

Dorset County Hospital  
NHS Foundation Trust  
The Library Service  
Annual Report 2017-18

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Library Service Manager  
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## Key achievements 2017-18

- High compliance of 98% achieved against national library accreditation standards (Library Quality Assessment Framework).
- We successfully submitted three case studies which have been accepted and published on a [national website](#) showing impact of the library service. One case study described how the library's literature search service helped to "underpin the rationale for the setting up of a prevention clinic for breast patients who have undergone axillary surgery."  KfH-C1a\_case\_study - Lymphoedema.pdf
- Morag Evans, Librarian held eighteen workshops on Reflection on Reading and Writing for CPD which were well attended as were the group sessions for departments/ teams.
- The Library Service Manager Jill Buckland is registered as a mentor with the [Thames Valley and Wessex Leadership Academy](#).
- Library Assistant Julian Hancock is a member of a national panel approving best practice case studies for achieving impact.
- A supported Intern from Weymouth College successfully completed a year's placement with the Library.
- The Library Assistants are providing first line support for e-learning and esr, handling over 1000 enquiries from Trust staff on how to access their mandatory training.
- 130 people responded to our user survey during autumn 2017, giving generally positive comments and useful action points
- Health Information Week 3-7 July 2017. We worked with public libraries in Bridport and Weymouth, presenting to the Library staff and members of the public about health literacy. The Librarian also runs "Shared Reading" sessions at Weymouth Public Library.
- Library staff present at Inductions for Preceptors and doctors
- The Library is now represented on the Operational Education Group

*"I can't even begin to thank you enough for not only all your help but in going the extra mile for me and finding the article and not only that but in time for my presentation on Thursday." – Healthcare Assistant*

### **Future actions and priorities**

The scanning of patient records in the room at the end of the Library is due to complete by autumn 2018. The area will provide much-needed study space when it is available to Library users once more.

The Trust's People Strategy emphasises Staff Wellbeing which is something we are keen to support by offering space and resources.

We will continue to play an active role in the Thames Valley and Wessex strategic and specialist library groups in order to benefit from the network and keep up to date with new developments that will lead to better service for library users and their patients.

We continue to balance the needs of the organisation with our responsibilities to HEE and the wider NHS library network. One of the main themes of Health Education England's (HEE's) initiative *Knowledge for Healthcare* is Knowledge Management. We are learning new tools and techniques to help us facilitate access to knowledge and evidence across Dorset County Hospital. This in turn will help the organisation to be more effective and efficient.

We are proud to be an outward-looking team, always open to new ways of working in support of the Trust in ways that benefit the staff, students on placement and patients.

*"Thank you so much for your help and may I take this opportunity to commend the DCH library staff on their excellent service – it is greatly appreciated!" – ST4 Doctor*