

July 2018
Issue 108

The Swimming Pool

Newsletter for the
SWIMS Network



The Editorial Team

Katie Barnard

Sam Burgess

Patrick Edmonds

Pam Geldenhuys

Lucy Gilham

Helen Licence

Jessica Pawley

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Health Libraries Group (HLG) Conference Report

Although I've been a librarian for over a decade, I've never had the opportunity to attend a libraries conference. I'm fairly new to the health sector, and I thought attending the HLG conference would be useful for gaining a wider view of health libraries. So I applied for a 'first-timer' bursary from HLG and was lucky enough to be successful in my application.

I thoroughly enjoyed the conference which was held at Keele University. Everybody I met was keen to talk libraries and share experiences. It was a packed two days – the programme was wide-ranging and full of interest, and it was hard to decide which sessions to attend. A few sessions that stood out for me personally were:

YiWen Hon, Royal Marsden NHS Foundation Trust: 'High tech and low tech approaches to interactive information skills teaching'.

She uses interactive learning to evaluate whether students have absorbed the information being taught and stressed that any activity should align with a SMART learning objective for the session. We tried out a variety of activities, including the Seek! card game for teaching search skills (<http://eprints.hud.ac.uk/id/eprint/19345/>), and Kahoot (<https://kahoot.it/>) which enables you to set up an online quiz for students to play during the session on their phones. I came away with lots of ideas to investigate for my own training sessions.

Katy Oak and Catriona Organ, Cornwall Health Library: 'How an activity-based journal club has been used to help staff and students improve their confidence at reading scientific papers'.

On entering the room, we wondered why there were bottles of coke on each table. It turned out that the journal club activity is to design your own RCT – in this case to answer the question 'does caffeine increase the heart rate of people attending the HLG conference?' The activity and the following feedback was definitely a fun way to learn what to look for when appraising an RCT. The activity was originally used in a journal club for HCAs, but they have also adapted it for nursing and medical students.

Andy Wright and Rachel Heydecker, Carnegie UK Trust: 'Engaging Libraries: inspiring the public about health and wellbeing.' (<https://www.carnegieuktrust.org.uk/project/engaging-libraries/>)

As neutral, trusted spaces, public libraries are ideally placed to support the public in engaging with health and wellbeing. The Engaging Libraries projects are incredibly varied, from using teddies to talk about difficult childhoods to creating a graphic novel about mental health or running workshops about body image. All the projects work with partners from outside the library sector. The key message was that these projects focus on engaging the public in open discussion and debate about health and wellbeing, not just on providing them with information. My library works with our local public library to promote Health Information Week, so I will use the opportunity to find out what other health and wellbeing resources and activities they provide.

Holly Case Wyatt, Tom Roper, and Emma Aldrich: 'Social media and collaborative tools knowledge café'.

Each table in the café discussed using a different social media tool – Twitter, FaceBook, Whatsapp, Blogger, SnapChat, Instagram – to promote library services. We changed tables randomly every ten minutes, with one person remaining behind to brief the next group on what had been discussed. It was an excellent way of getting to talk to everyone in the session – my first knowledge café, but hopefully not the last! Some social media tools were new to me, and it was useful to hear their advantages and disadvantages for library use. I got some good tips for our library Twitter account, and am going to set up a library blog following recommendations for the ability to post about library resources in more depth.

I thoroughly enjoyed attending HLG and have come back with plenty of learning and action points to follow up. If you have never attended a conference, I would recommend applying for a bursary for the next HLG, it's a very worthwhile experience.

Helen Licence

Clinical Support Librarian

Milton Keynes University Hospital NHS Foundation Trust (MKH)

HLG2018 Extravaganza; reflections of a new librarian

Having never been to a library conference before, I was very excited to go to the HLG conference and show off a poster made by the North Somerset Healthcare Library and the Royal Devon and Exeter Healthcare Library. The conference was held at the rather picturesque Keele University in Staffordshire. Little did I know how much fun and learning was to be had in the next couple of days!

From shouty chickens to laughing yoga, there was plenty to keep me occupied. The speakers were generally very good, and made me think about all the different ways to view and approach my work as a librarian.

A couple of things really stood out for me; the Focus Games session allowed us to play some of the games they have, which turned out to be a lot of fun! I'm a great lover of games, and it was fascinating to see the numerous ways in which games can be brought into a library service, and how they can aid learning. The *overcoming barriers to beginning research: a practical workshop* was also brilliant, offering some great practical tips on getting started with a research project. I definitely feel that librarians should put their research hats on and share their knowledge with others. As someone who still relatively new to the whole librarian thing, a few practical tips can go a long way!

Making new library friends and catching up with others was also very enjoyable. I particularly enjoyed learning a bit about Public Health England, and meeting some of the librarians who work for public health.

As a whole, I really enjoyed my time at HLG2018. It was a great first experience of a conference, and I'd definitely recommend it to everyone who hasn't yet had the chance to go!

Hannah Wood
Librarian

Weston Area Health NHS Trust (WSM)

 **Hannah_W**
@Librarian1703 Follow

Being all brave and sitting at the front for laughing yoga 😂 #HLG2018



HLG Conference June 13th – 15th

I was pleased to have won one of the bursaries from the network as a first timer attendee for a conference lasting more than a day!

I packed my case and headed eagerly to Keele University (which caused a lot of confusion with having the same surname, spelt differently).

Two trains and a bus, I arrived, exhausted and searched for my lodgings. 21st century university students really live a life of luxury! There were motion sensor showers, in a bathroom the size you would find in most Travelodge's, a small double bed, plenty of wardrobe space, if it were not for the plastic sheeting on the mattress you could almost imagine you were staying in a hotel!

I saw a few familiar faces at the drinks reception in Keele Hall, the gardens took my breath away, and there was an impressive coat of arms (eat your heart out Hogwarts).

Day one of the conference, I was overwhelmed with everything around me. The opening speeches from Nick Poole and Dr Mark Murphy were awe inspiring discussions and this was just the beginning of my knowledge journey. With Rocketbook Wave in hand I took down as many notes as I could. Would this concept change my service? Would this idea increase our workload? How many cups of coffee can I drink in one day?

In the evening I attended a beautiful banquet in Keele Hall (yes I tweeted pictures of the food). The choir warmed us up a treat for dinner, but sadly they could not be heard well from the back of the room.

Our table placed joint 1st in the quiz (Go "Smells Like Team Spirit"); unfortunately Jill Buckland and I (who had worked hard on the answers) did not win any of the lovely prizes. But we did all receive a beautiful piece of Staffordshire pottery with HLG stamped on one side, and intricate designs on the other. (Mine now hangs proudly above my desk).

There were not many of us, who danced the night away, but we managed to convince the DJ to play music that was not Abba, or other variants of Disco, I even received a shout-out for cutting some shapes on the dancefloor.

On the final day, I was happy to take part in so many wonderful workshops, it really gave me some ideas on how to promote some of our services and develop new ones. With heavy heart after the closing remarks (Congratulations John Loy on your FitBit, 3rd time lucky), I began my very long journey home, reaching my front door at midnight.

As some may know I am the head of the Social Media Specialist group and I can say that I thought I had managed to tweet often over the conference... according to stats on Twitter, I did not even make the top ten. How do you fit in tweets with all the information you need to take down?

Post conference I have kept in touch with some of the wonderful librarians I met and we have bounced ideas between each other. I also received a FitBit from Emerald (who gave out the shiny lanyards), which I have been using since as I have been taking part in the Couch to 5K app over the last few weeks.

And our conference poster for #Knowvember18 placed 3rd in the competition. So if you still have not booked your place at one of the events then book soon as tickets are running out: <https://t.co/7R1GAFenNtn>

Su Keill
Librarian & Knowledge Specialist
D01 & D02

Summer CPD Webinars

We are running a series of online webinars, enabling staff to meet and discuss topics with their peers without the need to travel.

**Patient & Public Information (PPI) for
Library Assistants – Mon 23rd July 2pm**
**Patient & Public Information (PPI) for
Librarians – Tues 24th July 2pm**

General Data Protection Regulation (GDPR) for all staff – Tues 31st July 11.15am

LibGuides for Library Assistants – Tue 21st Aug 10.30am

LibGuides for Librarians – Wed 22nd Aug 10.30am

BOOKING

Just e-mail gwh.hesw@nhs.net with “CPD – INSERT THE TOPIC OF THE WEBINAR” as the heading. Please include your contact details and library code.

For further Information contact:

Chloe George Chloe.george@nhs.net Tel: 0300 4226495

Nat Gabe Natalie.gabe@hhft.nhs.uk Tel: 01962 824420

Summarising and Synthesising – the whole team approach

At CGH / GRH we have four qualified Librarians –two FT and two PT (although Rebecca is leaving us very shortly ☹), and one (fabulous) Senior Library Assistant – all of whom conduct searches on behalf of our users. Searches are allocated based on user’s deadline, complexity, and everyone’s current workloads. Searches are then recorded on a spreadsheet.

Some time ago we decided we wanted to add more value to our search results and showcase our professional skills rather than just sending busy clinicians a list of journal abstracts from HDAS. We therefore came up with a modified (simplified) version of the Tim Buckley-Owens method of summarising / synthesising. We created our own results document template so that the overall style and branding remains consistent whoever does the search. The template also helps prioritise which articles answer the question the user has asked.

To do a spot of quality control and to keep all our skills up we do some team peer support training a few times a year. We all conduct the same search and then sit down together and discuss what results we found and how we would answer the user’s question. It’s not a test, there are no right or wrong answers, and the atmosphere is relaxed. We will very rarely all have produced the same results as literature searching is a subjective thing - but we will all normally come to the same broad conclusion (which is always a relief!). No matter how long you’ve been a searcher there are always things to learn and different sources of information to discover. We will also pick each other’s brains if we’ve hit a dead end in our searches as often our colleagues will have good ideas about where to look next or different search strategies to employ.

In conclusion we would advocate using your colleagues (either within your own service or in another friendly local service) to help you gain confidence and to help you if you’re stuck. In doing summarising & synthesising we feel we are ‘going the extra mile’ for our clinical and non-clinical colleagues and helping them make a difference.

Claire O’Connor

**Deputy Library & Knowledge Services Manager
Gloucestershire Royal Hospital (GRH/CGH)**

Strictly Southmead

OR

**“It’s very good for library staff to be seen doing things
which some people really don’t expect”**

When I joined North Bristol Trust (NBT) in January 2016 I soon became aware that there is a very active charity and fundraising programme so I made an agreement with myself to do an event a year as support. In 2016 there was the NHS South-West Military challenge, a weekend of ruffy-tuffy goings on based at the training camp on the edge of Dartmoor. Last year was the abseil off the roof of the (fairly) newly opened Brunel Building here onsite at Southmead. Both were essentially a case of “turn up and do it” events. 2018 was to be a rather different affair...

Emily Holloway is a member of our Comms team here at NBT, and when not doing the day job is a keen dancer running classes and events across the city – she even has her own YouTube channel – Emily’s Dance Bristol. Her [10 Dance Challenge](#) video will give you an idea of just how versatile she is, and [Dirty Dancing in Southmead Hospital](#) is a joy from start to finish. In early 2018 Emily’s call went out for volunteers to be involved in Strictly Southmead, a one-off fund-raising event modelled on the BBC’s hugely successful Saturday night show. *Why not?* thought I, if you are asking people for sponsorship you really should be doing something a bit challenging.

And so on 23rd February began a four month training programme to get two novice dancers up to public performance level. To be more precise 20 novice dancers needed to be trained, from nurses to catering managers, surgeons to physiotherapists, even our medical director and director of nursing were involved. The event would feature 10 couples, each doing a different dance style. I was paired with Catherine Phillips our director of finance, to learn the quickstep, and we would meet for an hour a week, usually at Friday lunchtime, to learn our routine. There was something rather wonderful, and decidedly therapeutic, about walking out of the office for an hour, putting on the dancing shoes, and focussing on something completely different. As time passed we got better, learning more of the routine each week, and in the last few weeks returning to work a sweaty heap – believe me, the quickstep is aptly named.



In my mind’s eye I was channelling one of the greats of the silver screen, Fred Astaire. Having seen a training video a couple of months in, it became clear my grace and poise is far more reminiscent of another screen icon, Winnie the Pooh. Having come to terms with that, and the fact that we were never going to win this thing, it became much easier to relax and just have fun.



Fast forward to June 23rd 2018, and the big day arrived. It was fascinating seeing colleagues enter the changing rooms in T-shirts and shorts and emerge as exotic creations ready to hit the floor in floaty frocks or sequined shirts. By 2pm over two hundred people had arrived to watch the dance extravaganza, and the atmosphere on the day was wonderful. There was quite a lot of shared concern among the dancers over an especially tight pair of trousers, but they held up well and survived the slide across the floor at the end of the samba. Having happily accepted we were not serious contenders Catherine and I were a little crestfallen to finally finish joint bottom on the leader board. Word on the street is we were seriously under-marked and that is a myth I am happy to propagate. If the audience vote - the judges were booed - was taken into account we would have been WAY up there...

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Final random observations...

- E-bay is a godsend - pink bow-ties, flapper dresses, peacock feathers and fascinators are all much easier to source online.
- Spray-tans - an unknown world I didn't really know existed. We did go for bronzer in the end. I'm saying no more than that.
- 10/10 for raising the library profile, I have coffee dates with the finance director booked in for the rest of the year.
- Lovely to arrive at work on a Monday morning and get a round of applause from colleagues.
- Grand fundraising total for the Prostate Cancer Appeal £7500, and rising
- Our director of medical education now calls me Twinkle Toes.

For the full spectacle enjoy [Strictly Southmead – the movie](#) (3 mins 18 sec). All 10 of the dances are available on [Emily's YouTube channel](#) and I'll offer quick links to three...

- the winning [American Smooth](#)
- our [Quickstep](#) and
- the dance I feel should have won, [the Tango](#)

If you feel moved to support the appeal here is the [fundraising link](#).

John Loy
Library and Knowledge Services Manager
North Bristol Trust (SMD)

Network News

I'm happy to have joined the Royal Berkshire NHS Foundation Trust on 4 June as the new Library and Knowledge Services Manager. My background is in legal and medico-legal libraries with a knowledge management background, having worked for the Metropolitan Police Service running the legal services library, and the Medical Protection Society as part of the Knowledge Management team.

I am looking forward to a new challenge and being able to support my team as we further develop our service offering and learning about the inner workings of the NHS. Over the coming months I also look forward to meeting many of you from other NHS libraries and being able to share experiences and new ideas.

Alison Horner Le Riche
Library and Knowledge Services Manager
Royal Berkshire NHS Foundation Trust (RBH)

Army Away Day – teambuilding and leadership!

Our Trust was offered the chance to have 48 individuals participate in an away day, run by the Army, to improve teambuilding and leadership. There were 12 places left when I suggested to the team we should put some people forward. Lucy elected to look after the Library! Tim, Will, and I donned walking boots, clothes suitable for stretching, hat, as well as sun cream and waterproofs (we didn't need either!) and had to be prepared for some mild jogging. That turned out to be a misnomer, but more about that later!

When we got to the Okehampton Army training base, we were given a talk about the Army [leadership code](#). The bits that really resonated with me were: encourage thinking, demand high performance, recognise individual strengths/weaknesses, and encourage confidence in the team. Today's Army is not about blindly following orders, it is about working as a team, listening and valuing each team member. I can really relate to that!

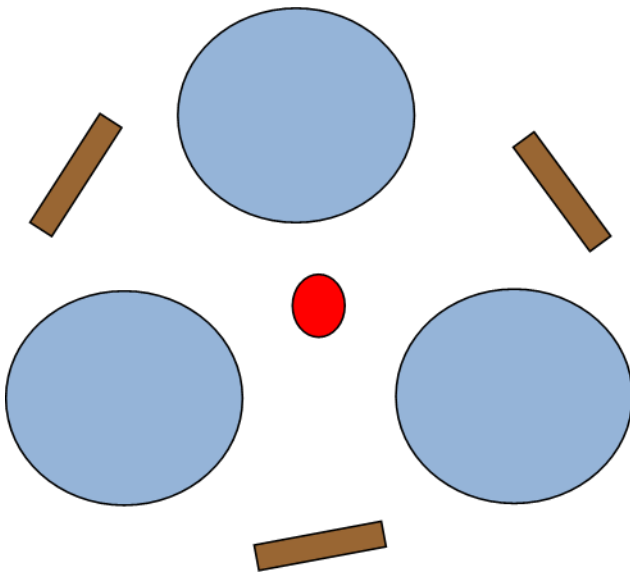
Next, half the group were sent outdoors, while those staying inside had to complete a scenario task. We were divided into teams of six and given an hour to complete a scenario. Imagine you are working for Department for International Development. You've flown out to Burundi, but on arrival, you discover your new boss was shot in the leg the day before and is hospitalised. His female PA is in pieces (mentally) so absolutely no use (I felt a bit narked at this with my feminist hat on). She mentioned that a grain shipment absolutely had to reach a refugee camp by nightfall before the monsoon hit at 22.30.

Having worked in the Army previously and been involved in aid work, you feel you should take control. To make matters worse, a report comes in - a civilian truck has hit a landmine and you are requested to help get the survivors to hospital. So your task: transfer grain to a refugee camp, get the dippy PA to and from the hospital, visit your new boss, and help get the casualties to hospital!! Oh, and before I forget – the areas south of the river become somewhat inhospitable after dark due to rebel activities, but you should be able to use the railways or travel in convoys greater than 5 trucks in safety. You need all 10 trucks to transport all the grain, but don't have sufficient drivers! There are 3 possible routes to the refugee camp with various people and other vehicles dotted around, plus other restrictions. How do you sort it?

Teamwork was definitely the order of the day. Will and Tim excelled at working out how long each route would take us. The hardest part was trying to keep in mind who was who, and figure out who could be recalled and asked to do what, within a given timeframe. Then all we had to do was allocate spare vehicles for casualty duty and spare people as drivers/navigators. Sorted!

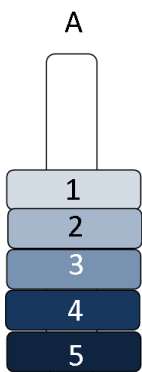
After lunch was outdoor task time. Each person took turns as a leader and we had to accomplish a few tasks. It was very much an exercise in listening to your team members, hearing the quieter voices and not letting the louder voices drown them out! I've recreated some of them if you wanted to try them out.

1. Barrel and plank exercise



There are 3 barrels. The tops of the barrels (blue circles) represent ground level. A canister (red circle) has fallen to the bottom of a small ravine (3 feet below) and you have to retrieve it. There are 3 planks of wood (brown rectangles), but these planks are not long enough to reach from one barrel to another. You have to create a self-supporting structure to enable your team of 6 to retrieve the canister. Try re-creating this with your own materials e.g matchsticks or pencils and see if you can solve it. You have 10 minutes to accomplish this task. Look up the [answer](#)

2. Numbered tyres



You have 5 tyres, numbered 1-5, on post A. Leapfrogging onto posts B and C, you need to get all of the tyres transferred to post C in the same order i.e. 5 at the bottom, 1 at the top. You cannot put a higher number on top of a lower number. You have 5 minutes to accomplish this task.

3. Sudoku

You have a Sudoku grid and plaques numbered:

I II III IV V VI VII VIII IX

Each vertical, horizontal and diagonal line has to add up to 15. You have 5 minutes to accomplish this task.

The last hour was spent in 'light jogging' in Army parlance i.e. doing squats, press-ups, running up and down hills, plank games, pairs squats, playing stuck-in-the-mud, and bulldog. The bit I most enjoyed – seeing hidden strengths of my colleagues.

Catherine Micklethwaite
Library Manager
Torbay & South Devon NHS Foundation Trust (TOR)

Schwartz Round at The Royal Devon & Exeter NHS Foundation Trust (EXE)

I was recently invited to speak at a Schwartz Round at our hospital, about my experience as a Clinical Support Librarian visiting our Neonatal Unit. The following is a précis of the talk which I gave at the round.

As a librarian I have found it difficult to get a '*foot in the door*' to clinical teams. Our Neonatal Unit already had gone some way to setting up a family unit, but wanted to improve it. So, I was asked by one of our senior neonatal nurses to undertake a literature search on 'family centred care' in the Neonatal Unit (NNU).

Unlike healthy babies born in hospital, or at home, babies on NNU are often separated from family members so they miss out on early bonding experiences which we now know to be crucial. The purpose of family centred care is to enable family members to stay on the neonatal unit, to take a more active role in caring for the baby.

The senior nurse was delighted with the results of the literature search and invited me on to the NNU so I could see for myself how family centred care was being developed. I was really excited and enthused - I felt I had, at last, been accepted!

I thought I was prepared for the visit. Years ago, my mum was a hospital chaplain in London and on one occasion, as a young adult, I visited the NNU with her. However, when I went onto the NNU here, I was struck anew by these 'tiny scraps' of human life; babies looking so perfect but were so seriously ill.

The next thing that struck me was the wonderful use of colour! There was a sibling play room that had been set up, using bright friendly colours, scatter cushions, toys etc. There were other rooms that had been set aside for nursing mothers, using soft relaxing colours and lighting. There was also an aromatherapy burner with a list of oils that can be used safely in NNU. I was really touched by the amount of thought that had gone into creating a comforting, caring environment.

The NNU wanted to avoid having a 'bad news room'. Therefore, rooms were set aside for multiple purposes, all with the same relaxed non-clinical atmosphere. The information board contained details about **SNUG** (Supporting Neonatal Users and Graduates), a peer support group for parents with babies on NNU that is run by parents who have been through the experience themselves.

I met a number of the staff on NNU. Asking how the library can best support them, revealed the following interests:

- Very keen to look at books – but no time to come to the library. We discussed having a book box in NNU, so that the staff could look at the latest neonatal books. (Our Library is some distance from the main clinical areas of the hospital!) We created a new user on our circulation system called 'Neonatal Unit' with a named nurse who will be responsible for the collection. The unit has agreed to pay for any loss or damage to the books while they are on the unit. I refresh the collection every few months.

- Interested in Current Awareness. I have put the details on Knowledge Share. I have also signed up for TOC alerts for Journal of Neonatal Nursing, Neonatal Network, JOGNN and Infant. These are the journals which the NNU staff mentioned as being of most use to them.
- They were delighted to learn that there is someone who can do literature searching for them, and who can help guide them through getting the best out of NHS Open Athens, as many had tried and given up.

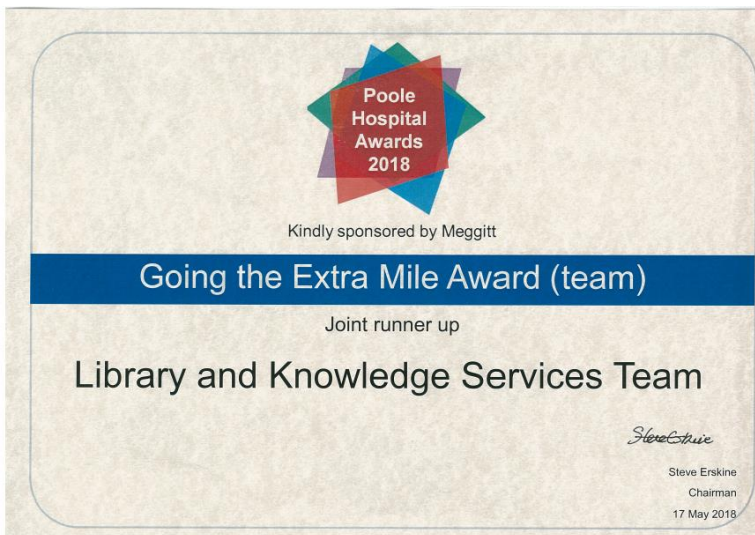
The staff who I met on the NNU, were pleased to meet me and I now feel much more involved with the hospital where I work. We now have a subscription to the Journal of Neonatal Nursing and I have shown the staff on the unit how they can access this journal online.

I visit the NNU once a month to provide regular updates, show nurses how to make the best use of library resources, and how we can help and support them by providing them with the evidence they need to provide the best for the patients in their care. It is also a great opportunity for me to continue learning from them on how the library can best support them.

Mary Smith
Clinical Support Librarian
Royal Devon and Exeter NHS Foundation Trust

Poole Hospital Annual Awards Ceremony

I thought it would be nice to tell you all about our Poole Hospital Annual Awards ceremony. It took place on the evening of 17th May 2018 at AFC Bournemouth's Vitality Stadium. I believe it would be a fair comment to say that a fantastic time was had by all. The evening was led by our compere; Mark Orchard (Director of Finance at Poole), who did a wonderful job.



The Award ceremony was held to honour staff, fundraisers, and volunteers who have contributed so much to the Hospital Trust, patients, and the community in their own particular way. During the evening we all enjoyed a lovely three course meal. Our guest of honour for the evening was the actor Guy Henry (plays the Chief Executive in Holby City) who, in my opinion, was very comical indeed.

The nominations were submitted by members of the public, members of staff, and patients. Our library team

'NHS East Dorset Library and Knowledge Service' had been nominated for an award under the category 'Going the Extra Mile'. However, we were joint runners up in our category. The winners were The Vocational Education Team who we agreed were worthy of their prize. Guy Henry presented us with our certificate along with some M & S vouchers.

It was extremely interesting and informative to hear other people's achievements. Given that this was also the first time I had attended an event of this kind, I found it thoroughly enjoyable

sitting next to someone I hadn't met before (the compere) and learning more about them and their job role within the Trust.

The event concluded with our Hospital Chairman Steve Erskine thanking everyone involved for their fabulous contributions.

Jackie Baines
Library Assistant
NHS East Dorset Library and Knowledge Service (D01)

Patrick Mitchell Visit to Bristol

UHBristol Library and Knowledge Service were delighted to welcome HEE Regional Director Patrick Mitchell to discuss our recent nominations for HEE and HSJ awards. Our fantastic outreach service supports over 50 departments across the Trust, ensuring the latest evidence is available and supporting direct patient care via 500 in-depth literature searches per year, 40+ customised evidence updates, ward round support, and evidence based practice training.



We discussed a future that puts information professionals at the forefront of patient care, supporting health and digital literacy, and ensuring all staff have access to the latest decision changing evidence. Our Medical Education and Clinical Effectiveness Leads came in to discuss the breadth and variety of the library role. We hope to develop health economics reports that will support our numerous testimonials and impact studies.

Above all we discussed how essential Knowledge for Healthcare has been for developing a modern and effective information service and workforce, supporting patient care, knowledge management, wellbeing, and apprenticeships.

Tom Osborne
Library Manager
University Hospitals Bristol (BRI)

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

Patrick Edmonds – Administrator: Library Assistant, Swindon Academy Library & Information Service (W01): patrick.edmonds@gwh.nhs.uk

Pam Geldenhuys – Editor: E-Resources Librarian, Exeter Health Library (EXE): p.r.geldenhuys@exeter.ac.uk

Lucy Gilham – Editor: Librarian, Trust Library, Royal Berkshire Hospital (RBH): lucy.gilham@royalberkshire.nhs.uk

Helen Licence – Editor: Clinical Support Librarian, Milton Keynes University Hospital Library and e-Learning Services (MKH): helen.licence@mkuh.nhs.uk

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