

**Repositories  
Community of  
Practice**

**Welcome!**





# Agenda

- **Lessons Learned from the British Library Shared Repository Pilot:** Helene Gorrington, HEE, Tim Jacobs, Christie's, Manchester and Cate Newell, Somerset.
- **User needs research into repositories and grey literature in the NHS:** Helene Gorrington, HEE.
- **Discoverability of repository content:** Matt Holland, Northwest Ambulance Service, and Alan Fricker, HEE.
- **West Midlands Repository project:** Imrana Ghumra and Semanti Chakraborty, UHCW and UHB.
- **Using Haplo repository software for non-traditional publications:** Sarah Lewis, Buckinghamshire.

# British Library shared repository pilot



Hélène Goring, Tim Jacobs & Cate Newell

16<sup>th</sup> December 2022

# Background to the BL pilot

## Aims and why the British Library?

- To capture 'near research' and 'grey literature'
- Trusted and experienced partner with previous successful pilot for multi-org repository for cultural heritage organisations.

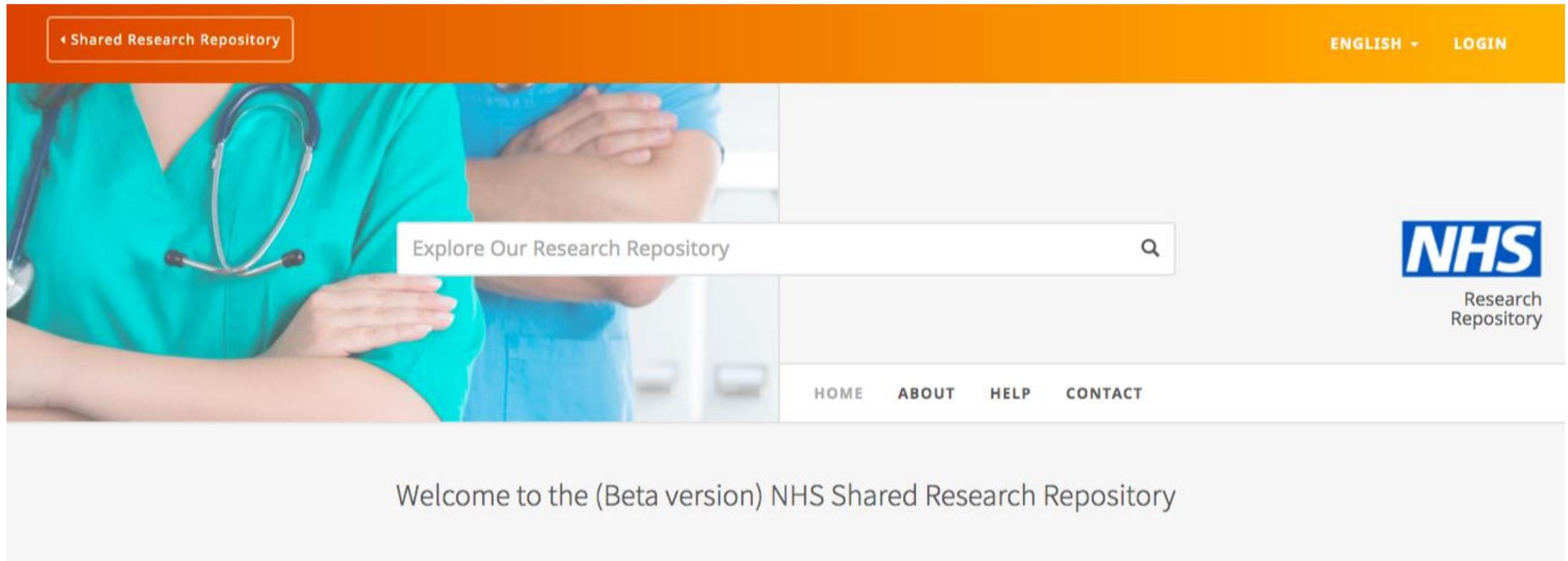
# The pilot partners

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1. Barts Health NHS Trust
2. Birmingham & Solihull Mental Health NHS Foundation Trust
3. Black Country libraries consortium
4. Gloucestershire Hospitals NHS Foundation Trust
5. Norfolk & Waveney Integrated Health System
6. Somerset NHS Foundation Trust



# The project – what happened



# Content Analysis

## Resource Types

	Total
Article	2,646
Report	194
Conference Item	41
Generic Work	37
Image	8
Thesis Or Dissertation	4

## Document Types

	Total
Journal article	2,470
Poster (unpublished)	230
Letter to the editor	94
Abstract	71
Policy	21
Editorial	10
Leaflet	8
Still image	8
Newsletter	5

## Why did the pilot not continue?

- Slippage with the platform not being fully functional.
- Dissatisfaction with the actual platform. NHS pilot sites did not find it easy to use and processes such as bulk uploading were too time consuming or required cumbersome workarounds.
- There was not the scope to make any developments to the way the platform was set up to meet the needs of health information.

# Learning

## Learning Before

Who has done similar work before?

Who has worked with this client before?

Where have we got similar skills?

## Learning During

What have we learned so far?

Are we on track?

What did we anticipate correctly?

What did we not anticipate?

## Learning After

What did we deliver?

What did we achieve?

Did the outcome differ from our original goals?

If, how? What went well?

What went not so well?

# Key learning – pilot partners

- Somerset - small data sample of publications data
- Frustrations with the software/system
- Scoping and specification
- Opened conversations
- Connecting with colleagues
- Great concept, lessons learned

# Key learning – Repository Co-ordinator

- Key challenges
- How repositories work
- Being more proactive
- Challenges of grey literature
- Remembering I work for the NHS

## Key learning – HEE

- Working with a partner who is in turn working with a development partner more complex than working with a directly contracted commercial supplier.
- It was not realistic to assume that a repository developed to meet the needs of cultural sector organisations would meet NHS needs.
- Capturing grey literature proved challenging; sensitivities to sharing.

# Summary Report



<https://library.hee.nhs.uk/resources/open-access/nhs-shared-repository-british-library-pilot>

# What next?

## User Research

- The willingness of NHS organisations to share documentation generated within their organisations requires more investigation. Exploration of sensitivities in this area, and ways to manage these.
- User discovery research outputs will support procurement for any local or consortia repository in the NHS.

## Discoverability

**User needs  
research into  
repositories  
and grey  
literature in  
the NHS.**



The image shows a screenshot of the Lagom website homepage. The background is a solid yellow color. In the top left corner, the logo "Lagom." is displayed in a dark font, with the word "STRATEGY" in a smaller, all-caps font directly beneath it. To the right of the logo, a navigation menu is visible with the following items: "Home", "Our Services", "Case Studies", "Blog", and "Get in Touch". The main content area features a large, light-colored text block that reads: "Discovery, user research, and service design for digital services". Below this headline, there is a smaller line of text: "We help the UK public sector to make smart, user-centred decisions about prospective and existing digital services." On the right side of the page, there is a decorative grid of small, light-colored dots arranged in a pattern that tapers off towards the right edge.

# Aims & Objectives

## Aims:

To understand the need for repositories for capturing research and/or knowledge and grey literature in the NHS in England.

## Objectives:

Undertake stakeholder and user research to help understand the behaviours and needs of users, and the range of perspectives amongst stakeholders, to inform decisions about future approaches and services.

# Recruitment: user roles

## To include:

- NHS staff in a range of disciplines
- Research and development leads
- Commissioners
- NHS Library staff

## Attributes

- Career stage
- Clinical/non-clinical
- Users and non-users of research repositories
- Across England

# Methodology

- 8 Stakeholder semi-structured interviews
- 18 User semi-structure interviews
- User workshop to develop user personas and experience maps
- User needs validation survey

Research quicks off in January – look out for more information!

# Discoverability of repository content

Matt Holland, Northwest Ambulance Service, and Alan Fricker, HEE.

Developing people  
for health and  
healthcare

[www.hee.nhs.uk](http://www.hee.nhs.uk)



# The case for an NHS Repository **metasearch** engine v2.0



Contact: [Library@nwas.nhs.uk](mailto:Library@nwas.nhs.uk)

Website: <https://ambulance.libguides.com>

Mobile: 07557734616



## SLIDE 1

"The quality of *openness* allows many routes to repository data; one is not better than another, but they all offer something unique to the end user."

### What is a **metasearch** engine?

A search engine of search engines. **Metasearch** engines extract and represent results from multiple sources. Examples include [CORE](#) (JISC) and [BASE](#) (Bielefeld Academic Search Engine).



## SLIDE 2

### A **metasearch** engine for NHS Repositories?

- LKS ASE [repository search](#) is a "quick and dirty" solution using Google OCE Programmable Search Engine.
- A more nuanced approach could use the **Open Archives Initiative Protocol for Metadata Harvesting** (OAI-PMH) allowing basic in-field searching author, title, date etc.

## The case for an NHS Repository **metasearch**

- **Metasearch** offers the benefits of a single repository but at an enhanced scale:
  - Greater visibility for NHS research publications
  - Access to unpublished or informally published research
  - Ability to drill down into NHS publication data to identify authors, experts and areas of research excellence
  - Enables us to leverage full text access to published and unpublished material which may not appear in major databases

- There are specific benefits of scale offered by a **metasearch**:
  - Search multiple repositories simultaneously
  - Simplified access to repository content
  - Create distinctive subject collections across repositories using a **metasearch** engine
  - Create a distinctive NHS Repository brand like CORE or BASE
  - Share knowledge across organisations and internationally
  - Leverage the defining characteristic of repositories - **openness**
  - Gain additional insights into who uses NHS generated research



**Questions?**



# Repositories and the Hub



**Alan Fricker**  
Knowledge & Library Hub Manager

## State of play

- **The Knowledge & Library Hub is just over 1 years old**
- **AMBER – integrated into all Hub instances**
- **EMER – integrated into a subset of related instances**
- **Adding repositories is a well established process**

# Repositories in the hub

- **Fully discoverable and open to all**
- **Well treated by relevance ranking**
  - Search for Paramedic Resuscitation returned 4 Amber hits in first 20
- **Prominent filter or pick and choose**
- **Field searching ready**
- **Links to full text and to repository records**

**Current Search** ▾

paramedic resuscitation

Apply related words

Also search within the full text of the articles

Apply equivalent subjects

Institutional Repositories

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**Limit To** ▾

Full Text

Peer Reviewed

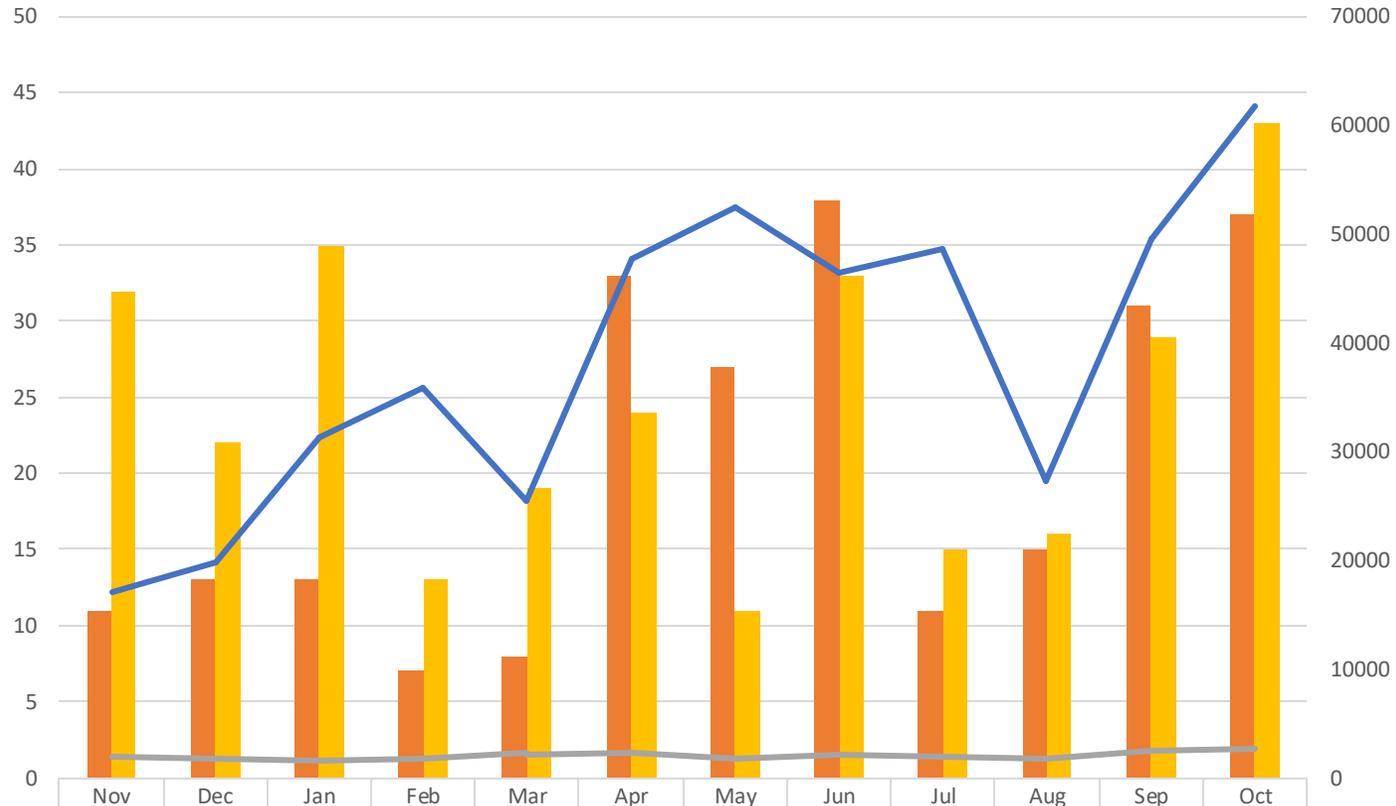
Institutional Repositories

**Limit by Databases**

<input type="checkbox"/> Name	Hit Count
<input type="checkbox"/> Journals@OVID	125
<input type="checkbox"/> British Library Document Supply Centre Inside Serials & Conference Proceedings	122
<input type="checkbox"/> ClinicalTrials.gov	73
<input type="checkbox"/> amber - the home of ambulance services research	63
<input type="checkbox"/> Cochrane Database of Systematic Reviews	46
<input type="checkbox"/> Emerald Insight	31
<input type="checkbox"/> APA PsycArticles	20
<input type="checkbox"/> Research Starters	13

Update Cancel

# Usage via the hub?

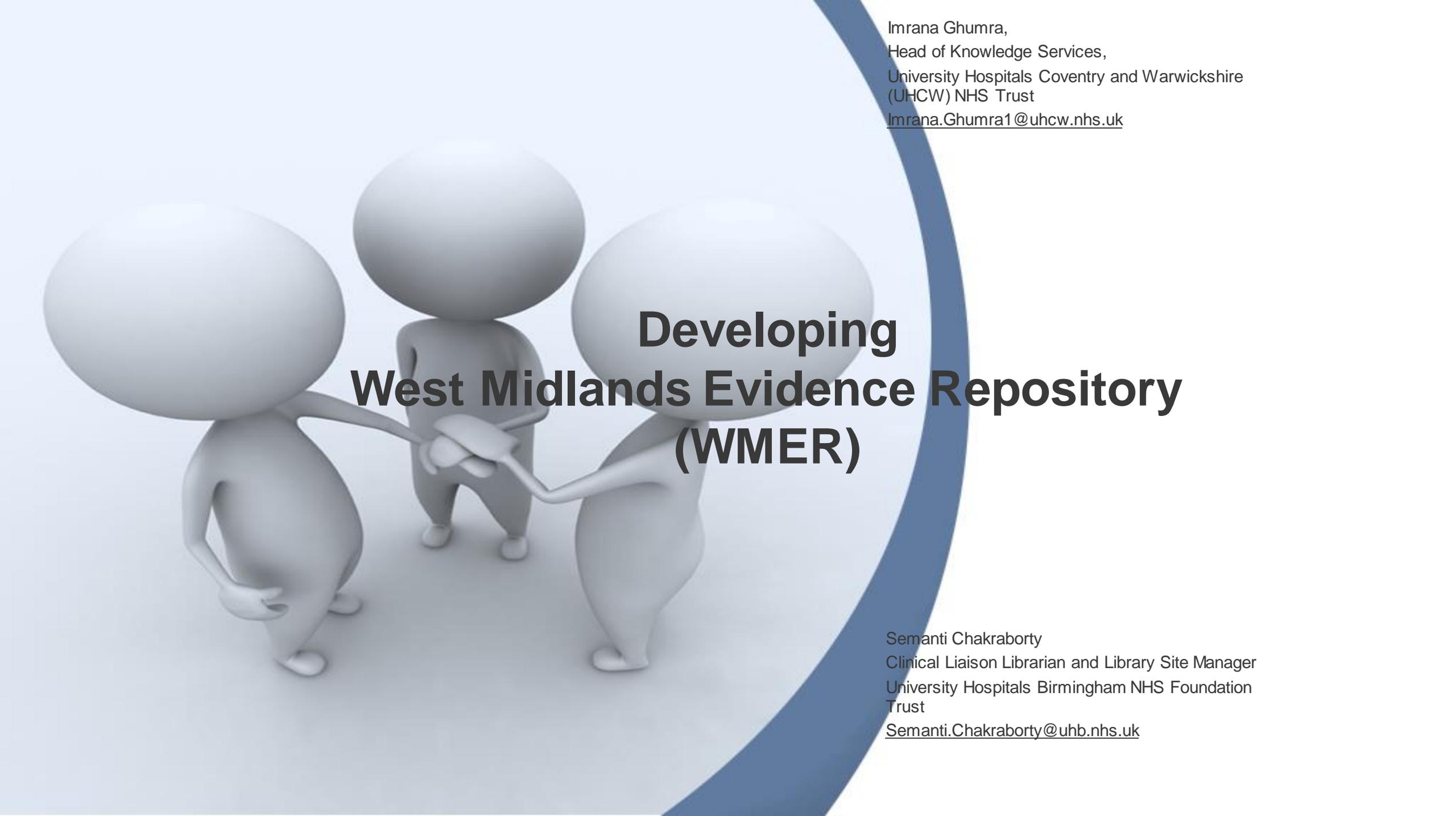


	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Amber total requests	11	13	13	7	8	33	27	38	11	15	31	37
EMER total requests	32	22	35	13	19	24	11	33	15	16	29	43
Amber search inclusions	17083	19845	31302	35898	25555	47701	52442	46396	48565	27240	49523	61736
EMER search inclusions	1959	1825	1729	1824	2208	2315	1797	2091	2008	1824	2510	2710

■ Amber total requests    
 ■ EMER total requests    
 — Amber search inclusions    
 — EMER search inclusions

# Benefits of being in the Hub

- **Exposure – many eyes heading this way**
- **Context – repository materials but also theses, books, articles, point of care**
- **Unusual repository content warrants profile**
- **Single repository at push of a button (once all in!)**
- **Open – any searcher can see Amber**
- **Not an either or**



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Head of Knowledge Services,  
University Hospitals Coventry and Warwickshire  
(UHCW) NHS Trust  
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# Developing West Midlands Evidence Repository (WMER)

Semanti Chakraborty  
Clinical Liaison Librarian and Library Site Manager  
University Hospitals Birmingham NHS Foundation  
Trust  
[Semanti.Chakraborty@uhb.nhs.uk](mailto:Semanti.Chakraborty@uhb.nhs.uk)

# The Background: Why we came together

1. Black Country Healthcare NHS Foundation Trust
2. Dudley Group NHSFT
3. George Eliot Hospital NHS Trust
4. Sandwell and West Birmingham Hospitals NHS Trust
5. South Warwickshire University NHS Foundation Trust
6. University Hospitals Birmingham NHS Foundation Trust
7. University Hospitals Coventry and Warwickshire NHS Trust
8. Walsall healthcare NHS trust

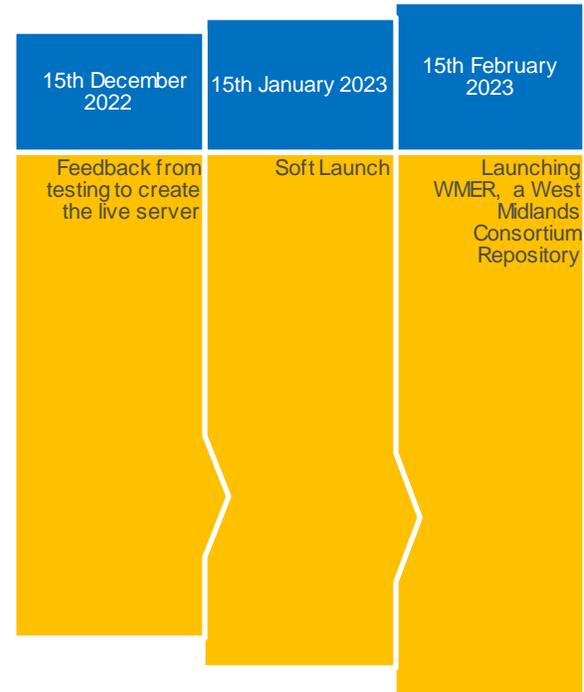


# The journey:

- Finding the Supplier
- Regular Meetings
- Agreed on the basic rules
- Sorting finance
- Testing
- Support from Peers with their knowledge and experience
- Customising the product
- Going Live



# Timeline



# Bumps on the Road:

- Liaising with the participating members
- Liaising with the Supplier
- Documentation/Jargon
- Testing Server Vs Live Server
- Meeting the Timeline



*Thank You!*  
*Any Questions?*



# Using Haplo for non-traditional publications

OUTSTANDING CARE

HEALTHY COMMUNITIES

AND A GREAT PLACE TO WORK

Presented by Sarah Lewis, Library and Knowledge Services Manager, Buckinghamshire Healthcare NHS Trust



# Background

## Trust Learning and Knowledge Framework Group

### 2. Purpose

To enable and promote organisational learning through a range of channels to include Trust intranet, learning events, locally disseminated education and the learning repository, as part of the Trust Knowledge Management Strategy and the wider Knowledge for Healthcare Development Framework.

The Knowledge and Learning Framework will develop the processes required to enable the smooth running of the outputs and act as a point of escalation for any issues related to this.



Learning Repository – key output

# Background

## Trust Learning and Knowledge Framework Group

Key partners	
Quality Improvement	Library and Knowledge Services
Research and Innovation	Clinical Effectiveness
Patient Safety	Patient Experience
Corporate Nursing	Communications
Organisational Development	Education and Learning

# Repository requirements

Key repository requirements	
Password protected – access to Trust staff only	Single sign on
Able to manage traditional research publications and other types of learning Qi Projects, Clinical Audit Projects, Learning from Serious Incidents	Separate approval pathways for different types of content ie QI, Clinical Audit
Information governance compliance	

# Choosing a repository platform: the role of Information Governance

- Cyber Essentials
- ISO27001
- Servers based in the UK
- Registered with Information Commissioners Office

## Haplo/Cayuse

- Haplo.com
- Haplo is a UK company but is now owned by Cayuse (US)
- UK repository clients include
  - University of Westminster
  - University of Derby
  - SOAS
- Bucks Healthcare Trust – 1<sup>st</sup> NHS customer

# Journey so far

## Oct – Dec 2022

Delays to user testing

Meeting to discuss transfer Trust directory data over to repository

## Jul – Sep 2022

Facilitated sessions with Haplo to help us finalise

- Repository branding
- Schema
- Customisations

Online project room to upload and share key repository documents

Consultation to name repository – BHT Insights-

## Apr- Jun 2022

Set up Repository task and finish group at BHT

Initially met with Haplo Project Manager every 2 weeks

Identified workflows for different areas of repository

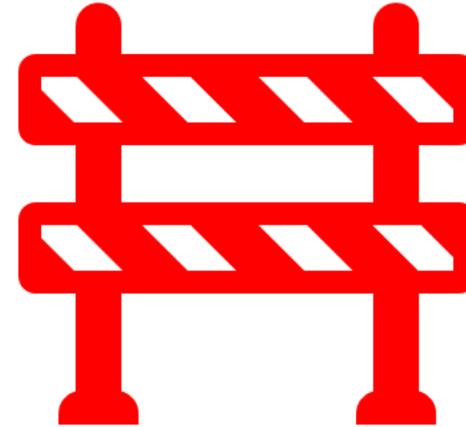
OUTSTANDING CARE

HEALTHY COMMUNITIES

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# Challenges

- IT and single sign on
- Communication



## Further information

Sarah Lewis

Library and Knowledge Services Manager

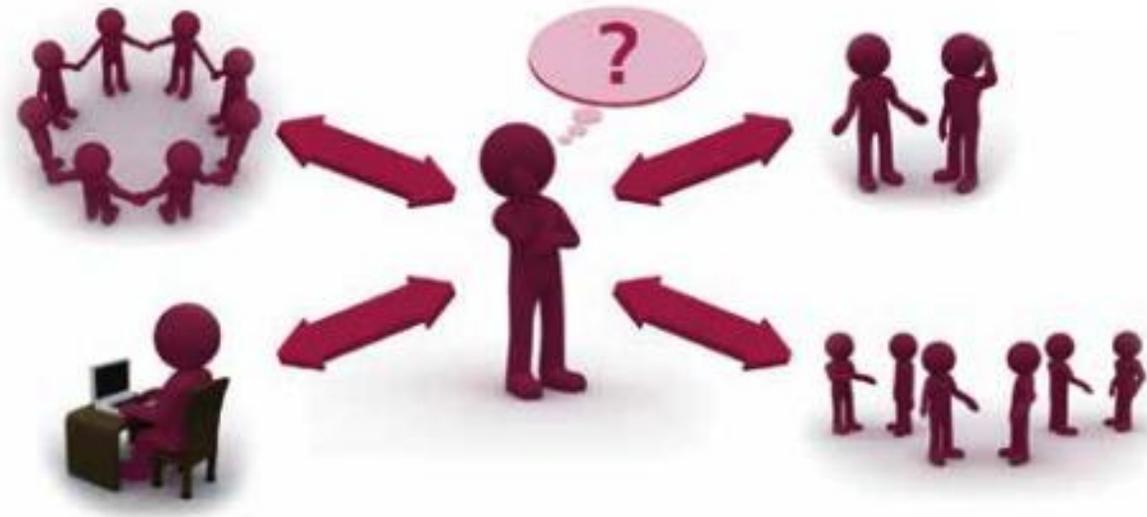
Buckinghamshire Healthcare NHS Trust

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## Communities of Practice

Anytime,  
anywhere



Community  
of Practice -  
next steps

A Community of Practice is a group of individuals who come together to share ideas, develop expertise and solve problems around a topic of interest. Communities of practice can be made up of people across the NHS and beyond, so that knowledge is shared and re-used widely.

**NHS**

- **Join the discussion list**

<https://www.jiscmail.ac.uk/cgi-bin/webadmin?A0=NHS-REPOSITORIES>

- **FutureNHS site**

<https://future.nhs.uk/HEENHSSharedRepositories>

- **Would you like to join a core group ?**



