

## Innovation Awards:

### Knowledge for Healthcare: Service Transformation Patient and Public Information

The Sally Hernando Awards acknowledge innovations in four distinct areas: product, process, organisational and marketing. The following innovations have been recognised by the working group as being examples where patient/public information has been a priority or consideration. Each of the projects below has a link to the innovation report. The link directly below will allow you to search the awards.

<http://lks.kss.hee.nhs.uk/data/web/innovations.htm>

Trust			Description of the Innovation	Link
<b>1. Kent and Medway NHS and Social Care Partnership</b> <b>Trust:</b> St Martin's Library Reminiscence Collection	Marketing Innovation	2010-2011	We have established the Reminiscence Collection in the professional library resource here at St Martin's. This is a collection of reminiscence boxes, which contain themed items reminiscent of past times for use with patients in stimulating memory such as music, childhood toys, hobbies and pastimes etc. Also a collection of books and a variety of individual items which carers can also use.	<a href="http://bit.ly/1RtRs8">http://bit.ly/1RtRs8</a>
<b>2. 2gether NHS Foundation Trust for Gloucestershire:</b> Poetry on the Wall	Organisational Innovation	2013-2014	Library staff select a poem to be displayed on a wall in the hospital. Staff and patients are introduced to and encouraged to read poetry. This has not happened before. Staff and patients made aware of poetry and encouraged to discuss it both on the spot, and in hospital patients' reading group (organised jointly between library service and Occupational Therapy team) which meets fortnightly. Comments received indicate people who would not have previously read a poem are now enjoying the poetry on the wall. Promotes literacy and learning	<a href="http://bit.ly/1SMSkY">http://bit.ly/1SMSkY</a>
<b>3. Worcester Acute Hospitals NHS Trust:</b> Summer 6 Reading Challenge	Organisational Innovation	2012-2013	Worcestershire Health Libraries joined forces with Worcestershire Public Libraries to offer a reading challenge for staff: read 6 books over the summer period (beg. July – end September) with a prize draw for those who complete the challenge (prizes donated by the public library and some local businesses). The public library closest to each hospital site loaned a collection of fiction titles. These titles included some Quick Reads for those less confident at reading or who may prefer something lighter. The Challenge was offered to community staff as well as hospital staff.	<a href="http://bit.ly/1SOeKuw">http://bit.ly/1SOeKuw</a>
<b>4. 2Gether NHS Foundation Trust for Gloucestershire:</b> Patients' Reading Group	Organisational Innovation	2012-2013	Reading group has been set up as a joint venture between the library and the Occupational Therapy department for patients in the psychiatric hospital. We meet for an hour every fortnight. Never been tried before in the hospital so new experience for patients and staff. The aims are to practice reading skills, increase confidence in speaking in a group situation, to provide opportunities for individuals to widen their knowledge of literature and be encouraged to read further, all being part of promoting a healthy life balance.	<a href="http://bit.ly/1SjkX6G">http://bit.ly/1SjkX6G</a>

<p><b>5. Doncaster and Bassetlaw Hospitals NHS Foundation Trust:</b> Health &amp; Wellbeing Project with Doncaster Libraries</p>	<p>Organisational Innovation</p>	<p>2012-2013</p>	<p>Working with, and making recommendations to, Doncaster Libraries &amp; Information Service to develop a Health &amp; Wellbeing Information Service. This has included: Development of a Health Information Training Programme for all public library staff, delivered by the Knowledge &amp; Information Skills Officers at Doncaster Royal Infirmary. Promotion of our new Health Information Enquiry Service available to in-patients and out-patients at the hospital, but also now promoting access through Doncaster Public Libraries to all residents, patients and carers. Reviewing their book stock held at the relevant Dewey classification numbers, making recommendations for stock withdrawals, stock purchases and updating of relevant stock to latest editions. This has then led to the creation of Health &amp; Wellbeing Collections in each of the public libraries.</p>	<p><a href="http://bit.ly/1KAvNi">http://bit.ly/1KAvNi</a></p>
<p><b>6. Doncaster and Bassetlaw Hospitals NHS Foundation Trust:</b> Reading Well Books on Prescription Scheme</p>	<p>Organisational Innovation</p>	<p>2013-2014</p>	<p>An integrated, partnership approach between Doncaster and Bassetlaw Hospitals NHS Foundation Trust and Doncaster Libraries &amp; Information, led by the knowledge &amp; library service manager based at the Trust, to prepare, develop and launch the Reading Well Books on Prescription scheme (BOP) to Trust staff &amp; patients and the residents of Doncaster</p>	<p><a href="http://bit.ly/1OBoCl">http://bit.ly/1OBoCl</a></p>
<p><b>7. George Eliot Hospital NHS Trust:</b> Public library book vending machine</p>	<p>Organisational Innovation</p>	<p>2013-2014</p>	<p>Warwickshire public library service has installed a book vending machine in a corridor at the George Eliot Hospital. It can be used by members of the public or staff. GEH Library staff provide first-line technical support.</p>	<p><a href="http://bit.ly/1LY685z">http://bit.ly/1LY685z</a></p>
<p><b>8. 2gether NHS Foundation Trust for Gloucestershire:</b> Participating in the Journey to Work programme</p>	<p>Organisational Innovation</p>	<p>2010-2011</p>	<p>The library service is participating in the Journey to Work programme, in partnership with the Trust's Occupational Therapy department. This is a scheme which provides work experience for people recovering from serious mental illness with the aim of preparing them to return to the work place. We provide a weekly work experience placement to 2 individuals on the scheme.</p>	<p><a href="http://bit.ly/1IOUwKL">http://bit.ly/1IOUwKL</a></p>

<p><b>9. Northumbria, Tyne and Wear NHS Foundation</b>  <b>Trust:</b> Setting up an information unit for patients</p>	<p>Organisational Innovation</p>	<p>2011/2012</p>	<p>Within the Out Patients of North Tyneside General Hospital an innovative Information Service has been set up to dispense information to two of the pilot conditions COPD and IBD. The Information Service is manned by Library Information Specialists (employed from the research for patient benefit grant funding to develop and implement an information service) that dispense, signpost or guide people to sources of information about their condition, health care, treatment, care services, benefits advice and support groups. In addition, both of the respective clinical teams use Information Prescriptions in conjunction with the Information Service to provide valuable, timely and reliable sources of information to both patients and carers.</p>	<p><a href="http://bit.ly/1D8q6Yz">http://bit.ly/1D8q6Yz</a></p>
<p><b>10. Blackpool, Fylde and Wyre NHS Foundation</b>  <b>Trust:</b> Provision of evidence for patient information leaflets</p>	<p>Organisational Innovation</p>	<p>2010-2011</p>	<p>Contribution to the Trust achieving the Information Standard for accreditation of Patient Information Leaflets. The library is collaborating closely with the Trust Archivist to ensure the production of Patient Information Leaflets (PILs) is evidence based and follows a standardised format. A librarian attends PIL development meetings, evidence is sought in a systematic way and the leaflets are produced commercially, following an online template available on the Trust's intranet.</p>	<p><a href="http://bit.ly/1KyIqtF">http://bit.ly/1KyIqtF</a></p>
<p><b>11. West Middlesex University Hospital NHS</b>  <b>Trust:</b> Health information support directly to patients in a Coronary Care Unit</p>	<p>Organisational Innovation</p>	<p>2011-2012</p>	<p>This project was undertaken to expand the library services to provide value added service to the organization by providing health information support directly to patients admitted in the Cardiology Unit. This project has been designed in partnership with the cardiology department. The design was agreed with CCU Lead Nurse Specialist and approved by Clinical Governance and the project was started on 19 April 2010. Librarians visit the ward, meet the patients being discharged and offer information about their medical condition as required/requested by them. This includes any information to assist with their recovery and information on self help groups and how they can empower themselves. As part of the project, the library has also taken over the management of the small patient information library within the department. This includes the responsibility of maintaining the patient information leaflet stand and patient notice board .The notice board is kept up-to-date with topical patient information and changed monthly to inform patients about various aspects of Heart diseases/conditions and care.</p>	<p><a href="http://bit.ly/1gIB7vw">http://bit.ly/1gIB7vw</a></p>

<p><b>12. Northumbria, Tyne and Wear NHS Foundation Trust:</b> The Knowledge Centre Manager's involvement in the development of a Self Management Programme</p>	<p>Organisational Innovation</p>	<p>2011-2012</p>	<p>The Knowledge Centre Manager is involved in the development of a Self Management Programme for patients living in the community in the South of Tyne area who have neurological conditions. The Knowledge Centre has supported the project in a number of ways, firstly by providing lists of self help groups and charities that may have people who would be interested in attending the project. The Library Manager also made contact with the local public libraries to see if they would help, initially by advertising the programme and then by actually providing rooms to hold the meetings. The Knowledge Centre has provided a range of publications and booklets to support people on the course, which has a session on "Understanding my condition better".</p>	<p><a href="http://bit.ly/1h4AITG">http://bit.ly/1h4AITG</a></p>
<p><b>13. Brighton &amp; Sussex University Hospitals NHS Trust:</b> Involvement in a Brighton &amp; Hove-wide health information group</p>	<p>Organisational Innovation</p>	<p>2011-2012</p>	<p>Two members of library staff are actively involved in a Brighton &amp; Hove-wide health information group. This includes representatives from local PALS, public and academic libraries and the council. The group has worked towards developing many innovations such as Information Prescriptions (IP). The library has recently been funded by NHS Brighton &amp; Hove to take on the development and maintenance of the Brighton and Hove IP website and to promote the use of IPs to clinicians in primary care. This involves a dedicated member of library staff working for one day a week on the project for at least a year. The library is also taking part in a trial with the Sussex Cancer Network in which patients will be advised by clinical nurse specialists to come to the library in order to obtain the information detailed on their information prescriptions.</p>	<p><a href="http://bit.ly/1OBhMkH">http://bit.ly/1OBhMkH</a></p>
<p><b>14. Barnsley Hospital NHS Foundation Trust:</b> Working in partnership with the staff of Barnsley Public Libraries</p>	<p>Organisational Innovation</p>	<p>2011-2012</p>	<p>We needed to raise the profile of the LRC and encourage new users to our service. We have limited financial and staff resources but we do have skills and enthusiasm which we can share with colleagues in other library services. When we had our first meeting with the public library staff we found that they felt the same and synergy was kindled. We are learning from each other and our users benefit from this process. We have new things to offer BHNFT staff and this given us new roles: Facilitating collections of books for children and young people in their clinical areas. This gave us an opportunity to work with the Play Leaders on a library logo competition. BHNFT LRC now has a reading for pleasure group. The first meeting is on Oct 17. BHNFT staff have access to a fiction collection in the LRC. The LRC no longer routinely buys patient information books.</p>	<p><a href="http://bit.ly/1VMJ5hf">http://bit.ly/1VMJ5hf</a></p>

<p><b>15. Taunton &amp; Somerset NHS Foundation Trust:</b> Information Prescriptions to support Cancer Care Team</p>	<p>Process Innovation</p>	<p>2013-2014</p>	<p>The Clinical Librarian, Carol-Ann Regan has been working on pilot of Information Prescriptions via the NHS Choices platform with the Macmillan Network Patient Information &amp; Support Manager to organise 2 study days for Clinical Nurse Specialists and Radiotherapists within the Cancer Care team. Carol-Ann was responsible for coordinating and trialling the evidence on IPs for circulation to the wider team for evaluation.</p>	<p><a href="http://bit.ly/1I96EYg">http://bit.ly/1I96EYg</a></p>
<p><b>16. St Nicholas Hospital, Northumberland, Tyne and Wear NHS Foundation Trust:</b> Wellbeing Information Partnership (WIP), with Public Libraries</p>	<p>Process Innovation</p>	<p>2011-2012</p>	<p>Wellbeing Information Partnership (WIP) - Public Library Partnership. In November 2006 a City Council Housing, Health &amp; Social Care Co-ordinator contacted the Library &amp; Knowledge Services Manager to enquire as to whether any collaborative working was taking place between the health library and the public library sector. He was at the development stage of producing a Mental Health Housing Strategy to promote more effective social inclusion and empowerment to local residents. Through this strategy it was hoped to enable individuals, families and carers to maintain control over their personal lives and circumstances and thereby their mental health and wellbeing. The provision of, and access to, easily understandable information on a range of local mental health services, as well as housing and social care support, had been identified as a key element to achieving the strategic objective. A meeting was arranged between the Health &amp; Social Care Co-ordinator, the NHS Trust Library &amp; Knowledge Services Manager and the SHA Regional Knowledge Services Manager to look at the implications of the strategy and identify what support could be provided by health libraries. It became evident that health libraries had a lot more to offer in the form of provision of self help mental health materials and guidance on quality resources to be made available to the public. Local public librarians and the Trust Patient Information Manager were invited to join the group and the pilot project was born.</p>	<p><a href="http://bit.ly/1MUibOp">http://bit.ly/1MUibOp</a></p>

<p><b>17. South Devon Healthcare NHS Foundation Trust:</b> Library organises information-related public events</p>	<p>Product Innovation</p>	<p>2012-2013</p>	<p>The Library Manager has instigated and organised three free information-related public events for her Trust, involving other public and voluntary organisations and engaging with the wider community on a range of health-related issues. One was in the Hospital’s main restaurant – which serves staff and public. It featured sustainable healthy eating, showcasing the use of local produce to improve diet and reduce carbon emissions. The Library Manager arranged displays along the whole length of the restaurant, which included Torbay Council who gave away copies of “Eat well, waste less” recipe books, a group highlighting their community garden and a local farm. The Library team worked with the Nutrition team to create a display illustrating that a healthy diet e.g. five-a-day links well to using local, seasonal food. Paignton Zoo demonstrated a hydroponics system which could be used at home. The Library Manager also arranged for a local veg-box distributor to donate food for the day, and she worked with the catering staff to create a menu using healthy local produce.</p>	<p><a href="http://bit.ly/1JxkJDm">http://bit.ly/1JxkJDm</a></p>
<p><b>18. University Hospitals of Morecambe Bay NHS Trust:</b> Storage, classification and dissemination of patient stories</p>	<p>Product Innovation</p>	<p>2012-2013</p>	<p>Early in 2012 UHMBFT commissioned a course from University of Lancaster to develop skills in interviewing patients, carers and staff. This brought together a multidisciplinary group, including the head of libraries to develop their skills in this area and resulted in the creation of the Trust Stories Team. This group interviewed individuals about their experiences within the hospital for the trust board and departments wishing to capture incidents from a more personal angle. The team tapes or films these interviews and they are used as part of general training sessions or specialist learning lessons events. The library team are cataloguing and classifying these recently captured stories plus a collection of previously commissioned recordings on elderly care. These will be hosted on the library management system, Heritage. In addition, the team are heavily involved in the working group to resolve governance and access issues plus introducing a robust evaluation method to capture usage and impact.</p>	<p><a href="http://bit.ly/1I3BqE2">http://bit.ly/1I3BqE2</a></p>
<p><b>19. Sherwood Forest Hospitals NHS Foundation Trust:</b> Activity kits for dementia patients</p>	<p>Product Innovation</p>	<p>2013-2014</p>	<p>Patients with dementia are often admitted to hospital as an emergency with an unrelated condition. Once on the ward, in a surrounding they are unfamiliar with they can become increasingly anxious and agitated thereby causing disruption and adding to the clinical staff’s workload. The Library and Knowledge Service have purchased a selection of resources for these patients designed to distract and amuse them. These “Activities to Share” resources include reminiscence boxes, construction kits, card games and picture books. The Library loans them to the ward on request, delivering and collecting them when not in use.</p>	<p><a href="http://bit.ly/1eAeLhL">http://bit.ly/1eAeLhL</a></p>

<p><b>20. South Devon Healthcare NHS Foundation</b> Trust: Library Service creates Torbay Health Science Café</p>	<p>Product Innovation</p>	<p>2013-2014</p>	<p>This new service is based on the Science Café model, and is a monthly series of free, public, informal evening discussions. Hosted in the Trust Education Centre's café, the aim is to invite small groups of our local community onto the hospital site to meet health and care experts at times other than medical need and to share current health and care issues with them.</p>	<p><a href="http://bit.ly/1LY9N3v">http://bit.ly/1LY9N3v</a></p>
<p><b>21. South Devon Healthcare NHS Foundation</b> Trust: Patient experience and dementia agenda: mood-boosting readings</p>	<p>Product Innovation</p>	<p>2013-2014</p>	<p>Evidence suggests that reading for pleasure lifts people's moods. Previously, the Library team had delivered mood-boosting sessions in the Library and to the Trust's literacy cohort, gaining positive feedback. In response to requests, the second phase has been for the Library Manager, Senior Library Assistant and Trust's Co-ordinating Chaplain to take mood-boosting reading sessions on two wards. Themed readings are selected from national Reading Agency collections which were added to Library stock – brief passages of prose and poems are read for 15-20 minutes to patients and staff in the day room of Torbay's Care of the Elderly ward, and to patients in the day room of the residential mental health ward.</p>	<p><a href="http://bit.ly/1U8q9YD">http://bit.ly/1U8q9YD</a></p>
<p><b>22. South London and the Maudsley NHS Foundation</b> Trust: Health information literacy for Recovery College members</p>	<p>Product Innovation</p>	<p>2014-2015</p>	<p>The Reay House Library team offers regular information literacy training and coaching sessions for staff however, this is the first time that workshops have been tailored and promoted directly to service users and carers. Many libraries in the mental health sector are linked with and provide support for the local Recovery College in various ways. However, we believe that this is an innovative model of engagement.</p>	<p><a href="http://bit.ly/1ODxfR6">http://bit.ly/1ODxfR6</a></p>
<p><b>23. Northumbria Healthcare NHS Trust:</b> Patient Information Prescriptions – research project</p>	<p>Product Innovation</p>	<p>2013-2014</p>	<p>Following on from the Department of Health Information Prescriptions (IP's) pilot, Northumbria Healthcare NHS Foundation Trust (NHCFT) received a three-year NIHR Research for Patient Benefit grant to develop and evaluate patient information services for people living with Parkinson's disease, Chronic Obstructive Pulmonary Disease and Inflammatory Bowel Disease. In response to this, a service was developed that guided people with long-term conditions and carers to relevant, timely and reliable information using health professional-led IP's and user-led Information Menus. The project consulted widely with people with long-term conditions, carers, voluntary organisations and health care professionals regarding the development and delivery of the service.</p>	<p><a href="http://bit.ly/1VOwiL6">http://bit.ly/1VOwiL6</a></p>

<p><b>24. Birmingham &amp; Solihull Mental Health NHS Foundation Trust:</b> The 6 Book Challenge and Beyond</p>	<p>Product Innovation</p>	<p>2014-2015</p>	<p>We took part in this year's 6 Book Challenge and worked in partnership with the Reading Agency to organise an author event with the bestselling author, Martina Cole. Although it is not the first time we have taken part in the 6 Book Challenge, this year we rolled out the scheme to both staff and patients and the author event provided a great incentive for both groups to take part.</p>	<p><a href="http://bit.ly/1OQ3L3k">http://bit.ly/1OQ3L3k</a></p>
<p><b>25. Cambridgeshire and Peterborough NHS Foundation Trust:</b> Patient-Facing Mobile Library Service</p>	<p>Product Innovation</p>	<p>2014-2015</p>	<p>Partnering with Cambridgeshire County Council and Vivacity, CPFT Libraries has arranged monthly visits to its Fulbourn Hospital and Cavell Centre sites by mobile library vehicles from Cambridgeshire Public Libraries (for Fulbourn) and Peterborough Public Libraries (for Cavell). These visits have been promoted to staff and to inpatient service users who might not otherwise have the opportunity to access library services. This fulfils a pledge in the library's strategy to find ways of extending and promoting library services to service users. Usage and presence of the service has also been thoroughly risk-assessed to make sure that this innovation is carried out in a way that keeps staff and service users safe.</p>	<p><a href="http://bit.ly/1Mz8zvo">http://bit.ly/1Mz8zvo</a></p>
<p><b>26. Taunton &amp; Somerset NHS Foundation Trust:</b> Clinical librarian for cancer care service</p>	<p>Product Innovation</p>	<p>2014-2015</p>	<p>This innovation has arisen out of the collaboration between myself, as Clinical Librarian, and our Trust's Macmillan Cancer Survivorship Lead as part of the National Cancer Survivorship Initiative. The National Cancer Survivorship Initiative aims to ensure that those living with and beyond cancer get the support they need to live healthy active lives. It has been recognised that there is a need to develop new and innovative ways of follow up to empower patients to self-manage their condition beyond treatment and free up clinic capacity for the newly diagnosed. In order to self-manage it is important that patients have access to a range of health information that is reliable and trustworthy.</p>	<p><a href="http://bit.ly/1fk8FIX">http://bit.ly/1fk8FIX</a></p>
<p><b>27. Gloucestershire NHS Foundation Trust Library Service:</b> Six book challenge in support of the Trust Skills for Life Strategy</p>	<p>Product Innovation</p>	<p>2010-2011</p>	<p>Six book challenge: we were the first NHS Trust to complete a six book reading challenge in support of the Trust Skills for Life Strategy. The library has used "quick read" books and other fiction works to promote reading. It has brought the library to the notice of a wider readership than before as the challenge was part of the wider participation in training initiative. We collaborated with the public library in order to have multiple copies of the books.</p>	<p><a href="http://bit.ly/1fGpcrc">http://bit.ly/1fGpcrc</a></p>
<p><b>28. Homerton University Hospital NHS Foundation Trust:</b> Health &amp; well being collection on long-term loan</p>	<p>Product Innovation</p>	<p>2011-2012</p>	<p>Introduction of a loan collection of fitness, sports, health and wellbeing books/DVDs to complement Healthworks, a Trust service which arranges exercise classes and health awareness events "to support health and happiness at Homerton". We have developed this service in partnership with the London Borough of Hackney Community Library Service team.</p>	<p><a href="http://bit.ly/1SMrVfg">http://bit.ly/1SMrVfg</a></p>



<p><b>29. Northumbria, Tyne and Wear NHS Foundation Trust:</b> Setting up an information unit for patients at Walkergate Park Hospital</p>	<p>Product Innovation</p>	<p>2011-2012</p>	<p>Since moving into the new hospital at Walkergate Park in 2007, the Library Service has set up an information unit for patients. This was supported by a grant from the MS Society. In the Knowledge Centre there is a wide range of leaflets on neurological conditions - 400 titles. There is also a collection of books written from the patients' perspective, as well as a number of self help books. The Knowledge Centre has two computers which the patients can use to access the internet; the computers are also used in therapy sessions. All of the information leaflets are on the Trust's Patient Information website. Many of these leaflets are downloadable so people can also access them from their home computer.</p>	<p><a href="http://bit.ly/1LX6j13">http://bit.ly/1LX6j13</a></p>
<p><b>30. Mersey Care NHS Trust:</b> Introduction to Research Training for service users and staff</p>	<p>Product Innovation</p>	<p>2011-2012</p>	<p>The training was designed to meet a need jointly identified by Trust Research Governance Committee members and the Knowledge and Library Service. The greatest obstacle towards more research taking place within the Trust was seen as staff negativity towards research. The training was designed to foster positive research attitudes through making research understandable and accessible to both staff and service users with mental health problems. The Trust Research and Development department is striving to enable the Trust to be more research active, and this collaboration shows the Knowledge and Library Service (KLS) has the skills and can deliver training that can support this need. The training was designed to cater for a variety of learning styles and aimed where possible to be interactive and meaningful. Slides incorporated Easy Read principles and examples were given in layman terms drawing on events and situations that might be familiar to participants or make reference to popular culture. Activities designed to consolidate learning featured video, and interactive PC games specifically designed for the training in recognisable formats (Blockbusters, Strike it lucky). The training has been very well received (see evaluation) places filled up rapidly and there is a waiting list of staff and service users who were unable to get a place. We've been asked to run 4 more sessions in the Autumn.</p>	<p><a href="http://bit.ly/1IJsG9w">http://bit.ly/1IJsG9w</a></p>
<p><b>31. Worcester shire Hospitals Acute NHS Trust:</b> Book box delivery to wards and community hospitals</p>	<p>Product Innovation</p>	<p>2012-2013</p>	<p>In conjunction with Sisters and Matrons, a topic is selected and books, articles and relevant lists of websites and guidelines are delivered onto the ward for ward staff to browse and/or take home for a pre-determined period. Initially set up with one sister for one ward, the idea was taken to the hospitals sisters' meeting (At Alexandra Hospital) where 2 more wards took up the book box offer. The innovation has also been extended to Pershore Community Hospital, Princess of Wales Community Hospital and Kidderminster General Hospital. In total 15 book boxes have been delivered at 6 different locations. This is a continual and new service.</p>	<p><a href="http://bit.ly/1leG5TM">http://bit.ly/1leG5TM</a></p>