the higher education sector for the last few years in Southampton and Exeter and before that I was Assistant Librarian at Poole. Outside of work I am a keen (but poor) surfer and skater, but with a fondness for the sofa and Netflix as well. I have spent some of lockdown trying to get fit and learning to bake, but so far the results are cancelling one another out, as I put back on every calorie I burn!

Pam Geldenhuys, E-Resources Librarian, EXE

Redeployment at Frimley Health

Andrew Brown, Frimley

From March to June this year, the library service at Frimley Health (WXM in SWIMS and FR in KSS) ran a reduced service while several members of the team were redeployed to different roles within the Trust.

In my case, I started as a telephone support administrator on the Medical Short Stay Unit, before moving on to provide ward clerk support on the Stroke Unit. I also spent a couple of days helping the Stores team deliver equipment, PPE, and supplies throughout the hospital. Subsequently, however, I was lucky enough to be invited to work with the Clinical Trials team, and spent the rest of my redeployment there, until the library reopened at the beginning of July.

The Clinical Trials team is part of the Research & Development (R&D) department, and I was keen to learn more about their work. There are many areas of mutual interest between R&D and library services, of course, related to the retrieval and dissemination of research data, but on this occasion I was able to gain hands-on experience of data collection as part of an ongoing study.

Before starting, however, I had to complete a short e-learning course from the National Institute for Health Research (NIHR) – “Introduction to Good Clinical Practice”. This covered some fundamental concepts of research in the NHS, such as informed consent, research standards, study set-up and responsibilities, safety reporting, and data collection / documentation. This stood me in good stead for what turned out to be a steep learning curve over the following two or three weeks.

Along with several other redeployed staff, I was helping to collect data for the [ISARIC WHO Clinical Characterisation Protocol UK](#) (CCP-UK). ISARIC stands for the “International Severe Acute Respiratory and emerging Infection Consortium”, and this was a large multi-centre prospective observational cohort study capturing the clinical features of patients admitted with COVID-19. Over 250 acute hospitals in England, Scotland and Wales were involved, and by the beginning of July, over 1,000 patients at Frimley Health had been enrolled.

My role revolved around Case Report Forms (CRFs); a CRF would be completed for each patient, covering data such as: clinical inclusion criteria, demographics, onset and admission, vital signs at admission, co-morbidities, medication, treatment, lab results, complications, and outcome. All of this information had to be found from a variety of clinical applications, such as the emergency department “Symphony” system, electronic patient records, and the pathology ICE system. Being unfamiliar with all of these systems, I underwent a crash course in using, navigating, and searching them, as well as understanding and interpreting diverse notes, numbers, units, and different terminologies in order to extract the data required for the CRFs. On average, each CRF took me 3 – 4 hours to complete.

Naturally, I needed a lot of help from clinical colleagues in the Trials team, but after a while I grew in confidence, and compiled a guide to completing the CRF, pulling together all the various hints, tips and shortcuts I’d learnt so far. This was shared with other staff redeployed to help with ISARIC, and thereafter acted as a working document as and when changes were made to the CRF template.

Towards the end of May, a [BMJ paper](#) summarised the first 20,000 patients from the ISARIC

study, and since then other ISARIC articles have been published (for example [Swann et al., 2020](#)) while the study continues.

My brief time working with the Clinical Trials team on this study was extremely rewarding and a huge learning experience. As well as building on existing links with R&D, I made new contacts and gained a valuable insight into the role of the research team and the conduct of large multicentre studies. I also learned a great deal about clinical systems, and often found it very moving as I followed the document trail of a patient's journey from ED admission through treatment to eventual outcome. Overall I felt privileged to have played a small part in this national study attempting to understand and combat COVID-19.

Andrew Brown
Library Services Manager
Frimley Health NHS FT (WXM)

New apprentice at TAU



Hello! My name is Florence and I am the new Library and Knowledge Services Apprentice at Musgrove Hospital, where I will be completing a Level 3 qualification as a Library, Information and Archives Administrative Assistant. I am looking forward to learning all about the world of health librarianship from the very lovely and knowledgeable library team at Musgrove Park Hospital.

I am a recent graduate from the University of Bristol, where I studied Spanish and Portuguese. I

believe I can build on my linguistic knowledge in regards to learning new Latin based medical vocabulary and I do hope to put my language skills to use in the hospital library. I also have six years' experience working as a retail catering assistant for Bristol City Council, where I gained invaluable experience in customer service which I hope to implement at MPH.

On a personal note, I love baking (especially muffins to varying success I must admit), yoga and keeping my Portuguese up to scratch by watching true crime documentaries on YouTube. In terms of the apprenticeship, I have discovered I rather like shelving books, which seems to be a good sign for my future career goal of one day becoming a librarian!

Florence Gregory
Library and Knowledge Services Apprentice
Library and Knowledge Services, Musgrove Park Hospital (TAU)

New library signs for EJC library

We decided to make our library signs more professional and visible at EJC (Edward Jenner Court in Gloucester) as we needed a change from my now scruffy laminated staff library signs. We contacted our communications team in our trust and discussed what we could do in addition to signs on our library shelves and library returns box, suggestions were hanging signs from the ceiling or having a sign on the floor. Both myself and my manager Jackie Webb loved the idea of floor signs so pre-Covid lockdown we put in our order. After many weeks of waiting I arrived at EJC to find the signs had been put in place and I must say we are delighted with them.



Christine Bibby
Acting Library Manager
Gloucestershire Health and Care NHS Foundation Trust (EJC)

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: Knowledge Specialist, Hampshire Healthcare Library Service (H18) lucy.gilham@hhft.nhs.uk

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