

Crafting a good impact case study

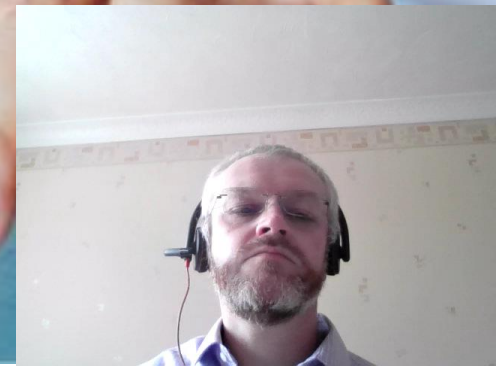


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**Library & Knowledge Services
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Developing people
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Reducing the incidence of “did-not-attends” in a nurse-led diabetes outreach service for offenders

The clinical evidence specialist provided papers documenting the Diabetes Nurse Specialist Outreach Service. This model involves the healthcare professional visiting offenders in prison rather than requiring them to visit the hospital. Treatment within the secure facility avoid the security issues and distress associated with transporting offenders and subsequently reduces missed appointments resulting in a cost saving of around £48,500.

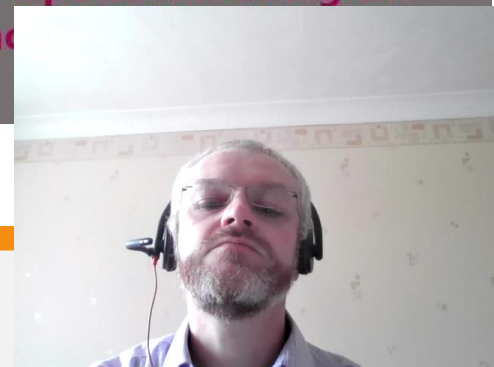
“Ultimately, the service now provides improved patient care for offenders. They are less distressed at being transported, they receive thorough, tailored and appropriate care and the nurse is able to see all patients”.

Consultant Nurse in Diabetes
Warrington and Halton Hospitals NHS Foundation Trust



#AMillionDecisions
tinyurl.com/nhsheelks

Librarians and Knowledge Specialists bring the evidence to inform health

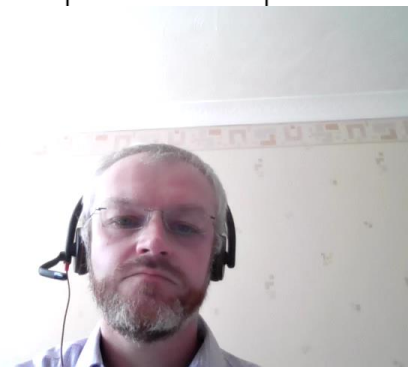


Definition of Impact

Difference or change in an individual or group resulting from contact with library services

METHODS AND PROCEDURES FOR ASSESSING THE IMPACT OF LIBRARIES BS ISO 16439:2014

Criteria	Yes	No	Don't Know
1) Does the case study capture Impact? (If the narrative is largely made up of statements around customer satisfaction, speed of service, or how great and/or friendly the LKS is, the case study belongs elsewhere)			
2) Is there sufficient detail about what has been achieved? (is it clear what the Trust, Department, or individual has done as a result of the LKS intervention?)			
3) Is there sufficient detail about the role of the LKS in the overall piece of work or process? (Is it clear what LKS staff did – for example a literature search, synthesis of evidence, delivery of training etc.)			
4) Is there a named “Witness” or “Champion” who can confirm the details contained within the case study? (If so is it clear they have given permission to be named, cited and have provided contact details?)			
5) Are there details or estimates of financial savings or time saved as a result of the LKS intervention?			



Library concerned: Whitby District Hospital NHS Foundation Trust
 Name of case study: Haematology Patient Information
 Date of interview: 12th July 2018



Health Education England

Interviewee
 Name: Dr Abraham Van Helsing
 Job Title: Haematology Specialist
 Trust/Employing body: Whitby District Hospital NHS FT
 Email: Abraham.VanHelsing@whitbyhospital.nhs.uk

Please note: you should only provide interviewee details here if consent to share on the national blog has been obtained

Summary of problem or reason for enquiry
 The Haematology Department sought the help of the library in improving information leaflets for haematology patients. Previous information leaflets proved too difficult to understand resulting in wasted time during consultations and multiple appointments being required.

Brief description of the information found / service provided
 An evidence search conducted by the clinical librarian identified examples of good practice from elsewhere as well as further evidence around the topics in question.
 This was refined further through close working with the haematology team, resulting in a series of improved leaflets.

Immediate Impact (including quotes)

Consultation with patients indicates the revised leaflets are much easier to understand. The number of multiple appointments required has reduced by 20% equating to savings of approximately £100k per annum and less time required of both patients and clinical staff.

"The success of this work is due to the clinical librarian who was able to source the information in an efficient and speedy manner. It saved a lot of time and we could be confident that the information had been located!"

Probable future Impact (including quotes)

Discussions with a specialist will result in the leaflets being made available as a source of income into the org...



Library concerned: Great Northern Hospitals NHS Trust
 Name of case study: Review of Care Pathway
 Date of interview: 16th June 2018

Interviewee

Name:
 Job Title:
 Trust/Employing body:
 Email:
 Tel:

Please note: you should only provide interviewee details here if consent to share on the national blog has been obtained

Summary of problem or reason for enquiry

Wards 9&10 care pathway being reviewed to ensure evidence base is up-to-date.

Brief description of the information found /

Nursing staff requested assistance from the outreach librarian who undertook a comprehensive literature search to provide an evidence base for the new revised pathway.

<p>impact</p>	
<p>Immediate Impact (including quotes)</p>	<p>The resulting evidence was used to inform changes to the care pathway which previously reflected out of date processes. As a result of the literature search the new care pathway represents best practice and represents a redemptive care.</p>
<p>Probable future Impact (including quotes)</p>	



Library concerned: University Hospital Wimbledon NHS FT
 Name of case study: A&E attendance
 Date of interview: 12th August 2018

Interviewee
 Name: Dr Douglas Howser
 Job Title: Consultant A&E
 Trust/Employing body: University Hospital Wimbledon NHS FT
 Email: doug.howser@wimbledon.nhs.uk
 Tel:

Please note: you should only provide interviewee details here if consent to share on the national blog has been obtained

Summary of problem or reason for enquiry
 Library staff undertook a literature search for A&E colleagues to identify ways of reducing attendance at A&E, for example by diverting to alternative suitable service points such as GP.

Brief description of the information found /
 A comprehensive literature search was undertaken which resulted in the identification of numerous examples of good practice from elsewhere in the country and wider afield.

impact
Immediate Impact
(including quotes)
Probable future Impact

Literature search
"The library staff are just brilliant, always ready with a smile and a good welcome whenever I visit. I couldn't recommend them enough"



Library concerned: Holby City NHS Foundation Trust
 Name of case study: Evidence Based Procedure Change
 Date of interview: 1st September 2018

Interviewee
 Name: Connie Beauchamp
 Job Title: Clinical Lead of Cardiothoracic Surgery
 Trust/Employing body: Holby City NHS Foundation Trust
 Email: connie.beauchamp@holby.nhs.uk
 Tel:

Please note: you should only provide interviewee details here if consent to share on the national blog has been obtained

Summary of problem or reason for enquiry
 Department was undertaking a service review to ensure protocols up to date and evidence based.

Brief description of the information
 The protocols were reviewed and revised to include the latest evidence base. This resulted in several changes to procedures.

Summary of outcome and impact	
Immediate Impact (including quotes)	Procedural changes led to efficiency savings estimated at £50k per annum in addition to improved patient safety. <i>"The resulting savings are well worth the initial time invested in the review"</i>
Probable future Impact (including quotes)	Opportunity to spread good practice elsewhere in the organisation delivering further improvements and savings.



Library concerned: Midsomer Healthcare NHS Foundation Trust
Name of case study: Improving Operative Procedures
Date of interview: 12th August 2018

Interviewee

Name: Mr T Brown
Job Title: Clinical Librarian
Trust/Employing body: Midsomer Healthcare NHS Foundation Trust
Email: tim.brown@midsomer.nhs.uk
Tel: 01234 567891

Please note: you should only provide interviewee details here if consent to share on the national blog has been obtained

Summary of problem or reason for enquiry

Library staff undertook an evidence search for clinical staff in the Orthopaedics team when they were investigating options to improve their current joint replacement operative procedures.

Brief description of the information found /

A comprehensive literature search was undertaken which identified several examples of good practice published in the literature which were suitable for adoption within Midsomer Trust

Summary of outcome and impact

The safety of the alternative procedures was verified and the alternative was piloted and then implemented locally saving time on operations and improving patient safety and satisfaction.

Immediate Impact (including quotes)

Saving staff time and money
"Without this work the Orthopaedics Team would have been unable to make the saving of £50,000 plus per annum"

Probable future Impact



