

Health Information and Resources Library

Annual Review 2015-2016

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About the Knowledge Service

In 2016, the Health Information and Resources Library (HIRL) was part of the restructuring of Health and Wellbeing Services within Manchester Mental Health and Social Care Trust. As part of this restructuring process, the HIRL was rebranded as the Knowledge Service (KS).

During 2015-2016, the service lost a full time Resource Advisor post to voluntary redundancy. The post was not replaced. The Library Assistant also left to join another service in the North West. The service will seek to replace this post in May 2016.

The annual review will focus on the period April 2015-March 2016 and therefore the service will be referred to as HIRL in the rest of the review.

The Health Information and Resources Library

The Health Information and Resources Library (HIRL) provides access to a high quality evidence base and public health promotion resources which strengthen the Trust's commitment to improving Manchester's mental and physical health and wellbeing. Access to high quality library, information and resource services allow practitioners and managers to make positive, safe and evidence based decisions, both clinical and non-clinical.

The Health Information and Resources Library service pioneers the dissemination of research in the Trust, enables continued learning and workforce development, and strengthens public health promotion activities across the wider health community.

HIRL Mission

“Enable all of our users to practice within an evidence-based culture, strengthening multi-disciplinary practice across Manchester and ensuring continuous quality improvement”

HIRL Vision

“Strengthen the provision of mental health and physical health and wellbeing services based on the best available evidence, expert knowledge and resources”

Health Information and Resources Library Strategy 2015-2017

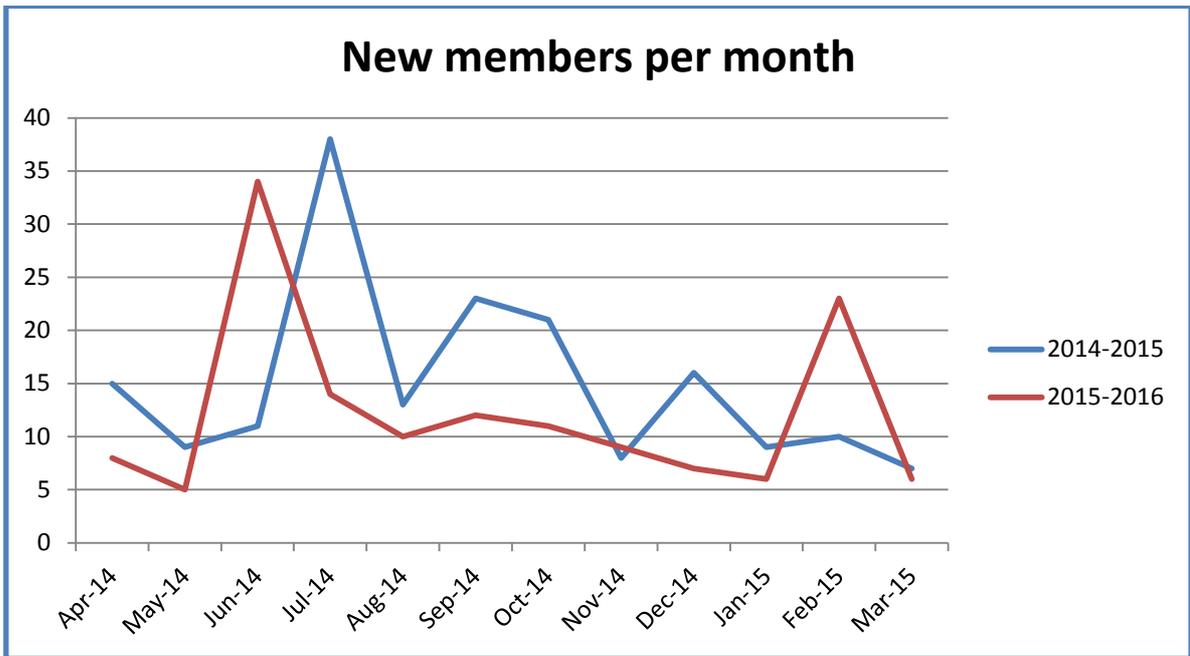
Performance Measures

The HIRL has 7 key performance indicators.

1. Number of members: Demonstrate a 5% increase in the number of members (110 new members). The HIRL gained 145 new library members in 2015-2016, an increase of 6%.

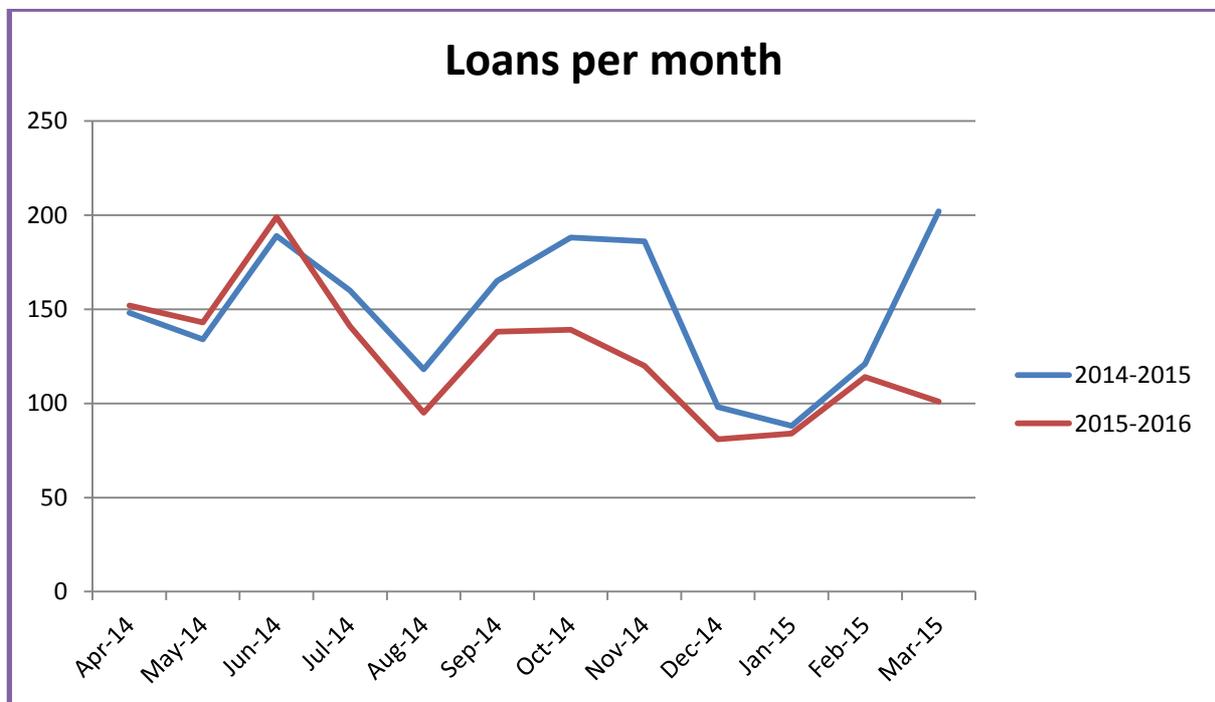
The increase in membership of the HIRL was not as large as in 2014-2015. The service did not hold a large scale event as it did in July 2014. During this event, the HIRL gained approximately 40 new members.

Despite the absence of a large scale event, the service has seen membership trends remain consistent.



2. Number of loans: Demonstrate 15% increase in the number of loans from 2014-2015, this includes resource and book loans.

The HIRL saw a significant drop in the number of physical loans in 2015-2016. Although this is disappointing, it is on trend with many other Library and Knowledge services across the country. There was a 16% decrease in the number of total loans when compared with 2014-2015 and a 51% shortfall in terms of meeting the indicator target.

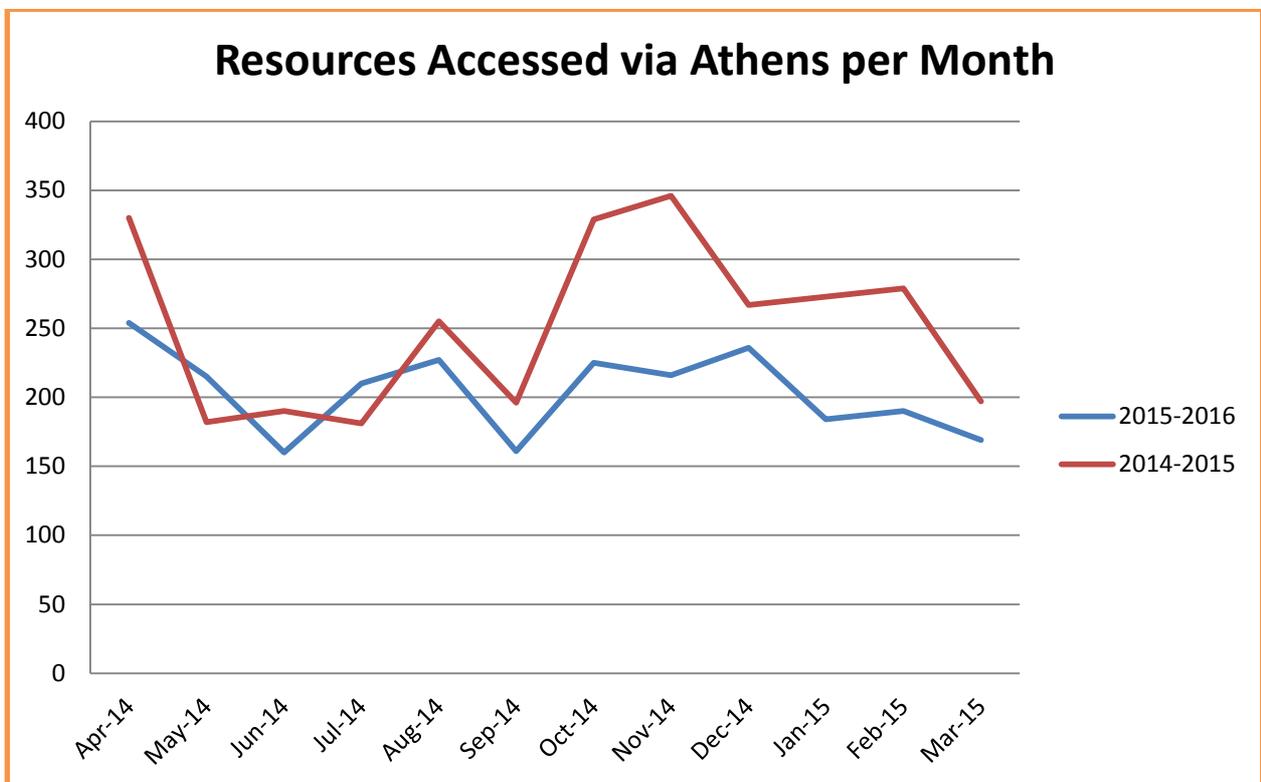


3. Number of resources accessed via NHS Athens: The NHS Athens performance indicator had no baseline or target but the HIRL found that the number of resources accessed via NHS Athens did fall during 2015-2016 by 19%.

27% of Trust staff are registered with NHS Athens account which is 2% higher than last year.

During 2015-2016, the service lost a full time Resource Advisor post to voluntary redundancy. This post was not replaced. The Library Assistant also left to join another service in the North West. The Library Assistant was also full time post and there are plans to recruit in May 2016.

The gaps in staffing meant that the Library Manager and Outreach Librarian were unable to spend as much time promoting the service and Athens as was possible with a full complement of staff. It is anticipated that capacity will improve after recruitment in May 2016.



4. Number of literature searches: Complete 65 searches throughout 2014-2015.

Literature searches are conducted by qualified library and information professionals. 57 searches were carried out during 2015-2016. This roughly equates to one additional search per month when compared to 2014-2015. This equates to a 24% increase in searches.

5. Number of GPs engaged with the Primary Care Resources Project (PCRP): Increase involvement in the project to 30 GP practices.

In 2015-2016 the Primary Care Resource Project engaged consistently with 21 GP practices. All surgeries which participated in the project in 2014-2015 continued to access the HIRL resources but although efforts were made to recruit additional practices, there were no new members.

From April 2016 the PCRCP will no longer be part of the Knowledge Service specification.

6. Engagement with users: Develop a range of communication methods to promote the service.

Throughout 2015-2016 the HIRL attended 12 induction programmes for staff across the Trust. It also attended the Trust AGM, International Clinical Trials Day, Clinical Effectiveness Days, Nursing Revalidation Network meetings and Research and Innovation Seminars.

7. Demonstrating Impact: Carry out impact assessments and surveys of library services.

HIRL use a variety of systematic processes to assess the positive impact of library services on the wider Trust.

Impact interviews are carried out with users of HIRL services and regular feedback is sought through questionnaires and consultations.

Health Information and Resources Library Quality Standards

The HIRL has a set of quality standards which govern timescales and expected response times for users.

Responding to email enquiries - within 24 hours: Basic enquiries are always answered by HIRL staff within 24 hours. More complex enquiries may take a greater amount of time but users are always informed if this is the case.

Items requested through our document supply service - delivered within 2 weeks: 100% or all documents requested through the HIRL document supply service were provided within 2 weeks or users were contacted as to the unavailability of the item.

Literature search requests - delivered within 10 working days: 100% of all literature searches carried out were provided within 10 working days. Most were completed sooner if information was needed urgently.

Manchester Mental Health and Social Care Trust Vision, Mission and Values

The HIRL Annual Review looks to demonstrate how the library services have contributed towards the wider Trust vision, mission and values.

MMHSCT Vision

“To improve and enhance mental and physical health and wellbeing, facilitate personal fulfilment and help people to make a positive contribution to their communities”

MMHSCT Mission

“To improve people’s life chances and independence by providing an innovative mix of mental health, health and wellbeing and social care services delivered through effective partnerships”

Manchester Mental Health and Social Care Trust Vision and Mission

Health Information and Resources Library 2015-2016

The following table demonstrates how the Health Information and Resources Library has been working to meet the actions outlined in the service 2015-2017 strategy. Each of the HIRL values has been aligned with wider Trust values.



Impact of Health Information and Resources Library Services

The following testimonials were gathered during impact interviews, user consultations and from feedback provided directly to HIRL staff. Each comment has been aligned with Trust values and the wider objectives of the HIRL.



The Knowledge Service 2016-2017

From April 2016, the Health Information and Resources Library will be rebranded as the Knowledge Service within buzz Manchester Health and Wellbeing Service.

In August 2016, Manchester Mental Health and Social Care Trust was informed by NHS Improvement that as part of a transaction process, the Trust will be joining Greater Manchester West NHS Foundation Trust. The acquisition is not scheduled to take place until 1st January 2017.

The Knowledge Service will have 6 key performance indicators for 2016-2017 and the rebranding of the HIRL has provided the service with the opportunity to review targets.

- 1. Number of members:** Demonstrate a 5% increase in the number of members (110 new members)
- 2. Number of loans:** Demonstrate 5% increase in the number of loans from 2014-2015 (1582 loans)
- 3. Number of resources accessed via NHS Athens:** Demonstrate 5% increase in Athens access (2569 resources accessed)
- 4. Number of literature searches:** Conduct an average of 5 searches per month (60 searches)
- 5. Engagement with users:** Demonstrate that the service has attended a wide variety of Trust events to engage with staff in both clinical and non-clinical roles.
- 6. Demonstrating Impact:** Use a variety of methods with a range of users to demonstrate how services have been used to influence practice.

Related Documents

Health Information and Resources Library, 2015. *Manchester Mental Health and Social Care Trust Library Services Strategy 2015-2017* [online] Available at: <<http://www.mhsc.nhs.uk/media/106235/hirl%202015-2017%20strategy.pdf>> [Accessed 1st April 2016].

Manchester Mental Health and Social Care Trust, 2013. *Integrated Business Plan 2013-2017* [online] Available at <<http://www.mhsc.nhs.uk/media/53897/ibp%20summary%202013%20final%20v1.pdf>> [Accessed 1st April 2016].

Manchester Mental Health and Social Care Trust, 2015. *Annual Business Plan 2015-2016*. [online] Available at <<http://www.mhsc.nhs.uk/Downloads/ABP/MMH%20Bus%20Plan%202015%20final.pdf>> [Accessed 1st April 2016].