



Strategic Health Authority Library Leads
(SHALL)

SHALL response to HEE strategic intent document

Library and Knowledge Services (LKS) play a pivotal role in underpinning the education and training agenda by enabling all NHS staff to have the relevant skills and knowledge to make evidence based decisions leading to excellent patient care. For LKS to be effective it is imperative there is strong leadership and currently this is done via the national collaborative network of Strategic Health Library Leads (SHALL) which was established in 2007, with representation from all former SHAs, now LETBs, with the shared aim of enhancing LKS for NHS staff and students

SHALL works collaboratively to

- Provide strategic advice and professional leadership to NHS organisations, including LKS staff and services
- Undertake a range of activities which benefit from economies of scale including commissioning, procuring and managing a suite of electronic knowledge resources accessible to all health and social care staff
- Uphold standards that minimise inequality of service and demonstrate that NHS LKS provide value for money through the development and monitoring of the national Library Quality Assurance Framework (LQAF), the collection and collation of statistical data and a suite of costing tools
- Provide a range of appropriate staff development opportunities, ensuring that the LKS workforce can meet the demands of the service
- Acting as a conduit between local and national NHS programmes
- Promote innovation in service design and delivery
- Enable the adoption and spread of good practice throughout the NHS

Local Library and Knowledge Services

LKS are an integral part of the core business of the NHS, ensuring access to the best evidence and the skills to evaluate it. LKS underpin:

- Clinical decision making through searches and systematic reviews ensuring decisions are made on best evidence from at home and abroad
- Commissioning decisions and health policy making
- Research
- Lifelong learning by all NHS staff through provision of educational resources and information skills teaching

As can be seen from our introductory paragraphs we have been able to identify a close fit between the HEE and LKS role, remit and values and believe that our collaboration will be vital in supporting HEE to achieve its main objectives.

We have highlighted specific areas below where we feel our skills, experience and resources can add most value to the work of HEE.

- Page 4 – app for student experience feedback – SHALL agrees that the adoption of new technologies for communicating with staff in training is good, we already have success with health related apps such as the BNF and our services would be a good conduit to help HEE publicise the app.
- Diagram on p7 – omits all the non-clinical, not bands 1-4 staff/professions - this does not match the HEE “whole workforce” message and would specifically exclude non clinical professions such as ours CIPD and Health Informatics staff
- P10: workforce is “technically literate” and confident in learning – this is where the teaching of information literacy skills and LKS can play a key part, many services already help learners access a variety of elearning opportunities
- P11 – “we base our decisions on evidence” – this highlights the need for HEE / LETBs to access quality assured library and knowledge services for the evidence in all work areas, local services can provide assistance with literature searching, evidence summaries and critical appraisal skills
- P11 “We will promote research and innovation” again LKS have a vital role to play in this area as do NICE/NHS Evidence
- P13 “patients ..receiving the latest treatment that evidence based research has to offer...” again LKS underpin clinical decision making for patient care and safety
- P16 – knowledge is shared and information flows freely – this needs the professional skill set of librarians and knowledge managers to facilitate it and the IT systems to support it therefore health informatics professionals are also vital to the system and we should highlight these careers in the NHS just as much as the clinical ones
- P16 “The revolution in information technology offers the potential to transform the way that patients access information” – again this highlights the need for health information literacy skills / access to IT – many LKS already work in close partnership with public libraries to ensure that good information sources are promoted by the library staff and we offer joint training in how to handle healthcare enquiries
- P16 LKS make a huge contribution to ensuring access to the evidence base and in supporting the identification and spread of innovation. LETB LKS networks have systems and policies in place to support the sharing of information – but there are several potential barriers to this (funding silos, licences, IT) that we need to jointly address and influence
- P20 “enable professionals to build tailored health information and create personal treatments...” again LKS services support information prescriptions and reading lists for self-care and especially materials for people with mental health conditions
- P22 – careers in clinical informatics – the Health Informatics Careers Framework (HICF) already exists and we work closely HEIs (e.g. the Yorkshire Centre for Health Informatics (YCHI)) for the provision of specific CPD opportunities for these staff. Informatics professionals can also register with UKCHIP (UK Council for Health Informatics Professionals) to prove their standards and commitment to CPD
- P22 LKS are also vital to support the development of IT confidence and competence
- P23 LKS also have the ability to provide 24/7 information access to support 24/7 working
- P27 “It is no good having the staffing ratios right if the healthcare worker does not possess the skills or knowledge to deliver safe or appropriate care” – again the provision of LKS to support people studying and the support of clinical decision making is vital
- P30 HEE as an “evidence based organisation” – how does HEE intend to put that into practice – again LKS libraries can help a lot especially with regard to staff induction and training regarding the resources available to them
- P31 HEE proposed priorities – excellent education and flexible workforce responsive to research and innovation – dependent on the provision in our education providers and across the NHS to allow staff to access resources relevant to their profession or

individual training needs – this could mean clinical skills facilities or once again excellent support from libraries and knowledge managers

If you require more details on anything relating to healthcare library services, please do not hesitate to contact me.

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