

# Quality and Improvement Outcomes Framework for Library and Knowledge Services - Outcome 1



Developing people  
for health and  
healthcare

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- More detail about the Outcome and its importance
- What is the Outcome about
- Why is the Outcome important to Stakeholders
- Why is the Outcome important to LKS
- Understanding the levels of Outcome 1
- Learning from the Pilots



What does the Outcome 1 Webinar focus on? 



All NHS organisations enable their workforce to freely access proactive library and knowledge services that meet organisational priorities within the framework of Knowledge for Healthcare.





# How will it help in decision making for the organisation?



- Best evidence is available and used to inform service redesign
- Evaluate the level to which they utilize LKS specialists
- Assurance that LKS specialists are adapting their services



# How will it help in decision making and service improvement for LKS staff?



- Review level of engagement with organization(s) served
- Identify good practice and gaps to enhance engagement
- Refocus resources and services



# Level 0

- Access to Library and Knowledge Services and Specialists not yet developed
- Not performing in this particular Outcome





# Level 1 focuses on strategic planning and organizational engagement



- Strategy and plan active are up to date?
- Current goals and priorities are included?
- Achievements and progress are demonstrated
- Board member(s) actively take an interest in the service
- The service has an identified budget





**COOPERATION**

**PARTNERSHIP**

**TEAMWORK**

**CREATIVITY**

**BRAINSTORMING**

**UNITY**

**KNOWLEDGE**





Level 2 focuses on developing a systematic approach to monitoring and increases user engagement



- Systematic approach to planning and monitoring
- Routinely seek input in planning
- Seek feedback and evaluation of activities
- Develop services as a result of user input





- LKS embedded within organisation
- Ongoing discussions with stakeholders
- Open to business cases for new services
- Impact is evidenced and recognised

Level 3 focuses on embedding the LKS within the organisation with greater recognition and resourcing



# Level 4 focuses on developing champions and being business critical to the organisation



- Senior stakeholders advocate for service
- Embedded in organisational decision making
- Proactive in anticipating organizational needs





## Things to think about

- To what extent is this theme a strategic imperative for this library and knowledge service?
- How do library and knowledge staff identify the organisation's priorities?
- What strategies are used to promote the vision of the library and knowledge service?
- What implementation/action plans are in place?
- How are stakeholders involved in service delivery?
- Who are the library and knowledge service stakeholders?
- How do library and knowledge staff consult with stakeholders?



## Things to think about

- How effective have the library and knowledge staff been in meeting the priorities of the organisation?
- How effective have the library and knowledge staff been in meeting the priorities of Knowledge for Healthcare?
- How good is the library and knowledge service at adapting to change?
- How are staff encouraged to introduce new services or improve existing ones?
- How are new developments planned and managed?
- What new services or innovative projects have recently been introduced?



## Good practice identified in the Pilots

- Consultation on the strategy
- LKS team aware of strategy
- Measuring progress (dashboard)
- Sign off from board
- Engagement with other organisations
- Organisational and KfH priorities recognised





## Development feedback to the Pilot Sites



- Alignment to KfH
- Consultation with Stakeholders
- LKS priorities aligned to organizational need
- Reflection and evaluation



# Guest Speakers



**Donald Mackay**

**Head of Bodleian Healthcare Libraries  
University of Oxford**



# Regional contacts

- Holly Case Wyatt, Library and Knowledge Services Development Lead, London and Kent, Surrey and Sussex [holly.casewyatt@hee.nhs.uk](mailto:holly.casewyatt@hee.nhs.uk)
- Clare Edwards, Deputy Head of Library and Knowledge Services and Technology Enhanced Learning, Midlands and East [clare.edwards@hee.nhs.uk](mailto:clare.edwards@hee.nhs.uk)
- Dominic Gilroy, Library and Knowledge Services Manager: Y&H, North [dominic.gilroy@hee.nhs.uk](mailto:dominic.gilroy@hee.nhs.uk)
- Lucy Reid, Deputy Head of Library and Knowledge Services and Technology Enhanced Learning, London and Kent Surrey and Sussex [lucy.reid@hee.nhs.uk](mailto:lucy.reid@hee.nhs.uk)
- Sue Robertson, Knowledge Services Development Lead, South [sue.robertson@hee.nhs.uk](mailto:sue.robertson@hee.nhs.uk)

