

POLICY NAME:	Trust Library Services Strategy
POLICY ID NUMBER:	
VERSION NUMBER:	1.1
APPROVING COMMITTEE:	
DATE THIS VERSION APPROVED:	
RATIFYING COMMITTEE	PARC
DATE THIS VERSION RATIFIED:	
DATE THIS VERSION AMENDED:	
AUTHOR (S) (JOB TITLE)	Trust Library Services Manager
DIVISION/DIRECTORATE:	Medical Director/Corporate Services
LINKS TO ANY OTHER POLICIES/PROCEDURES:	
CONSULTED WITH:	

DATES PREVIOUS VERSION(S) APPROVED	Version	Date
NEXT REVIEW DATE:		
MANAGER RESPONSIBLE FOR REVIEW (Must be Authors Line Manager)	Director of Medical Education	

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**AT ALL TIMES, STAFF MUST TREAT PATIENTS WITH RESPECT
AND UPHOLD THEIR RIGHT TO PRIVACY AND DIGNITY.**

1 INTRODUCTION

Our Vision is

To provide responsive and interactive Library and Information Services through both physical and virtual means and provide resources and services that will actively strengthen Trust initiatives, underpin clinical and management decisions, encourage personal development and growth through the provision of innovative and flexible solutions.

Our Mission is

To provide the best possible library service for all our staff

Our Vision and Mission are underpinned by Trust values which are

Safe: which means it's our job to protect patients against harm

Effective: which means it's our job to treat patients efficiently with good clinical outcomes

Caring: which means it's our job to care compassionately for patients and to meet their personal needs

2 CONTEXT

NHS Library and knowledge services are an essential element of the modern NHS providing staff and learners with the access to the knowledge that is essential to making evidence-based decisions and the provision of the highest quality patient care.

“Healthcare library and knowledge services underpin all aspects of the NHS - supplying the evidence base to the service to make decisions on treatment options, patient care and safety, commissioning and policy, and to support lifelong learning, undertake research and drive innovation.” –

Knowledge for Healthcare, 2015

WWL staff therefore have the capacity for effective action by having the right knowledge in the right place at the right time. The Trust Library Service needs to make its knowledge resources, it's services and it's specialist skills more usable and visible by:

- providing quick and convenient access to the right knowledge at the moment of need;
- increasing awareness and understanding amongst stakeholders of the library's specialist skills and services and their benefits for patient care, service improvement, management decision making, research and self development.

The Library also needs to play a more prominent role in enabling the Trust to evolve and learn efficiently and effectively through by generating greater engagement with the capture and sharing of knowledge and enabling it's application into practice.

3 PURPOSE

The purpose of this document is to provide a framework for the future delivery of the Library Service within Wrightington Wigan & Leigh NHS Foundation Trust over the next three years and describes how the service will enable the Trust to achieve it's strategic goals:

1. To be in the top 10% nationally for all performance league tables.
2. To invest at least £300k each year in new projects identified as having at least a two to one payback measured in finance and/or the equivalent in quality. To operate an innovation hub.
3. To have year on year 10% improvement in leaders living the values of WWL, measured by the LVQ and achieved through coaching, leadership programmes and talent management.
4. To develop a Borough wide dashboard of key information on quality, safety and performance. To continue to take steps to keep information safe.
5. To collaborate with partner organisation in delivering on key strategic issues, such as integrated care and Greater Manchester devolution and to develop a sector based single service proposition in response to Healthier Together.
6. To continuously improve staff engagement, energy and well-being increasing the positive pulse check score year on year.
7. To complete all developments in the Capital Plan up to 2018, on time and on budget.

4 KEY DRIVERS

The key drivers in the preparation of this document have been:

Operational Plan 2016/17 Public Document (Wrightington Wigan & Leigh NHS Foundation Trust, 2016)
Knowledge for Healthcare: a development framework (Health Education England, 2015)
Library Quality Assurance Framework (LQAF) England (Health Education England, 2014)

5 OBJECTIVES

Our objectives are closely aligned with WWL NHS FT objectives

WWL Objective 1: Performance

To be in the top 10% nationally for all performance league tables.

Library Service Objectives:

1. To be in the top 10% of NHS libraries for the Library Quality Assurance Framework.
2. Enable the delivery of safe and effective care through the provision of high quality targeted and responsive evidence based services.
3. Embed the best evidence into decision-making processes
4. To become embedded within the Trust to enable Knowledge Management to flourish.

WWL Objective 2: Innovation

To invest at least £300k each year in new projects identified as having at least a two to one payback measured in finance and/or the equivalent in quality. To operate an innovation hub.

Library Service Objectives:

5. Contribute to innovation and sharing of best practice by providing horizon scanning and current awareness services.
6. Maximise the use of technologies by delivering agile services that are digital by default.
7. Work in partnership with researchers and R& D to contribute to the research capacity within the Trust.

WWL Objective 3: Leadership

To have year on year 10% improvement in leaders living the values of WWL, measured by the LVQ and achieved through coaching, leadership programmes and talent management.

Library Service Objective:

8. Empower staff by cultivating services and resources that support both clinical and non-clinical staff in their decision making.

WWL Objective 4: Information

To develop a Borough wide dashboard of key information on quality, safety and performance. To continue to take steps to keep information safe.

Library Service Objectives:

9. Underpin clinical decisions with the best evidence via an expert led literature searching service.

10. Enable improvements in quality, safety and performance by providing access to a comprehensive range of cost-effective and high quality information resources.

WWL Objective 5: Partnership

To collaborate with partner organisation in delivering on key strategic issues, such as integrated care and Greater Manchester devolution and to develop a sector based single service proposition in response to Healthier Together.

Library Service Objectives:

11. Adapt to changing environments by cultivating a highly knowledgeable and flexible LKS team with expertise in a wide variety of areas.
12. Positively engage and collaborate with stakeholders and partner organisations to ensure delivery of a flexible and adaptable library service that is designed for the new NHS.
13. Facilitate stakeholder organisations in achieving their business objectives by delivering robust service level agreements.

WWL Objective 6: Staff Engagement

To continuously improve staff engagement, energy and well-being increasing the positive pulse check score year on year.

Library Service Objectives:

14. To encourage staff engagement via a highly visible LKS that's easy to access regardless of time, location or role.
15. To contribute to staff satisfaction by offering personalised services tailored to the needs of individuals or groups to improve staff satisfaction

WWL Objective 7: Investment

To complete all developments in the Capital Plan up to 2018, on time and on budget.

Library Service Objectives:

16. Maximise financial performance through investment in resources and seeking opportunities for external funding.

6 HUMAN RIGHTS ACT

Implications of the Human Rights Act have been taken into account in the formulation of this document and they have, where appropriate, been fully reflected in its wording.

7 INCLUSION & DIVERSITY

The document has been assessed against the Equality Impact Assessment Form from the Trust's Equality Impact Assessment Guidance and, as far as we are aware, there is no impact on any protected characteristics.

8 MONITORING AND REVIEW

9 ACCESSIBILITY STATEMENT

This document can be made available in a range of alternative formats e.g. large print, Braille and audio cd.

For more details, please contact the HR Department on 01942 77 3766 or email equalityanddiversity@wvl.nhs.uk

REFERENCES

Operational Plan 2016/17 Public Document (Wrightington Wigan & Leigh NHS Foundation Trust, 2016)

Knowledge for Healthcare: a development framework (Health Education England, 2015)

Library Quality Assurance Framework (LQAF) England (Health Education England, 2014)

Equality Impact Assessment Form

STAGE 1 - INITIAL ASSESSMENT

Appendix 2

For each of the protected characteristics listed answer the questions below using Y to indicate Yes and N to indicate No	Protected Characteristics													Reasons for negative / positive impact	
	Male / Female	Age	Ethnicity	Learning Disability	Hearing Impairment	Visual Impairment	Physical Disability	Mental Health	Gay / Lesbian / Bisexual	Transgender	Religion / Belief	Marriage / Civil Partnership	Pregnancy & Maternity		Carers
Does the policy have the potential to affect individuals or communities differently in a negative way?	N	N	N	N	N	N	N	N	N	N	N	N	N	N	
Is there potential for the policy to promote equality of opportunity for all / promote good relations with different groups – Have a positive impact on individuals and communities.	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	
In relation to each protected characteristic, are there any areas where you are unsure about the impact and more information is needed?	N	N	N	N	N	N	N	N	N	N	N	N	N	N	If Yes, please state how you are going to gather this information.

Job Title	Project Officer	Signed	Janet Duffy	Date	July 2016
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IF 'YES an NEGATIVE IMPACT' IS IDENTIFIED - A Full Equality Impact Assessment STAGE 2 Form must be completed. This can be accessed via http://intranet/Departments/Equality_Diversity/Equality_Impact_Assessment_Guidance.asp

Please note: As a member of Trust staff carrying out a review of an existing or proposal for a new service, policy or function you are required to complete an EIA. By stating that you have NOT identified a negative impact, you are agreeing that the organisation has NOT discriminated against any of the protected characteristics. Please ensure that you have the evidence to support this decision as the Trust will be liable for any breaches in Equality Legislation.

your hospitals, your health, our priority

POLICY MONITORING AND REVIEW ARRANGEMENTS

Para	Audit / Monitoring requirement	Method of Audit / Monitoring	Responsible person	Frequency of Audit	Monitoring committee	Type of Evidence	Location where evidence is held