

NHS Library Quality Assurance Framework (LQAF) England: Revised criteria for 1.3c (Impact) and 5.3I (Patient and Public Information)

Version 2.3a

April 2016

Introduction to changes

The publication of Health Education England's *Knowledge for Healthcare: a development framework for NHS library and knowledge services in England 2015-2020*¹ in December 2014 resulted in the formation of four Working Groups to take forward the work programme. Each Working Group established Task and Finish Groups (TaFs) to concentrate on and deliver a work stream. Two TaFs reviewed LQAF criteria as part of their group's work programme.

Criterion 1.3c impact of library/knowledge services (LKS)

The **Value and Impact Task and Finish Group** (part of the Quality and Impact work stream) looked at the *Impact Toolkit*² and also reviewed the LQAF criterion 1.3c which considers how library and knowledge services demonstrate to their stakeholders what impact LKS services have. Consequently, recommendations for revising the criterion were made to ensure it reflects the new impact toolkit. These changes have been incorporated in to **LQAF Version 2.3a April 2016**

Criterion 5.3l LKS role in patient and public information

The **Patient and Public Information Task and Finish Group** (part of the Service Transformation work stream) **developed** *Guidance for Providing Patient and Public Information* including and Ideas Bank. They also reviewed LQAF criterion 5.3l which consider how LKS can support the provision of information to patients and the public. This is seen as a "hot topic" for LKS and a key development area. From 2017 all NHS LKS are expected to evidence some level of involvement in this work area. Recommendations of changes to the LQAF have been incorporated in to **LQAF Version 2.3a April 2016**.

LQAF Version 2.3a April 2016 can be downloaded from
<http://www.libraryservices.nhs.uk/forlibrarystaff/lqaf/lqaf.html>

Produced by Health Education England Library and Knowledge Services Leads

April 2016

¹ <https://hee.nhs.uk/sites/default/files/documents/Knowledge%20for%20healthcare%20-%20a%20development%20framework.pdf>

² <http://www.libraryservices.nhs.uk/forlibrarystaff/impactassessment/>

Criterion Number	Criterion
1.3c	<p>The positive impact of library/knowledge services can be demonstrated. (Replacement for LQAF 2014 p. 36 to 37)</p>
<p>Fuller explanation of requirement</p> <p>REVISED APRIL 2016</p>	<p>There is a process for the regular evaluation of library/knowledge services to demonstrate positive impact on the organisation[s] served, and for example on:</p> <ul style="list-style-type: none"> • Patient care • Service improvement/development • Informed decision making • Improved productivity • Collaborative working • Sharing information /advising colleagues • Patient and Public Information • Guidelines/Pathway/policy development • Audit • Research & Publication • Legal/Ethical questions • Commissioning/contracting • Publication • Learning and development • Cost savings • Time savings • Risk reduction and improved safety • CPD • Teaching or presentations <p>N.B. This criterion is not about complimentary feedback from customers. Examples can be included as evidence only if they clearly show a difference or change in an individual or group resulting from the contact with library/knowledge services.</p>
<p>Definitions</p> <p>REVISED APRIL 2016</p>	<p>Impact: “difference or change in an individual or group resulting from the contact with library services”</p> <p><i>ISO 16439:2014 – Information and documentation – methods and procedures for assessing the impact of libraries</i> http://www.iso.org/iso/catalogue_detail.htm?csnumber=56756</p>
<p>Suggested admissible evidence</p> <p>REVISED APRIL 2016</p>	<p>Evidence of use of the Impact toolkit and for example:</p> <ul style="list-style-type: none"> • Results of qualitative and quantitative surveys. • Quotes that demonstrate where use of library/knowledge services has led to changes in practice or specific care episodes. • Case studies, papers or notes from meetings where this evidence has been presented. • Annual reports that include evidence.
<p>Guidance on full compliance</p> <p>REVISED APRIL 2016</p>	<p>Evidence that a variety of methods are used to systematically gather information about the impact of library/knowledge services and that the information that has been gathered has been used to demonstrate the impact of services.</p> <p style="text-align: right;">(Continued Overleaf)</p>

Criterion Number	Criterion
1.3c (Cont. 1)	The positive impact of library/knowledge services can be demonstrated. (Replacement for LQAF 2014 p. 36 to 37)
Guidance on partial compliance	Evidence that some limited progress has been made towards demonstrating the impact of library/knowledge services, and some information about impact is available. OR Evidence that the evaluation process is unplanned.
Guidance on non-compliance	No techniques are currently used to gather information about the impact of services, and no information about impact is available.
Additional tips, tools, templates or references REVISED MAY 2014, APRIL 2016	<p>Library Impact Toolkit http://www.libraryservices.nhs.uk/forlibrystaff/impactassessment/ and subsequent pages of the impact toolkit, case studies</p> <p>CILIP Impact Toolkit http://www.cilip.org.uk/membership/benefits/virtual-learning-environment-vle/impact-toolkit</p> <p>FOLIO - Managing Service Quality http://foliomsg.pbworks.com/w/page/27403076/FrontPage</p> <p>FOLIO – Maxim (Maximising the impact of your service) http://foliomaxim.pbworks.com/w/page/6853635/FrontPage</p> <p>Lib Value Project http://libvalue.cci.utk.edu/</p> <p>Making Alignment a Priority (MAP) toolkit http://maptoolkit.wordpress.com/ A toolkit to support the planning, modernisation and delivery of health library and information services.</p> <p>Calculating & Demonstrating Value of NHS LIS – members only http://www.libraryservices.nhs.uk/forlibrystaff/membersarea/impact_resources.html Available to registered members of the www.libraryservices.nhs.uk website only. A commissioned course for which the resources have been made available courtesy of Sandra Ward of Beaworthy Consulting and Ian Wooler of IDW Consultancy.</p> <p>References:</p> <p>Ayre, S, et al. (2015) Measuring the impact of information skills training: a survey of health libraries in England. <i>Health Information and Libraries Journal</i> 32 (1) 50–60 http://onlinelibrary.wiley.com/doi/10.1111/hir.12079/abstract</p> <p>Bartlett, J.C. and Marshall J.G. (2013) The value of library and information services in patient care: Canadian results from an international multisite study. <i>Journal of the Canadian Health Libraries Association</i> 34 (3) 138-146 https://ejournals.library.ualberta.ca/index.php/jchla/article/view/22747</p> <p style="text-align: right;">(Continued Overleaf)</p>

Criterion Number	Criterion
1.3c (Cont. 2)	<p>The positive impact of library/knowledge services can be demonstrated.</p> <p>(Replacement for LQAF 2014 p. 36 to 37)</p>
<p>Additional tips, tools, templates or references</p> <p>REVISED MAY 2014, APRIL 2016</p>	<p>References (cont.)</p> <p>Brettle, A., et al (2016) The impact of clinical librarian services on patients and health care organisations, <i>Health Information & Libraries Journal</i> Early View Online First http://onlinelibrary.wiley.com/doi/10.1111/hir.12136/abstract</p> <p>Marshall J.G., et al (2013). The value of library and information services in patient care: Results of a multi-site study. <i>Journal of the Medical Library Association</i> 101(1):39-46. http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3543128/pdf/mlab-101-01-38.pdf</p> <p>Perrier, L, et al. (2014) Effects of librarian-provided services in healthcare settings: a systematic review. <i>Journal of the American Medical Informatics Association</i> 21 (6) 1118-1124 http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4215058/</p> <p>Urquhart, C. (2015). Reflections on the value and impact of library and information services. Part 1 value identification and value creation. <i>Performance Measurement and Metrics</i> 16(1):86-102 http://www.emeraldinsight.com/doi/pdfplus/10.1108/PMM-02-2015-0005</p> <p>Weightman, A., et al (2009) The value and impact of information provided through library services for patient care: developing guidance for best practice. <i>Health Information & Libraries Journal</i> 26 (1) 63-71 http://onlinelibrary.wiley.com/doi/10.1111/j.1471-1842.2008.00782.x/pdf</p> <p>Search for 1.3c in “text at http://ksslks.co.uk/data/web/innovations.htm</p> <p>For updates to URLs and additional references see http://www.libraryservices.nhs.uk/wiki/LQAF.MainPage.ashx</p>

Criterion Number	Criterion
5.3I	<p>Library/knowledge services are developed to support information provision for the patient and/or the public. (Replacement for LQAF 2014 p. 90 to 91)</p>
<p>Fuller explanation of requirement</p> <p>REVISED APRIL 2016</p>	<p>NOTE: At present library/knowledge services which are not required by the organisation[s] to provide services to patients and/or the public may opt to regard this criterion as “not applicable”. From 2017, all NHS-funded library/knowledge services will be expected to evidence some level of direct or indirect contribution to patient and public information.</p> <p>Examples of services might include:</p> <ul style="list-style-type: none"> • Walk-in use of print resources for reference. • Helping healthcare staff to provide high quality patient information. • Patients and the public having full access to library/knowledge service resources. LKS staff can signpost these users to high quality reliable information. • Providing information leaflets via patient advice and liaison services (PALS) and front-line staff. <p>Further guidance and examples of best practice can be found in <i>NHS Library and Knowledge Services: Guidance for providing Patient and Public Information</i> http://kfh.libraryservices.nhs.uk/patient-and-public-information/</p>
Definitions	
Suggested admissible evidence	<ul style="list-style-type: none"> • Evidence of partnership working with the public library service. • Links to Health Promotion Services. • Links to Patient Advice and Liaison Services (PALS). • Examples of specific services provided. • Relevant sections from library/knowledge service strategy and/or implementation plan. • Consumer Health Information strategy. • URL or screenshot of page from library/knowledge service website/blog detailing the availability of the service.
Guidance on full compliance	<p>A library/knowledge service exists for use by patients and/or public AND promoted AND library/knowledge staff are able to support enquirers.</p>
Guidance on partial compliance	<p>A library/knowledge service exists for use by patients and/or the public but is not widely promoted.</p>
Guidance on non-compliance	<p>The library/knowledge service is required to provide services to patients and/or the public but there is no evidence to suggest services are provided.</p> <p style="text-align: right;">(Continued Overleaf)</p>

Criterion Number	Criterion
5.3I (Cont.)	<p>Library/knowledge services are developed to support information provision for the patient and/or the public. (Replacement for LQAF 2014 p. 90 to 91)</p>
<p>Additional tips, tools, templates or references</p> <p>REVISED MAY 2014, APRIL 2016</p>	<p>Libraries and their contribution to the health and wellbeing of the population: A Literature Review by NHS Lambeth Public Health Directorate - September 2011 http://www.libraryservices.nhs.uk/document_uploads/Impact/Literature%20Review-Libraries-NHS%20Lambeth%20Public%20Health%20Directorate%20FINAL%20(2).pdf</p> <p>NHS Libraries and Knowledge Services : NHS Libraries and Patient / Public Information http://www.libraryservices.nhs.uk/forlibrystaff/patientinformation/</p> <p>Ideas bank (of innovations and best practice) http://kfh.libraryservices.nhs.uk/patient-and-public-information/ideas-bank-2/</p> <p>Useful websites http://kfh.libraryservices.nhs.uk/patient-and-public-information/useful-links/</p> <p>Reference:</p> <p>Brettle, A., Ormandy, P. (2008) <i>Do NHS libraries have a role in providing information to patients, carers and the public?</i> Salford: University of Salford. http://www.lihnn.nhs.uk/index.php/hclu/hclu-publications#Role</p> <p>Search for 5.3I in “text” at http://ksslks.co.uk/data/web/innovations.htm</p> <p>For updates to URLs and additional references see http://www.libraryservices.nhs.uk/wiki/LQAF.MainPage.ashx</p>

You can download a revised version (2.3a April 2016) of the full LQAF at <http://www.libraryservices.nhs.uk/forlibrystaff/lqaf/lqaf.html>

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Further information

Find contact details for all Health Education England Library and Knowledge Services Leads at <http://www.libraryservices.nhs.uk/lks/lkscontacts/>

Find out more about NHS Library and Knowledge Services by visiting www.libraryservices.nhs.uk