

OHFT FT Library Services Annual Library User Survey Report 2022

NHS



Aims and Objectives of the Survey

General:

- to obtain feedback about users' experience of and satisfaction with Library Services and resources in order to identify areas in need of improvement and development and evaluate quality
- to collect evidence of the impact of the contribution of Library Services to patient care
- to promote the library, raising awareness and alerting readers to services or resources
- to evaluate the quality of library services and resources

Specific objectives for 2022:

- to identify progress on particular initiatives including usage of resources remotely, KnowledgeShare, other current awareness bulletins, and the new Library Newsletter also promoting further awareness and sign up.
- to promote outreach/clinical librarian services
- to raise awareness of knowledge management and patient information specialist services offered.

Methodology

- A 16 question survey was created using Microsoft Forms, which ran from 1-29th April 2022. A prize of £30 Amazon gift voucher was offered for the best answer to the "impact" question (Question 14), selected by the LUC and library staff.
- Questions included new, modified and previously used questions with the aim of deriving some measure of comparison or improvement from previous years, and to highlight new services. Questions were adapted to take account of the change from using Survey Monkey which has different functionality to Microsoft Forms.
- A link to the Survey was sent to all SWIMS library members on 1st April to existing and recently-expired members. This was repeated on 26th April.
- 178 responses were received (2020 = 486).

Analysis

The responses to each of the questions were collated and analyzed to provide recommendations and further actions (*n.b. number of responses in () for each question*).

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Q1 For which organization do you currently principally work (or study)? (178)

OHFT	154
Oxfordshire CCG	1
Public Health - Oxford	9
Public Health - Aylesbury	0
NHS SWC CSU	4
University of Bedfordshire	0
University of Oxford	3
Oxford Brookes University	1
UWE	1
SCAS	0
Other	5

We wanted to identify respondents and their stakeholder groups. Similar to previous years the majority of respondents were OHFT staff (87%). For stakeholder organisations, there were responses from all choices except for Public Health, Aylesbury, the University of Bedfordshire and SCAS. 5 respondents selected 'Other'.

Q2 Please select from the list the title closest to your main role? (127)

This aimed to identify roles of users, to give an indication of reach of library services.

Clinical Psychologist	9
Estates/facilities worker	0
Health Care Assistant/Suppor...	5
Medical/Dental (including GPs)	23
Nurse	43
Psychotherapist	5
Researcher	7
Social worker	6
Student	3
Teacher, Course Lead	2
Trainee PWP	2
Trainee clinical psychologist	4
Other trainee	1
Other	17

Responses were received from users across most of the roles listed, in similar proportions to previous years: Nurse (24%); Medical/Dental Including GPs (13%); Students (2%); Clinical psychologists (5%); HCA/Support workers (6%); Psychotherapists (3%); Researcher/Teacher (5%); Social worker (3%); Trainees (4%); Other (10%).

For this question and Q1 unlike for previous surveys, we decided not to ask users to specify their role when they selected other as this would have required a separate question, lengthening the survey which we felt was not beneficial (MS Forms software has less functionality than Survey Monkey).

Q3: Which libraries do you visit in person, and how often? (178)

Library	Daily (not offered 2020)	Weekly	Monthly	Several times a year	Never(not offered 2020)
Littlemore Library		1.7% (16%)	3.4% (13.5%)	12.9% (73.7%)	82%
Warneford Library	0.6%	3.9% (21%)	6.7% (20%)	18.5%(62%)	70.2%
Whiteleaf Library		1.7% (27%)	3.9%(15%)	9%(61%)	85.4%

As the main library, Warneford remains the most visited library. Next is Littlemore and Whiteleaf is the least visited in person. 2020 totals are in (). All the figures appear to be quite low, which undoubtedly reflects the impact of the pandemic. The 'Never' option is difficult to analyse since it is not clear whether respondents never visit a particular library but do visit others for example.

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Q4: Which library services and resources do you use remotely (178)

This question aims to gauge usage, raise awareness and emphasise the availability of library services for remote users in order to help overcome some of the misconceptions and perceived barriers to usage of library services, such as distance from libraries and accessibility of resources.

Service/Resource	%Used frequently	%Used sometimes	%Not used	2022%Used/ Not used	2020 %Used/ Not used
Access e-resources (databases, journals and e-books)	36.5	42.1	42.1	78/42	71/29
Make enquiries and requests via online forms on the library website	16.3	41	42.7	57/43	37/49
Request documents or books via email/phone to be sent/posted	15.2	36.5	48.3	52/48	43/47
Request evidence reviews literature searches	15.2	44.4	40.4	60/40	46/17
Request information skills training	4.5	19.1	76.4	24/76	19/64
Receive new alerts or evidence updates	42.1	23	34.8	65/35	54/35
A librarian attends my team meetings	1.7	11.8	86.5	14/86	20/65
Ask a question	10.1	43.8	46.1	54/46	NA
Access online, e learning, training or inductions	12.9	30.9	56.2	44/56	NA
Access titles lists	6.2	24.7	69.1	31/69	NA

“Accessing e resources” again received the highest usage and was used second most frequently. The second highest used service was again receiving new alerts of evidence updates and this was also used most frequently, reflecting the continuing popularity of current awareness services. Third was again requesting literature searches and was used joint fourth-most frequently.

Also highly used were making enquiries and requests via online forms, requesting documents or books to be emailed or posted, ‘Ask a Question’ and access online, e learning, training or inductions.

“A librarian visits my team,” was the only service that was used by a lower percentage of respondents than in 2020. Again, this is reflective of the pandemic/lockdown circumstances we have been operating under, including use of MS Teams rather than face to face meetings.

Q5: Which of these electronic resources have you used in the last three months? (178)

This question aimed to find out about respondents’ usage and understanding of e resources to inform activities for improving use and understanding of quality resources. Highest used were The Knowledge and Library Hub (replacement for OVID Discovery), the HealthCare databases and Google Scholar, followed by NICE Evidence/portal search and NHS Electronic Journals using OpenAthens. There was again significant usage (much higher than 2020) of Cochrane and NHS e journals. The SWIMS catalogue, the Library Website and Pubmed showed much higher use, whilst the RMM had similar use compared with 2020 and BMJ Best practice also was quite well used. The increases in usage despite the lower number of respondents is encouraging, particularly for the Library Website. A few respondents stated that they would like to have been able to respond that they did not use any of these resources and were forced to make choices

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that were not necessarily true. Despite prior testing this issue was overlooked in creating the survey, but we will ensure that such issues are checked more carefully in future.

	2022	2020
Use of electronic resources	%	%
Google Scholar	76	50
Healthcare databases, eg Medline, EMBASE, PsychINFO, CINAHL	85	51
Library website (eg How to...guides, finding resources)	55	20
Pubmed	58	44
NHS Electronic Journals using Athens	71	43
SWIMS library catalogue	46	30
Cochrane (Systematic reviews)	51	40
NICE Evidence/portal search	75	27
BMJ Best Practice	38	
RMM	13	10
Ovid Discovery		23
Knowledge and Library Hub	84	

Further Actions: Continue to increase awareness of all resources, focussing on the RMM, SWIMS catalogue and BMJ Best Practice.

Q6: Do you currently receive alerts from KnowledgeShare? If so how useful do you find them?

Very useful	65
Sometimes useful	51
I get them but they are often ...	10
I don't receive any alerts	35
I don't receive any alerts but ...	17

Overall a majority of those who responded found the alerts very/sometime useful - 65% of respondents. Only 6% said they received them but they are often not relevant. 20% don't receive these alerts and 9% of respondents wanted to receive the alerts and provided email addresses in Q16.

Further actions: Contact those who requested this to offer them the KnowledgeShare service

7. Do you receive any of our other evidence alerts? These are usually monthly or quarterly bulletins on specialized topics either embedded in an email or sent out as an attachment. If so do you find these useful?

Very useful	42
Sometimes useful	41
I get them but they are often ...	8
I don't receive any alerts	59
I don't receive any alerts but ...	31

47% of respondents found the alerts useful or very useful whilst 5% received them but said they were often not relevant. 31% of respondents do not receive alerts and 17% were interested in finding out more.

Further Actions: Contact those who requested further information

8. The library newsletter, *Intelligence Insider*, is a brief monthly communication sent by email to inform you about our latest services, including tips about accessing knowledge.

I already receive it (go to ques...	47
I would like to receive it (enter...	49
I do not receive it (go to Ques...	84

26% of respondents already received *Intelligence Insider*; 47% do not receive it and 27% would like to receive it.

Further Actions: Sign up all who requested this.

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9. Would you recommend the Library Newsletter to your colleagues?



Of those receiving the Newsletter, the average rating was 3.47 out of 4.
Further action: Use this rating in marketing and add to Newsletter publicity

10. Quality of library resources/services

The top 3 services/resources were 'Library Staff support & expertise', 'Library Website/online services' and 'Range and subject coverage of journals'. 'Literature searching services' and 'the Knowledge and Library Hub' were also rated highly. Other services were also rated well – those rated least (Point of care tools, Information skills training and Knowledge Management Support corresponded to high levels of 'Not used'. It is not clear whether they were not used because they were unknown or not needed. A very low level of 'Inadequate' ratings were recorded.

Further action: As for Q5 Focus on marketing to increase awareness of 'point of care' tools and Information skills training

Services	V Good	Good	Adequate	Total Good etc	Inadequate	Not used
Library Website/online services	41.6	31.5	5.1	78.2	0	21.9
Range and subject coverage of Journals	30.9	37.6	9	77.5	1.7	20.8
Subject coverage and currency of Books	20.2	31.5	7.9	59.6	1.7	38.8
Point of care tools -BMJ Best Practice, Royal Marsden Manual Online, Clinical Skills	17.4	22.5	5.6	45.5	0	54.5
Knowledge and Library Hub	33.1	29.2	5.6	67.9	0	32.6
Location or accessibility of libraries	27	19.7	9.6	56.3	3.9	39.9
Library Staff support & expertise	69.7	13.5	0.6	83.8	0.6	15.7
Literatures Searching services	44.9	20.8	4.5	70.2	0.6	29.2
Information skills training	18	11.8	2.2	32	0.6	67.4
Knowledge management support	27	12.4	1.1	40.5	0	59.6

Q 11. If you have received information skills training in the last 12 months (e.g. training in Literature Searching, Critical Appraisal, Reference Management), please provide details below (Select all that apply)

Individual Training	14
Group Training	17
Online (MS Teams)	22
Face to Face (In Person)	4
I have not attended training (Go...	143

Q12. If you have received information skills training in the last 12 months (e.g. training in Literature Searching, Critical Appraisal, Reference Management), please provide your feedback:

Feedback	Very good	Good	Adequate	Inadequate
Overall content	74.3	14.3	11.4	0
Pace of session	78.8	18.2	3	0
Length of session	75	21.9	3.1	0
Potential usefulness to your work	75.8	15.2	6.1	3
Awareness of library resources and improvement in your information literacy skills	68.8	21.9	6.3	3.1

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Although the numbers of respondents receiving training was relatively low, there was a very high level of satisfaction with all aspects of training provided. One comment was added in another section relating to training:

Excellent efficient library service, have used the library extensively the last few years to support MSc and other modules completed. Articles and books requested sourced and sent very promptly. Skills training refresher was really well delivered and a great help.

Further Action: Continue with Marketing Strategy to increase awareness and take up of training opportunities; make use of impact statements.

Q13: Has information obtained from the library led you to change or consider changing any aspect of your work which directly or indirectly contributes to improved patient care, enhanced efficiency, or time and resources saved? Please tick all that apply.

● Diagnosis	20
● Choice of treatments/therapies	64
● Choice of tests	14
● Advice to patients/carers	73
● Service delivery	59
● Guideline/pathway developm...	41
● Research	57
● Audit	18
● No, but I plan/expect to make ...	26
● No, I haven't made or plan to ...	37

A significant number of respondents stated that using the library has made a difference to their work for the benefit of their patients. The top four changes were: **1. Advice to patients/carers. 2 Choice of Treatments/therapies 3. Service Delivery 4. Research.** The other categories had a significant number of responses. 37 people have not made any changes but 26 respondents plan to make changes in future.

The responses indicate that the library is providing a wide-reaching service supporting patient care in a variety of ways. and implies that the library remains an essential, core,

'business critical' service for OHFT staff and students.

Further Action: Make use of data and statements to increase awareness of how the library can support staff and students

Q14 Would you like to win a £30 Amazon voucher? Tell us the story of the changes you have made or intend to make, identified in Question 13, in the box below. What did/will you do and how has this benefited or may benefit patients, staff or the organisation? We will award a voucher for the best response as judged by library staff and the Library User Committee. *Please don't forget to add your email address to enter the competition!*

See Appendix 1 for responses.

There were some excellent answers which demonstrate the range of uses that library information/services support. This made it very difficult to select an overall 'winner' but after much deliberation the following answer was chosen to win the prize of a £30 Amazon voucher:

Winning answer

You found me invaluable information on physical health conditions more prevalent in people with autism which I have shared with OHFT colleagues and the Oxfordshire GP network. Prior to you finding this data none of the people I note here had any awareness of these health risks so you may well be responsible for saving lives! Simon Jones, Nurse Consultant, Learning Disabilities

Further action: make use of the responses to increase awareness and usage of library services

Q15: We'd love to know how the library might work with your team to support your information needs - please tick all that apply and we will get back to you! *Please enter your email address in Q16.*

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Q16 Finally....please leave your email address below if you would like to find out more about

particular library services as indicated in questions 6,7,8 or 15 and we will get back to you!

And if you have any further suggestions or comments about library services please add them here.

● Governance meetings	16
● Case presentations/ward roun...	25
● Literature searches	65
● Information skills training	59
● Support for knowledge mana...	36
● Support for patients	40
● Suggest a new knowledge ser...	17
● Find out more about resource...	44

73 respondents left their email addresses for contact about the services listed and most were interested in several services.

Further action: respond to all who requested this and use contacts to raise awareness and work with new teams.

Summary of key findings/further actions.

1. Library use: The effect of the pandemic has resulted in a far lower physical usage of library services whilst remote services were highly used by respondents. This is not an indication of the value of library space as for many staff the option to use the space was not available.

Continuing relatively high level of non-use indicates a need to continue to promote awareness and benefits of services but also probably reflects the significant pressures on Trust staff during the pandemic, whilst further indicating the need for librarian support at work bases and to provide services such as literature searching to save staff time.

Further increases in use of online methods to access library services indicates a certain success in activities to increase awareness and usage of online services. **Actions:** Continue to promote remote services to further increase awareness. Increase marketing activities using a variety of methods including outreach team activities. Make use of impact data to increase awareness.

2. Evidence-based resources. There was a comparative increase from 2020 in use of the high quality evidence resources listed. Of particular note is that in contrast to 2020 when OVID Discovery received a very low score, our new Discovery Tool, the Knowledge and Library Hub shows very high usage which indicates more success with marketing as well as improved effectiveness of this service. Less used were the point of care tools – BMJ Best Practice, Clinical Skills and the RMM. **Actions:** Continue to clarify issues around quality of evidence and options available in order to encourage more use of better evidence sources in inductions and training sessions. Continue to increase awareness of all resources, focussing on the RMM, SWIMS catalogue and BMJ Best Practice.

3. Alerting services including the Intelligence Insider Newsletter. There was again a high level of interest in signing up to these services and a high level of satisfaction with the service recorded by current users. **Action:** Contact all those who expressed an interest in signing up. Further

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publicise services to all OHFT staff and stakeholders. Use the positive ratings for the Newsletter in marketing to increase sign up and awareness.

4. Quality of / access to resources and services provided. The majority of services and resources received high ratings and those that were rated least highly – point of care tools and information skills training and knowledge management support were also most highly ‘not used’. This indicates that lack of awareness may be the main reason for lack of use. There was a very low level of ‘Inadequate’ recorded. **Action:** to increase awareness through marketing of point of care tools, training and knowledge management support.

5. Use and quality of information skills training. Although the numbers of respondents receiving training was relatively low, there was a very high level of satisfaction with all aspects of training provided. **Action:** Continue with Marketing Strategy to increase awareness and take up of training opportunities; make use of impact statements.

6. Library information leading to changes in patient care. Many respondents used library information for this purpose. The top four reasons were **1. Advice to patients/carers. 2 Choice of Treatments/therapies 3. Service Delivery 4. Research.** The responses indicate that the library is providing a wide-reaching service supporting patient care in a variety of ways. and implies that the library remains an essential, core, ‘business critical’ service for OHFT staff and students.

Action: Make use of data and statements to increase awareness of how the library can support staff and students

7. How the library might work with teams/suggestions for new services. 73 respondents left their email addresses for contact about the services listed and most were interested in several services.

Suggestions for further services included:

- I think the online library services would be more accessible if all links and accounts were in one place or even if there was only one log in necessary as I know that a lot of staff members are reluctant to use them due to the extra passwords and usernames to remember.
- I am based in South Buckingham part of the trust at the new developed community Mental Health hub in high Wycombe called Saffron House and was wondering if there is any scope of extending the library support service here by having a collection of books and journals here. Thank you.
- One suggestion for improvement is to try extending the "outreach" to other clinicians (perhaps some in-person "networking events" in the same library?), as they may sometimes not being aware of how approachable librarians are, and how easy it is actually to get help from them. Thank you.
- I would like to see more systemic family therapy resources in the library. This is very limited online too.

Further action: respond to all who requested this and use contacts to raise awareness and work with new teams.

8. Competition: Changes you have made or expect to make using library support or information. What did/will you do, and how has this benefited patients, staff or the organisation?

There were some excellent answers which demonstrate the range of uses that library information/services support. **Further action:** make use of the responses to increase awareness and usage of library services

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Appendix 1 Library survey competition responses

Literature reviews to make sure my practice continues to be evidence-informed and be able to help the team with new evidence-based thinking

I have been able to obtain information which has broadened my knowledge and therefore strengthened my practice, especially as I am able to talk with patients regarding alternate choices of therapies/treatments which enables choice and autonomy. This has opened up positive discussions where we can consider different points of view, preferences, past experiences and pros and cons.

The Resources and particularly the Library at Oxford Health are a real incentive for me to work here when other aspects of my work can be very trying, so this has directly impacted my staying with Oxford Health when I might otherwise have gone elsewhere. So a big plus for staff retention. We all know this benefits everyone. (3)

I want to start a career within safeguarding children, I currently work for CCN as admin.

Have backed up my current training with further reading around the development of CBT therapies and what has led them to their current incarnation. This has built on my confidence when working with patients and enhances my interpersonal skills in delivering psychoeducation as I feel my background knowledge is much stronger than it was.

I have drawn evidence base, Cochrane reviews, NICE guidance and journal extracts in thematic reviews of patient safety harms. This enhances the validity of the report and enables the reader to understand the standards and make a comparison with the standards of care delivered.

Ongoing influence on my clinical practice by utilizing increased knowledge of evidence-based therapies, increased knowledge re specific diagnoses. Able to direct students to specific information, resources and outcomes measures. Use articles in peer supervision for journal club discussions and sharing with colleagues via Teams channels. Helps inform choices for PDR and for CPD opportunities. Thank you for the support over the years !

As a new and specialised service the literature searches have been a godsend in providing evidence base for my practice all the staff are amazingly approachable, but I would especially like to thank **Mark** who goes above and beyond

Unfortunately I have not had the time to put library resources to good use. If I had the resource, I would task an assistant psychologist with a QI project to provide literature to give to young people with NICE guidelines, treatment options explained and efficacy to help people make informed choices about the information they attend to on the internet and to then consider efficacy and treatment choices. The literature would also help temper expectations and improve proactive engagement and the concept of 'your treatment starts here' and 'you are an active participant in your treatment'.

When I was doing my leadership development training in 2019, I did a QI pilot project on Telepsychiatry (digital consultation) with one of our Housing Provider partners. We launched this in January 2020, just before the pandemic started. Therefore when the Covid19 pandemic started and the Trust went to digital consultation using Ms Teams, my Team and the Housing provider were already orientated to digital consultation.

Have found the Emails with suggestions for reading really useful - I'm on the School Nurse SCPHN course and was doing a project on self-harm management in Oxfordshire, now hoping to do something on autism in schools. THANKYOU for your help !

I am new to the LD team and did not know enough about ASF or therapeutic interventions that are currently used that are deemed as best practice. I find there is a lot of admin work to get the article you want and I asked a member of staff to help. They went above and beyond and completed a literature search as well as sending the copies of the articles I wanted to read in full. The articles were relevant and recent which was great.

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I am studying elsewhere and so access another library. I haven't used the trust library at all. However, the ongoing research and clinical reading greatly informs my work. I wish I'd known more about your services earlier as I would have used them

I am currently a band 3 rehabilitation assistant and want to provide the best patient-centered care possible to all of my patients. I used resources on motivation within therapy to help improve my approach and conduct for different patients and their situations and have noticed a great improvement within my work so far. I am able to build better rapport with my patients faster and find it much easier planning goals that are most relevant to them within their rehabilitation. The library services provided me a variety of research on the matter which allowed me to compare resources and find common themes to take away to my practice.

I have also utilized the library services to support me within my role of Transgender and Non-Binary Support Group co-lead. I have been able to gather different research papers and studies focusing on the transgender community to support the advice and resources that I provide to others, making sure that it is relevant and accurate. I also like to understand how the medical community understands the transgender population from different medical case studies of care and consider this when speaking to clinical staff members, taking their experiences into account.

To ensure our service provided is inclusive of those with Learning Disabilities I linked with the local librarian who linked me into Monthly press releases and I also have linked into knowledge share. LD is not my usual branch of nursing so it helped me ensure we as a team adapted training resources so they can be read more easily by these service users. Keeping informed on the 'state' of LD nursing and how we can support these colleagues through change. I also appreciate being sent Knowledge share updates my own private interests related to my topics as this reminds me how quickly knowledge is being created and how the new culture of sharing knowledge we experienced during lockdown can continue. Keeping my knowledge up to date is very important in my role as Clinical Trainer. Learning how to embed knowledge into practice is a challenge I face daily.

As I have become more knowledgeable in my research skills, I've had to rely less frequently on the help of librarians. However, there've still been instances where I've struggled to find "that" particular piece of evidence that would benefit my practice and/or my research. One of the reasons why I particularly appreciated the help of OHFT librarians was that their support was very prompt (especially as compared to other library services, that I shall not name!) and accurate. Because of that, I've felt reassured that my enquiries were being taken seriously and responsibly. ***One suggestion for improvement is to try extending the "outreach" to other clinicians (perhaps some in-person "networking events" in the same library?), as they may sometimes not being aware of how approachable librarians are, and how easy it is actually to get help from them.*** Thank you.

Working for NHS111, we get a lot of callers having thoughts of self-harm or callers with a history of self-harming. The last email I received from the email had useful and latest information and guidelines about what needs to be done about people who self-harm. This was in regards as if we need to send these people to A &E which is already overstretched. If the patient does not need A&E, I learnt that the GP needs to do regular reviews with the patient. I shared the email with the Team and they were so thankful.

I'd like to know more about how to access library services - I haven't used them as I've been registered with Exeter University for a few years, but this has ended now.

Advice to patients, Audit, Research, choice of treatments/ therapies, service delivery and Diagnosis, guideline /pathway development.

I have used library resources in CBT sessions

I am still relatively newly qualified but I do intend to do literature searches to inform my patient sessions and ensure I am evidence based!

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Sorry, nothing especially exciting to report! when used it the past, a search opened up a whole topic of debate between nurses and GP as to whether NSAIDs should be used in the treatment of adolescent MSK injuries. This was roughly 5 years ago. Debate still ongoing and likely to surpass my retirement from general practice. Have also more recently used the service to look at new patterns of botulinum toxin injection. Journal was sent to me, hugely helpful and led to me following this practitioner on social media- Not only have I learnt even more about anatomy and techniques but he is particularly easy on the eye which makes my life a little happier :-)

Resources helped me to design therapy interventions. Really helpful, thank you.

I received a literature evidence update which discussed the impact of digital experiences on young people with Eating Disorders. It led to us as a team asking about digital life as a standard question in assessments.

Articles sent to me by knowledge share helped me to stay up to date with current developments in my area of work. I changed roles and thus updated my preference for articles shared with me from clinical practice to supporting preceptees.

This is valuable as it helped me to review articles relevant to my role and also share information by uploading articles to MS TEAMS channels and Moodle which help all newly qualified/ newly registered clinicians read up to date evidence relevant to them.

I am also studying a Academic Professional Apprenticeship and having the resources to hand has guided my learning and made my assignments informed by current evidence and best practice.

I would like to thank the Library team for offering their time to share their expertise with preceptees in the different preceptorship programmes.

We are currently reviewing the literature relating to two areas of practice. One of these involves a systematic review and another involves a literature search. These relate to dementia and learning disability. The library have offered us training and advice, and have helped us identify relevant literature to use. This has helped us work more efficiently and effectively. We hope that these projects will result in changes in practice, and the development of evidence-based guidelines.

I plan to use the resources available to us more to expand my knowledge on how to work better with my clients. I will do more research using the in person and online information available.

The searches the librarians have carried out, have been used to inform evidence summaries and options put forward when considering interventions in our community. The searches included both quantitative and qualitative studies, so that not only effectiveness but also community views and potential unintended consequences/impacts on equity could be assessed.

We reviewed our pathway for EY with DS and reviewed the quality of the service we provide. The librarians were extremely helpful finding and supplying reference papers at very short notice when this piece of work was needed in Court. Thank you so much librarians!

Having started a new role last year the library has been an essential tool in providing greater understanding of my new role through easy access to relevant reading.

The books I have borrowed allowed me to deepen my understanding of a number of areas such as supporting with anger and irritability, self harm and eating disorders. This has improved the quality of my work with individuals, guiding my choice of relevant interventions. It has also developed my skill in particular working with groups, which has allowed me to be not only more skilled but reflective in my practice. In addition the staff are always friendly, helpful and importantly knowledgeable. Always ready to help me with any questions and make the experience of getting the right information easy and pleasant.

The most recent example was changing part of an intervention/ advice given to a service user and her family and people working with her as I saw an absolutely perfect article about some recent research that exactly matched the service user's description of how she felt in information I received from the library service and the library service speedily provided the article, which I then shared information from.

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We often have anxious or frightened elderly patients who live alone and have no close relatives. I made some worry worms (Random acts of kindness - Facebook) and Mark and his team were able to support me with evidence to prove that these random acts of kindness reduce anxiety and feelings of loneliness with our elderly patients, thus ensuring their journey through a tough time was made easier. They were able to take these home and hopefully remember that they are valuable human beings in their own right. (2)

Often use literature search with students - information received is given to students to critique and feedback.

I am currently designing a mindfulness training programme for the Bucks Safe Haven Team. I hope that encouraging care-provider wellbeing will improve patient satisfaction and outcomes.

I enjoy reading about the novel research - and making note of exciting new studies and evidence. As I'm training sometimes it's not relevant for my current service, however, I make notes of the studies and findings and reflect on them. As well thinking about anything I can use for my current service but also development pathways and thinking about a change for the future

The library staff are very friendly and helpful. I have been required extra reading material for adapting my CBT session for people from BAME backgrounds and even though the book I was after wasn't available at my nearest library, the library team especially Tiziana, was quick to get hold of a copy of this for me. This allowed me to adapt my sessions appropriately to benefit my client.

I would like to see more systemic family therapy resources in the library. This is very limited online too. I would like to acknowledge an exceptional library staff member- **Tiziana** who always goes above and beyond to help me find any book that I want and unable to source from the library.

I have entered a more specialist role than the OT I learnt at university. I have an excellent team of librarians who respond promptly and do my literature search for me. They have always come up with the information needed to promote intervention using best practice. There are still conditions I have not yet come across such as Alcohol Fetal Syndrome and I have used the literature to gain an understanding to come up with person centered intervention. The person is doing well with therapy and I am continuing to learn now from a blend of resources sent to me and experience.

I am doing a Family Planning Course and I have used the library more this year and I found the staff really helpful and I value being able to access the online resources and the librarians.

I worked as part of a team on a project to reduce the use of restrictive practice, in particular the use of seclusion on an inpatient ward.

As a new band 5 in my first NHS role I have found the resources very valuable to improve, and continue my learning whilst still providing the most up to date patient care. I have suggested to the team to start a journal club and for us all partake in using the resources regularly.

Skills I have learned I am now putting into practice with my clients and I am also implementing this practice into my day to day working life.

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Completing my current prescribing module has led me to more frequently review Evidence Based Practice (EBP). In doing so, I have read much towards improving my history taking, assessment, communication skills, differential diagnosis formulation and treatment considerations. I still need to set up alerts to alert me to new evidence as it emerges relevant to primary care, however, getting back into reviewing EBP has been highly beneficial. The benefit for patients is a more evidence based approach to their care, and an awareness to challenge what we currently provide and 'how things have always been done'. Particularly the research I have read into antimicrobial resistance correlated with the challenge of meeting patient expectations in primary care. Patients expect and want antibiotics and yet, the plethora of evidence suggests we should frequently withhold. Reading systemic reviews of GP experiences of managing expectation without antibiotic prescription has been eye opening and very relatable. Notably, would be focusing on patient communication, making the patient feel 'heard' and validated in their concerns, rather than entering into a simple dispute over tablets. The evidence I have had access to and engaged with has aided in leading to patient expectations being better managed, increased patient satisfaction, decreased antibiotic prescriptions and a reduction in antimicrobial resistance.

I utilise the knowledge and library hub, emails for knowledge share and table of contents to make sure the group activities I deliver on the ward for patients are aligned with current advice and guideline. I have created a healthy lifestyle group on the ward, which was recommended by different articles and reviews. The group was received well by patients and motivate them to carry on the healthy living style that they have begun on the ward.

I am a children's OT in the North CIT service OHFT. **Mpilo Siwela** Assistant Library Services Manager/Outreach Librarian, Warneford Hospital has been extremely helpful to me to conduct my own lit searches and then recently she has conducted one for me (as I have limited time at the moment in my role). I have just requested up to date evidence to support the review of our clinical pathway for the therapeutic management of our children's and young people with Duchennes Muscular Dystrophy, SMA and other similar progressive neurological conditions. The lit search she conducted and the articles are excellent. I am currently reviewing them with 2 other band 6 OTs to review the pathway.

Information obtained through library resources has contributed to an auditing project carried out using my own initiative. This project looked at ward specific incident data (Ulysses reporting system), specifically pertaining to incidents against staff members. This data was analyzed (library resources were here used,) and feedback was given to ward staff (multi-disciplinary team) regarding findings. These findings informed small changes ward practices/procedures and to individual patient interventions, which contributed to a significant reduction of incidents on ward.

I think the resources at the library are brilliant, along with the team. I need to use them more but have also had access to University resources while on training. However, being able to receive books in the post or search online databases has helped me have a better understanding if a treatment protocol, plan next steps in therapy and have a better understanding of the condition the client presents with. Overall, helping me to keep learning and developing as a professional.

For many years the library service has greatly supported my work as a pharmacist who must provide evidence based and up to date information, guidance and advice to clinicians who are making decisions about medication treatment plans for patients of Oxford Health. The library's speedy turnaround for supplying the many journal articles that I request is key in enabling me to provide timely responses to benefit patient care. I also could not write the numerous Trust's prescribing guidelines without this same efficient and helpful service. Thank you.

Further evidence and ideas for my work with families, telling them about things I have read and how we might change our conversations in therapy and adjust advice

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I use the Maudsley Prescribing Guidelines, to look at the options of medication that are for complex cases, when they have not responded to first of second line of treatment. It gives me something that I can put on the table, perhaps hope. Medication is usually not the first option in treatment of children, and adolescents (area I work in), but when this path is deemed necessary, it gives me options that perhaps I have not thought about. There are cases, where for some treatment, medication that is recommended, is not licensed in children, yet there may be enough evidence to support efficacy, and so - I would then make a case, for such treatment.

It has helped me plan quality improvements for SEND in my work as SEND Project Officer. This knowledge is now being put to use in my substantive role as well and is something I would like to learn more about. It's not very exciting but it is making a difference to people.

The staff in the library have helped me on many occasions sourcing information to share with client

Update on MCA code including link to Mental Capacity Assessment Toolkit (MCAT) has enhanced my confidence in completing MCA and knowledge I have gained will be shared with colleagues.

You do a fantastic job, please keep up the good work!

I have found the library service invaluable to me in providing up to date evidence based literature. I work in a new role in primary care with GP's supporting primary care in managing adults with mental health difficulties. As a clinician I have used the latest evidence searches to keep myself informed of good practice guidance and up to date research. I have used this to balance my clinical decision making supported with the research base that was sent to me from the library. I have found this resource invaluable support as a lone working practitioner; it has been helpful in having the evidence base protocols sent to me by the library to my surgery. This has been very time efficient in supporting me access relevant psychological protocols, such as the Unified protocol for transdiagnostic treatment of emotional disorders therapist guide which was recently sent to me. This enabled me to use the effective research within my practice- thank you! Improving patient outcomes supported by the evidence base is at the heart of my clinical practice and a big thank you to the support of library services in enabling this process to happen by maximalising efficiency and effectiveness.

From reading the articles around suicidal ideation with young people, I have been more challenging in my presentations to ensure this voice is heard.

Following attending Resilience course and Mentoring course I have learnt to recognize and look after myself better which has enabled me to better care for patients, staff and students alike. Found the library service very useful for the course work I had to do.

Excellent efficient library service, have used the library extensively the last few years to support MSc and other modules completed. Articles and books requested sourced and sent very promptly. Skills training refresher was really well delivered and a great help.

Excellent and prompt search response from **Mpilo** which has helped my team at the Personality Disorder Positive Outcome Programme a lot with their review of the literature around personality disorder training. This has and will continue to help us raise the profile of this kind of training and its benefits to primary care teams and patients with personality disorder and similar complex presentations

Due to using the information given in the library service I have now broadened my knowledge and how I can advise clients in my role