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Issue 109

The Swimming Pool

**Newsletter for the
SWIMS Network**



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Editorial

On what must be the wettest day so far of this gloriously sunny summer, I am pleased to put together the latest issue of Swimming Pool. We have a few more articles feeding back on HLG 2018 experiences, a piece from EAHIL, and an update on the historical sampler, to mention just a few of the delights contained within.

I would like to take this opportunity to thank Patrick and the team at Swindon for supporting Swimming Pool and always ensuring that it gets out on time, and if that meant nagging the Editor-in-Chief then she is grateful!

First time at the HLG (and hopefully not the last)!

I have worked in health libraries for 17 years and (shh..!) had never attended the HLG conference. When I saw an email from our region offering bursaries to first time attendees, I jumped at the chance to apply and was really grateful to receive one. I reserved my accommodation, booked my mother-in-law to stay, packed my bags and I was ready! I picked up my manager and we jetted off to Keele University.

It felt like we were going on holiday, I was so excited! (Helped by the prospect of being child-free for a few days!) We arrived after a long journey, found our accommodation and headed to the nearest pub for some food. We had the most amazing fajitas I have ever tasted and we even got some networking in, being joined by my manager's STEP project colleague and one of her staff.

The following day the conference started in earnest. It was packed full of great talks and workshops. I was interested to hear from Nick Poole about the library profession in general and the new CILIP Health Hub and from Louise Goswami and Sue Lacey Bryant about the success of the #AMillionDecisions campaign.

I attended eight seminars in all, most of which were inspiring in some way. The ones that stood out for me and have had an impact on my work since I returned from the conference were:

Doug Knock, Susan Smith and Stephen Ayre – Your stories shared: how the value and impact toolkit is promoting good practice. In this session we used the Case Study Quality Checklist to decide which of three case studies met the criteria to be included in the Impact Case Studies Database. I was surprised to learn that the database includes any type of impact, however small. Once I got back from the conference, this motivated me to follow up on our impact surveys and do some interviews. I now have two case studies to write up and submit to the Case Studies Database!

Emily Hurt and Alison McLoughlin – Overcoming barriers to beginning research: a practical workshop. I have used the Pomodoro time management technique a lot since learning about it in this session. Set a timer for 25 minutes, turn off your email, close the door and tell your colleagues not to talk to you! Focus on your chosen task for 25 minutes, have a 5 minute break and repeat until the task is finished. I have now managed to tick off some tasks I'd

been avoiding! After all, you can focus on anything for 25 minutes, can't you?



We also wrote a card to ourselves stating one thing we needed to do to get started on research. Emily mailed them to us a few weeks after the conference and I'm glad to say that when I opened the card, I'd already done the task! Now to start the next steps... (Pomodoro again...?)

Lisa Lawrence and Nicki Hadfield – Critical Thinking (poster presentation)

This poster presentation caught my eye. Lisa had worked with a Sister in the Intensive Care Unit to set up a physical and virtual journal club for ICU nurses. I've been attending ICU ward rounds for a few years, but have struggled to engage the nurses. After chasing Lisa down and chatting with her, I was inspired to suggest a similar journal club to one of our ICU sisters. She is taking the suggestion to their practice development team and I'm waiting to hear what they think of the idea (fingers crossed).

I thoroughly enjoyed the conference and came away buzzing with ideas. It was great to hear about what's happening in health libraries across the country and have the opportunity to meet some different people and hear their inspiring stories. I would definitely recommend it to anyone who hasn't been before. Applying for the bursary was one of the best things I did this year.

Claire Coleman
Clinical Outreach Librarian
Buckinghamshire Healthcare NHS Trust (STM)

Summarising and Synthesising Peer Support Workshop

Last year, I enthusiastically started on my annual review goal of learning how to summarise and synthesise evidence searches as an additional part of the literature search service. I had no idea what this involved nor how to go about it but I was keen to find out. I was able to get a place in a regional course run by Tim Buckley-Owen which gave me a much better idea of what it was about but I still didn't feel confident enough to go ahead. I pondered on it for a few months until another opportunity arose for what was entitled Synthesising Peer Support Sessions. I signed up immediately, taking comfort in the fact that others must be struggling too if such sessions were needed.

I attended the 1 day course held at Oxford in the Cairns Library. The session was run by Claire O'Connor and Rebecca Howes. Their library service does summarising and synthesising for every literature search so they have plenty of practical experience as well as lots of enthusiasm. We had some homework beforehand and spent time working on literature searches that they supplied. We sorted the abstracts into categories depending on how well they matched the original research question. One of the things we all struggled a bit with at this stage was the fact that we hadn't done the original literature search ourselves so were coming in 'cold' to the list of articles. The categories we put them were along the lines of 'matches pretty well', 'matches one or two bits of the question and might be interesting' and 'sort of fits although not really but could be interesting'. (My paraphrasing!)

The next part was the summarising and synthesising part. My take on the difference between these is that when summarising, you are repeating what the abstract is saying whereas with synthesising, you are drawing conclusions as well. We discussed how we felt about these two approaches and this, for me, was the lightbulb moment. I thought we had to draw conclusions but I felt uncomfortable adding my own thoughts. Having the peer support session I was able to uncover this and be supported in deciding just to summarise.

I would recommend having skills in this area is useful. Having peer support to help you put training into action is invaluable. Thanks to the region for providing this training.

Carolyn Smith
Library Manager/Outreach Librarian
Bodleian Health Care Libraries (OXU:JR)

On Tuesday 13th March I attended with my colleagues a workshop on summarising and synthesising. It was held in Oxford at the John Radcliffe Hospital and was facilitated by Claire O'Connor and Rebecca Howes. I found this workshop both interesting and reassuring. The morning started with finding out how confident we all were with summarising and synthesising, not surprisingly my confidence was pretty low and this was partly because I was not able to attend a previous workshop ran by Tim Buckley-Owen.

Claire and Rebecca put the group at ease with their introduction and it was interesting to discover how others approached the workshop preparation task. A week or so before the workshop, Rebecca and Claire had sent us a list of references, from which we were asked to produce a summary. As I had not had the previous training, I was asked to dive in and have a go. We all shared and talked about what we had done and Rebecca and Claire reassured us that our summaries although different weren't necessarily wrong. There was variation in layout and what had been included in the summary.

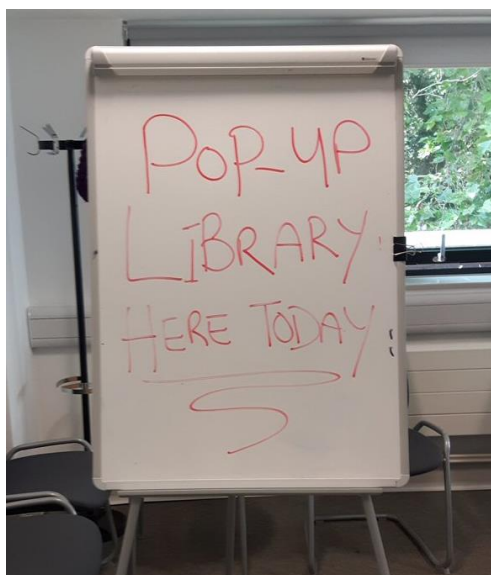
I felt much more confident after the session with a clearer picture of how I would like to tackle producing a summary. I liked the structure of the summary template that Rebecca and Claire use for their summaries and think it could work well for me. Although I have not yet attempted a summary using this template yet, I have found that my confidence has grown and I am now gradually increasing the length and depth of detail in some of my summaries.

Gill Rose
Clinical Outreach Librarian
Stoke Mandeville Hospital (STM)

#UKmedlibs

#UKmedlibs is taking a summer break for August, but will be back on Tuesday 18th September at the usual time of 8pm. If you'd like to see what was discussed previously please visit the blog – ukmedlibs.wordpress.com and we are always on the lookout for more topics and/or volunteers to keep it going! Please contact us if you have any ideas or would like to contribute – either contact us via email (ukmedlibs@gmail.com) or one of our current volunteers – Sam Burgess, Tom Roper, or Holly Case Wyatt.

Summer is the time to reach out



On the back of Health Information week, while we were still in promotion mode we decided to concentrate on our outreach services for the month of July. Outreach is an important undertaking for us because our Trust, Avon and Wiltshire Mental Health Partnership NHS Trust (AWP), covers a very wide geographical area from Weston to Salisbury to Swindon, with Bristol and Devizes in between. Our four libraries are situated in main hospital areas, but for many of our staff visiting the library would require a special trip. So from time to time we take library services to them. Obviously we do all we can electronically through the our internal library pages, our Communications department, email advertising, and tapping into

library champions to spread the library word, but we feel it's important to be seen from time to time.

Over a three week period we visited six community bases and held pop-up libraries. We took a selection of resources, including books, journals and fliers detailing the different services we offer, our laptops for demonstrations, and of course ourselves as the main sources of information. We got ourselves invited to five meetings and blagged 10 - 20 minute spots at the end giving a brief overview of the services we provide and how we can support staff with their information requirements. We tweeted our efforts with the #AMillionDecisions hashtag and got retweeted by our chief executive.

Was it successful? Is it worth the effort? Outreach work can be hard work and a bit disruptive, but overall we felt it was. We spoke to around 100 staff. We had conversations with people focusing on e-journals, e-books, literature searching, supporting students, 'Finding the Evidence' training courses, and how we can send books out to their site, to name but a few. We gained new members, have since been sent literature search requests, and people have joined up for our autumn training courses. We've networked and made contact with people that we hadn't met before, we've been invited to support the junior doctors' journal clubs in Bath and Swindon, and we are going to be working with service user involvement workers at a carer's event in the autumn.



Overall we felt it was a worthwhile undertaking to remind people how we can help them, especially at sites we don't often get out to. This happens not just through our physical presence but also through the emails we send out ahead of visits, leaving posters and fliers for display in staff rooms and on team noticeboards, and those who do come to talk to us hopefully carry the message back to their colleagues. This can generate contact days, weeks or months after a visit. Pop-up libraries / stands can sometimes not work all that well – you may be put in a room and out of site, you might feel a bit silly standing at an empty stand trying to catch people's eye – so location is key, and attending team meetings, just for 20 minutes or so, works really well. We found staff friendly, receptive and curious. It also provides excellent networking opportunities as you meet and link up with staff in community bases with whom you may previously have only communicated through email. It gave us the chance to learn about work projects going on around the Trust and gain a feel for what sort of information is important to our staff at this time.

Helen Watts

Library and Knowledge Services Manager

Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)

HLG2018 - the views of a newcomer!

Attending the HLG conference, thanks to receiving one of the regional SWIMS bursaries, was the best way to get to know more about what health libraries do and their impact; as I still consider myself quite new to the world of health libraries. It was also my first time attending a big conference and the whole experience has encouraged me to want to attend more in the future.

I arrived on Wednesday, the unofficial first day, so I could attend the Welcome Drinks Reception and get familiar with the campus. During the reception I finally had the chance to meet in person people I've been exchanging emails with or just hearing about. I also had the chance to wander around the Keele University Campus; lovely gardens with a lake close by and a beautiful Jacobean style Hall.

The conference was packed with many interesting presentations, some great workshops and lots of opportunities to meet and interact with librarians from all over UK. I was also involved in one of the presentations *Get recognised for excellence: the collaborative development of the Awards bulletin* where I was co-presenting. When I had first agreed to do it I had found the idea pretty exciting, but thirty minutes before the session began, I found myself very nervous, hard to cope and trying to find my words! Well another experience which I won't forget for a while.

I didn't know what to expect from the conference and I think that was the key to enjoying it more. I attended all the key note presentations and all the ones I had booked myself in. My favourite was the *Clinical Librarian is In... Tips and tricks for both the new or experienced Clinical Librarian* session. I found it was the most beneficial for me as it was closer to my current needs as an aspiring medical or clinical librarian. During the session there was a big discussion on the problems clinical/ outreach librarians face with tips on how to solve them. At the end of it I felt like I was more aware of the responsibilities of such role and what challenges I should be prepared for.



Another session which I really liked and I thought I could use the idea in my service was the *Can Do Café - an innovative way to facilitate change and empower library staff*. The presentation was on the obstacles library staff faces when it comes to continuing professional development and the use of knowledge management techniques and teach meet style sessions to overcome these. We've discussed before in the library team I'm in how important CPD is and this session made me think that there are always alternative ways to share and apply new skills or ideas, develop new or existing skills and encourage professional growth.

Undoubtedly all the sessions I went to offered valuable information and ideas too! I only wish there was more time to network as I was using the tea and lunch breaks to assimilate all the information from the presentations. There are so many interesting things you can learn in such a short amount of time, either through the sessions or just by conversations with other librarians.

The HLG conference is an event I would definitely attend again and I would recommend it to all health librarians or library assistants.

Vasilina Tsiplaki
Library Assistant
Hampshire Healthcare Library Service (H05)

The Seven Deadly Sins of Knowledge Sharing in Networks

On 16th July, I was fortunate enough to take part in this webinar organised by NHS England's Sustainable Improvement Team and Source4Networks, which posed the following questions:

- What are the barriers to sharing knowledge across your networks?
- How can we learn from others to apply this knowledge to the NHS?

Chris Collison, author and expert in networks and knowledge management, was on hand to guide us through some of these critical barriers, namely the seven deadly sins – or

syndromes – that can affect networks and stifle the supply or demand for knowledge sharing.

1) Tall Poppy Syndrome – Based on the idea that the tallest poppy in a field is the first to get cut down to size, this syndrome illustrates a reluctance to put your head above the parapet and a tendency to keep a low profile and not get involved.

2) Shrinking Violet Syndrome – Another “sin” that stifles the supply of shared knowledge in a network, based on a feeling of false humility, and that you have nothing useful to share.

3) Not-Invented-Here Syndrome - This syndrome impacts the demand for knowledge sharing; the view that your organisation or team has a unique set of problems that can't be fixed by adopting other people's solutions. Besides (the thinking goes) why use someone else's solutions when you can gain kudos for inventing your own?

4) Tom Tom Syndrome – Also known as *Real-Men-Don't-Ask-For-Directions* Syndrome. A reluctance to ask for help when you're lost, due to a fear of being seen to be incompetent. This “muddling along” approach is another barrier that stifles knowledge sharing by reducing demand.

5) Lacknowledgement Syndrome – The perception that by sharing good practice there is somehow a “lack of acknowledgement”, and a suspicion that someone else will take the credit for your hard work.

6) Lock-it-Away Syndrome – Here, a potential solution, idea or example of good practice is not shared, either because it is never quite finished, or because everything produced by the organisation or team is locked down by default due to security policies.

7) Hamster-on-the-Wheel Syndrome – This “sin” comes down to time – or lack of it. A feeling that you're just too busy going round in circles to stop and share what you're doing.

A quick webinar poll indicated that this last “sin” was particularly prevalent, and something that most of the attendees were familiar with, but we all recognised the various other syndromes as well. Chris went on to suggest some antidotes, such as:

- Make it safe to share
- Think about use of language – e.g. looking for “answers” can place an unintended burden on people
- Establish what “good” looks like, so the network has a frame of reference – e.g. using a maturity model for an agreed scale of good practice
- Make it easier for people to ask for help – e.g. awards for things like:
 - Transferring good practice
 - Re-using a solution
 - Embedding a good practice
- Share failures as well as successes
- Acknowledge everything – where it came from etc.
- Check what security policies actually say about sharing information outside the organisation
- Legitimise the time spent sharing knowledge, e.g.
 - Establish a network sponsor
 - Find and share stories of things that worked

From my experience, we already have many of these antidotes in place in our LKS network in the South, but we all interact with networks at an organisational or directorate level, and

personally I recognised quite a few of these deadly syndromes. I found the webinar extremely illuminating,engaging and motivating.

For anyone interested in viewing the recorded webinar, you can find it [here](#). For those of you who would like to dig a bit deeper, both Chris Collison's and Source4Networks' websites and twitter details are below:

Chris Collison: www.chriscollison.com / @chris_collison

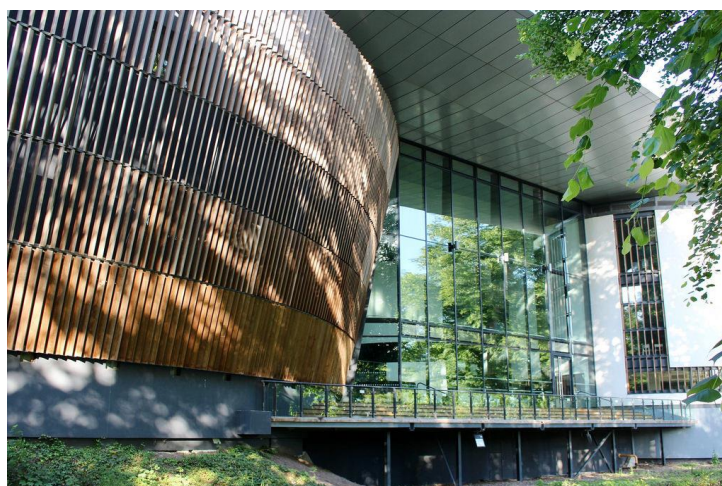
Source4Networks: <https://www.source4networks.org.uk/> / @source4networks

Andrew Brown
Library Services Manager
Wexham Park Hospital (WXM)

EAHIL 2018

I recently had a great reminder of how important it is once in a while to lift my eyes from the literature searches and get out there into the blue yonder – in this case the blue yonder across the Severn Bridge and over to Cardiff for the EAHIL conference. It is good to be challenged and in my case the first challenge came when I arrived at my Airbnb accommodation around 8pm after a slightly anxious ride, having seemingly picked the only taxi driver in Cardiff who didn't know his way around, to find that my host had gone off to choir practice and forgotten to leave the key under the brick outside the front door as she had said she would. It all turned out OK – I did get in, she was lovely, I slept like a log and woke refreshed the next morning ready for the conference.

The venue was superlative – the Royal Welsh College of Music and Drama. A beautiful piece of modern architecture, located within the castle grounds of Bute Park near Cardiff University, it has three theatres, a concert hall, and plenty of smaller spaces for workshops.



Not having done my homework and not knowing much about EAHIL, I hadn't appreciated just how international the conference is. The first workshop I attended was entitled 'A Space Odyssey: coping with change and planning for the future'. I worked with someone from Elsevier in Salt Lake City, and a research manager from Sweden, on a scenario in which we were asked to imagine a significant reduction in available resources for running library services. We went the whole way, imagining a situation where we had no physical space whatsoever from which to run our service (touch wood, not yet....please!) and we created the virtual library of the future.

A highlight of the day was the keynote speech by Professor Neil Frude, a clinical psychologist who was the mastermind behind the original 'Books on Prescription' scheme in Cardiff in 2003, following which the scheme was rolled out right across Wales. England followed later, thanks to the role taken by The Reading Agency, and today 98% of public libraries in England participate in the scheme. I had heard Neil Frude speak previously in 2006 and it was lovely to hear him again, after so many years of progress and development in the scheme, with the same deep conviction and passion about the huge value of a widely available and accessible psychological approach to supporting people with mild to moderate mental health problems. He noted that the full potential of the scheme has still not been realised because a great many GPs are still not on board with it, and thus the huge money saving potential to the NHS is still not being realised.

In the afternoon I attended Katie Barnard's presentation: 'Escorting doctors to the dark side: easing the transition into management'. Katie's confident and eloquent description of how she and John have supported an initiative at Southmead, based loosely on Action Learning Sets, was inspirational. They have found a formula that really works for building a bridge and opening up communication both with and between doctors, initially new consultants but there was quickly interest in the sessions from older consultants as well. A great success story.



EAHIL lasts all week and by the time we got there for the final day, I could see that many bonds had been forged between participants from far and wide. Even just being able to attend the one day was a privilege, highly developmental, and hugely enjoyable.

Cathy Marsden
Librarian for Wiltshire
Avon and Wiltshire Mental Health Partnership NHS Trust (AWP)

HLG Conference 2018 photographs/presentations

The photographs used in the articles of this issue of Swimming Pool come from the official collection of the conference – [you can see more here](#) - with apologies for the number of times people from the South Patch appear (tip – don't wear bright colours if you won't want to be spotted!)

The presentations and posters are also now [available online for viewing](#)

The keynote sessions were also recorded – they can be [watched here](#). (google drive – you may not necessarily have access at work)

First Time- Bursary Winner and HLG 2018 Conference Attendee

A huge thank you to the HEE South CPD Committee for giving me the opportunity to attend the HLG2018 Conference, when I was still excited about the new job, I never thought I would get the bursary. Starting a new job I needed something that will help me settle quickly on board the Health Libraries Information train. Attending the HLG2018 Conference was like doing an "MOT" where the worn out are made new again, thanks to the great ideas I got from different Librarians who were so kind to freely share their wisdom. Interacting with so many people from all over the country to share information was such an experience one will never forget. Having people share their success stories was such an encouragement that one day I would also want to share with them my own story.



I would encourage new starters like me to attend such events as it is the most conducive environment to be overloaded with information without even realising it. I wished first timers could just have a taste of all the sessions as all looked very informative. Being part of this conference has been an eye opener to so many things about the Health libraries and libraries in general and current technologies that can be used in the libraries, some I never thought of like Alexa. I imagined using Alexa to man the Enquiries desk during team meetings or when short staffed, with just a notice on the desk "Librarians in a team meeting, for general enquiries ask Alexa" I hope we are not going to see "Robot Librarians" getting books from the shelves but with these emerging technologies anything can happen. Librarians are also kept on their toes trying to keep abreast with social media tools- Facebook, Twitter, Instagram, Yammer its now like if you can use all of them to market your resources and services do so, but good luck with the Comms team! I was never a big fan of social media but after this Conference I have found myself "Twittering and Yammering" to promote our services.

I have a bag full of ideas now and have already stated exploring some, I will not let the cat out of the bag soon but I promise to share with you the outcomes very soon. Laughing Yoga what a funny way to exercise - can be an ice breaker for difficult or tense team meetings. This is just the tip of the iceberg I learnt a lot at the HLG2018 conference and wouldn't be surprised to see myself starting to save for the next one.

Mpilo Siwela
Outreach/ Reader Services Librarian
Oxford Health NHS Foundation Trust. (WARN)

Health Information Week 2018

This was the first Health Information week since I've been working in the RBFT library (or, indeed, any library) and so I was very eager to get involved and provide good health information to the public! We had much planned, and a very busy and interesting week.

On Monday we went to the Reading Public Library, and set up a stand for the week in conjunction with Berkshire Healthcare to discuss health information with the public. We provided lots of leaflets to take away including some on local cycle routes and heart health. A number of people showed interest and spoke to us, not just the people working at the public library. We also had a stand in the main entrance of the hospital and followed the themes of the week, amending our board daily. We worked in partnership with our Occupational Health department to showcase Healthy Living.



Siobhan at the stand in Reading Public Library

On Tuesday we manned the public library stand again and we also gave away fruit which proved very popular. The most appreciated fruit seemed to be cherries, of which we had none left by the end of the day, but it went down extremely well overall.

On Wednesday we promoted our Health and Wellbeing space, in honour of Mental Health day, and also manned a stand at the main entrance of the Royal Berkshire hospital. We interacted with fewer people there, but there was still some interest. The fruit also continued to be appreciated.

On Thursday it was the 70th birthday of the NHS! We celebrated with cake which was kindly provided by our Trust charity. There was a special display set up in our library, to celebrate the birthday and also provide information on the long history of the NHS. We also promoted a lot of information about long term conditions, via twitter and interactions with our users.

On Friday to finish off the working week we manned our front entrance stand for the final time, getting a few more interactions and interest for Sudoku and the colouring therapy sheets. We also followed through on what we've been meaning to do for a while, and set up a jigsaw in our library for our users to relax with. It's a thousand pieces, and while initial reaction to it has been relatively slow it seems to be attracting more attention as time goes on!

Overall it was a really positive experience, and I'm looking forward to doing it again next year. It was fun to engage with the public, and it felt really worthwhile to promote accurate health information which could genuinely change people's lives for the better.

Siobhan Johnson
Library Assistant
Royal Berkshire NHS Foundation Trust (RBH)

A stitch in time... an update

To coincide with 70 Years of the NHS, the Library Service at Musgrove Park Hospital put a call-out in the Staff Bulletin inviting “anyone creative with a passion for making samplers/cross-stitch” to participate in making a sampler depicting 'A Day in the Life of a Nurse'.

The sampler design, published ten years before the NHS, in 1938 editions of *'Nursing Illustrated'* was serialised as nine patterns illustrating scenes of daily nursing activities of the time.

Library Assistant, Natalie Parsley who coordinated the project says,

“As part of the Library Service team we are always looking for different ways to promote colleague wellbeing and engage with staff at the hospital and across the Somerset Partnership. Having previously studied Fine Art I thought it would be really interesting to see if these designs could be brought to life again. Whilst these patterns pre-date the NHS by 10 years they offer an insight into how the perceived role of nursing has changed and in other ways remained similar. I have even enjoyed giving it a go myself!”

Participants include staff (and a family member) across the Taunton and Somerset NHS Foundation Trust and Somerset Partnership NHS Foundation Trust; Andria Haffenden, Louie Haffenden, Rachel Knott, Denise Manning, Natalie Parsley, Samantha Sweetland, and Jennifer Wilkins.



Natalie Parsley, Jennifer Wilkins, Andria Haffenden, Louie Haffenden

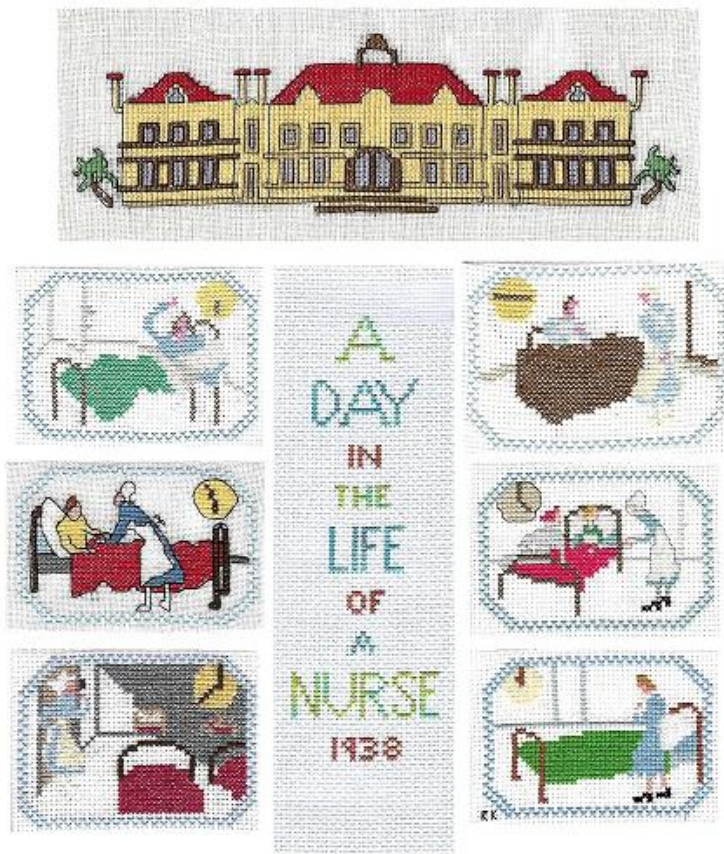
Comments on the project from participants;

“I have been cross stitching for some years now, and I taught Louie how to sew while he was recuperating from his treatment for a brain tumour. We have sat peacefully together for hours sometimes, each working on our own project, but enjoying the relaxation that making something creative can bring. It was fantastic for us to be involved with the project - we both loved being part of bringing a moment in nursing

history to life.” - Andria Haffenden, Chest Pain Assessment, Lead Nurse, MPH

“I loved taking part and as I am nearing the end of my training it was a good reminder of the basics of nursing - looking after the patient first.” –Rachel Knott Community HCA, Bank Twilight Administrator & Sponsored Student Nurse, Shepton Mallet Community Hospital

The finished sampler is currently on display in the Musgrove Gallery (on the 1st floor of the Queens Building) to coincide with the NHS70 photography exhibition curated by Art for Life, on show until October. Afterwards the sampler will return to the Library at Musgrove Park Hospital for permanent display.



Natalie Parsley
Library Assistant
Musgrove Park Hospital (TAU)

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