

# Knowledge for Healthcare Refreshing the Strategy 2021-

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Developing people  
for health and  
healthcare

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# Knowledge for Healthcare



## An ambitious vision

NHS bodies, their staff, learners, patients and the public  
use the right knowledge and evidence,  
at the right time, in the right place,  
enabling high quality decision-making, learning, research and innovation  
to achieve excellent healthcare and health improvement.

# Reiterating our guiding principles and values

Collaboration	Work in partnership and across boundaries; pool resources to optimise impact'
Digital by default	Digital and mobile by default
Effective and efficient	Streamline management, system and process; achieve value for money
Equity	Equitable access to services, products, tools and expertise
Innovation	Flexibility, new models of service, best practice
Quality	Benefits to patients: high performing; continually improving; evaluated outcomes; a positive impact
Sustainability	Changing working practice; contributing to a low-carbon society
Technology	Harnessing technology to continually improve services
Workforce development	Developing a diverse and inclusive, skilled, flexible and confident Library and Knowledge Services workforce. Improving staff ratios.

## VISION

The right knowledge and evidence is used at the right time in the right place

## PRIMARY DRIVERS

**Health Literacy and Patient Information:** Staff, learners, patients and the public are equipped to use evidence-based patient, health and wellbeing information

**Mobilising Evidence and Knowledge:** Healthcare organisations, services and systems are effective in mobilising evidence, learning, knowledge and 'know-how' into policy and practice

**Resource Discovery:** Staff and learners make optimal use of high quality knowledge resources and evidence at the point of need

**The library and knowledge services workforce:** has increased capability, confidence and capacity to meet the evolving needs of the healthcare system

**Quality and Impact:** Healthcare library and knowledge staff deliver valued, high quality, and business critical services

**Optimising investment:** NHS investment in library and knowledge services is optimised for best value

15 June 2020

## PRIMARY DRIVER

# Health Literacy and Patient Information

Staff, learners, patients and the public are equipped to use evidence-based patient, health and wellbeing information.

## SECONDARY DRIVERS

Healthcare organisations and systems take assurance that staff and patients are able to use evidence-based patient, health and wellbeing information to support self-care and shared decision making

Healthcare staff identify and use high quality sources of patient, health and wellbeing information appropriate to the health literacy needs of patients and carers

Information providers across the wider system have health literacy awareness and use evidence-based sources of patient, health and wellbeing information

Library and knowledge staff champion health literacy skills, underpinned by digital literacy skills

## INTERVENTIONS

Enable the healthcare system to provide evidence-based patient, health and wellbeing information for their workforce to offer to patients and carers

Demonstrate the expertise of library and knowledge specialists in providing the evidence base for the production of patient information content

With partners improve the health literacy awareness and digital literacy skills, including digital navigation, of the health and care workforce including learners

Promote and enable the use of evidence-based health and wellbeing resources by the health and care workforce and learners to meet the diverse needs of patients and carers

Provide consultancy to organisations to embed the skills and awareness of health literacy and patient information

Work with information providers to improve the health and digital literacy skills, including digital navigation, in community settings such as public libraries, prisons and schools

Work with information providers to increase public access to evidence-based patient, health and wellbeing information

Enhance the confidence and skills of library and knowledge staff in health literacy and patient information

Develop, maintain and deliver a suite of training resources

**PRIMARY DRIVER**

**Mobilising Evidence And Knowledge**

Healthcare organisations, services and systems are effective in mobilising evidence, learning, knowledge and 'know-how' into policy and practice

**SECONDARY DRIVERS**

Healthcare organisations, services and systems are effective in mobilising evidence and internally generated knowledge

Healthcare staff Apply and use evidence, Build know-how, Continue to learn and Drive innovation

Healthcare library and knowledge staff manage and mobilise evidence and knowledge

**INTERVENTIONS**

Advocate for implementation of HEE policies across the NHS relating to mobilising evidence and knowledge

Showcase the benefits and impact of mobilising evidence and knowledge on healthcare

Provide consultancy, enabling organisations to secure and manage capability to mobilise evidence from research and learning from practice

Facilitate partnerships and networks across healthcare systems to optimise evidence, knowledge and know-how

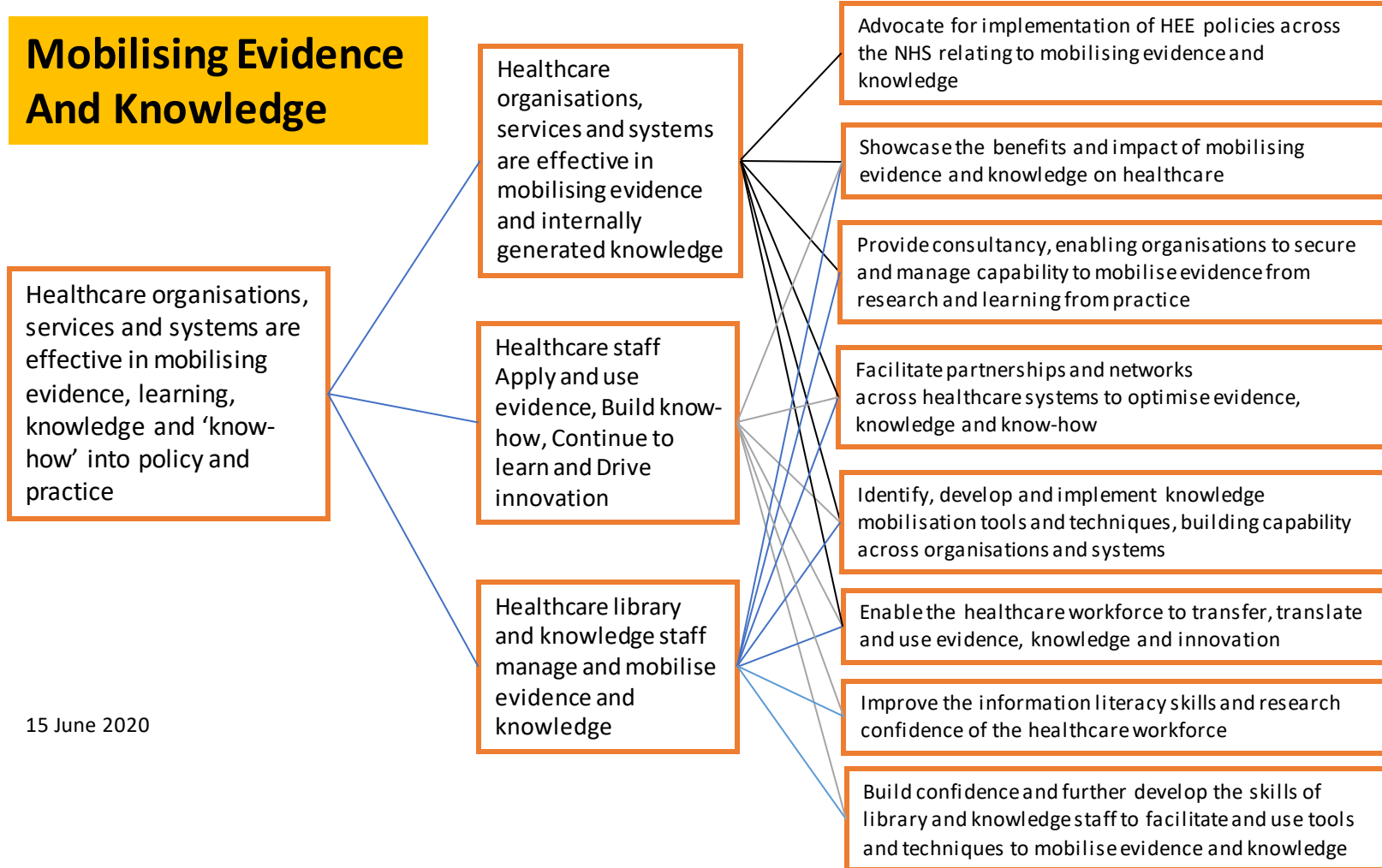
Identify, develop and implement knowledge mobilisation tools and techniques, building capability across organisations and systems

Enable the healthcare workforce to transfer, translate and use evidence, knowledge and innovation

Improve the information literacy skills and research confidence of the healthcare workforce

Build confidence and further develop the skills of library and knowledge staff to facilitate and use tools and techniques to mobilise evidence and knowledge

15 June 2020



**PRIMARY DRIVER**

**Resource Discovery**

Staff and learners make optimal use of high quality knowledge resources and evidence at the point of need

**SECONDARY DRIVERS**

Nationally coordinated procurement and management of high quality digital knowledge resources is increased

Digital knowledge resources are quickly and easily discoverable through a robust infrastructure and streamlined systems and processes

There is a cohesive approach to resource discovery and delivery enabled by partnership working across health and care

Usage and value for money of digital knowledge resources is maximised

**INTERVENTIONS**

Advocate for implementation of HEE policies for resource discovery

Engage with partners to maximise funding for nationally coordinated procurement

Champion open access publishing and influence policy and practice across healthcare

Implement a national discovery infrastructure which rationalises NHS library management systems and can exploit emerging technologies

Deliver resource discovery systems which optimise the experience for all searchers, from novice to expert

Collaborate with library and knowledge specialists to shape and spread good practice

Influence a coherent approach to the development of repositories to ensure the content is discoverable across the NHS

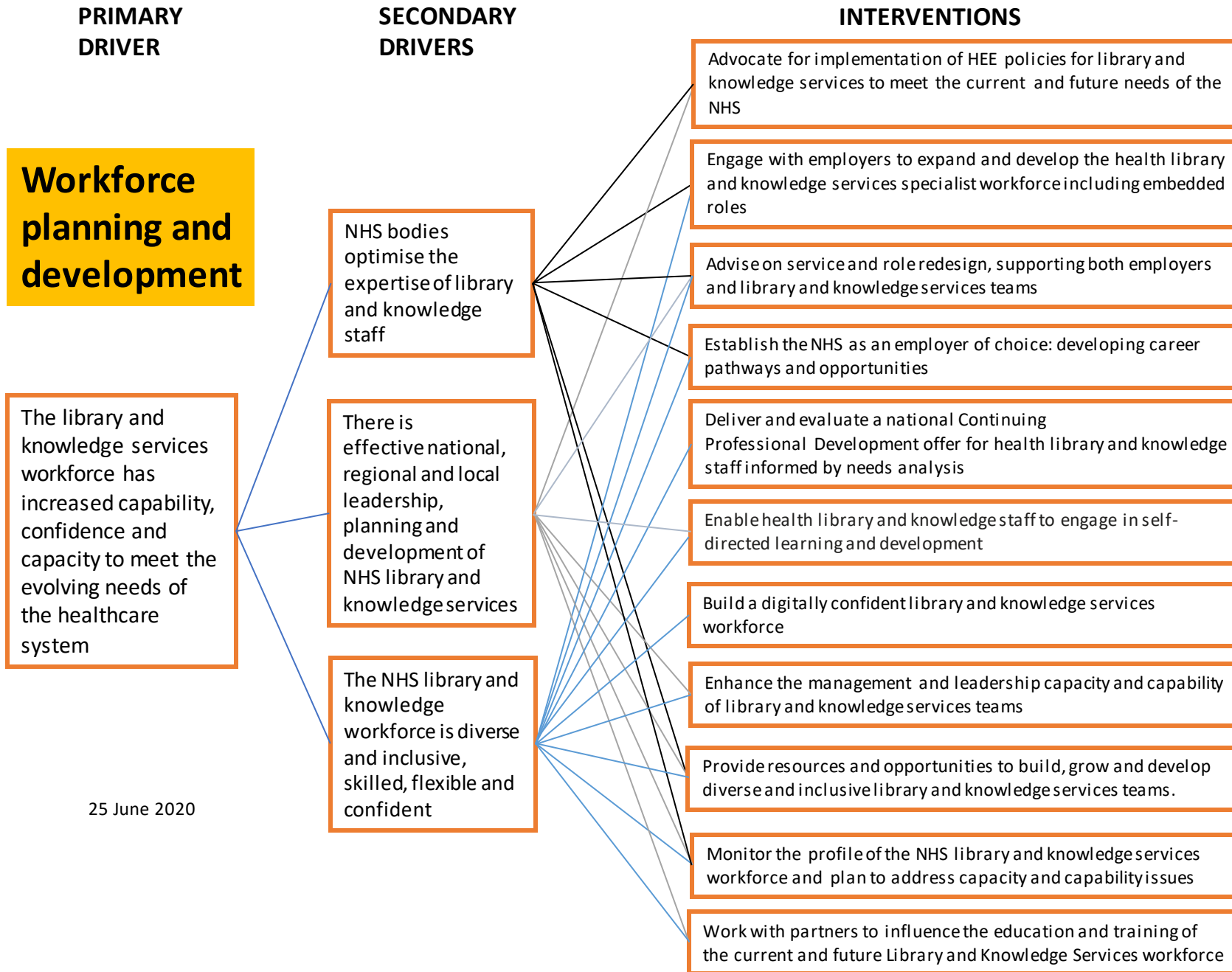
Streamline document requesting and supply services

Extend the reach, streamline processes and facilitate collaboration in the production of bulletins and alerting services

Influence and champion IT strategies, policies and practices that improve and simplify access

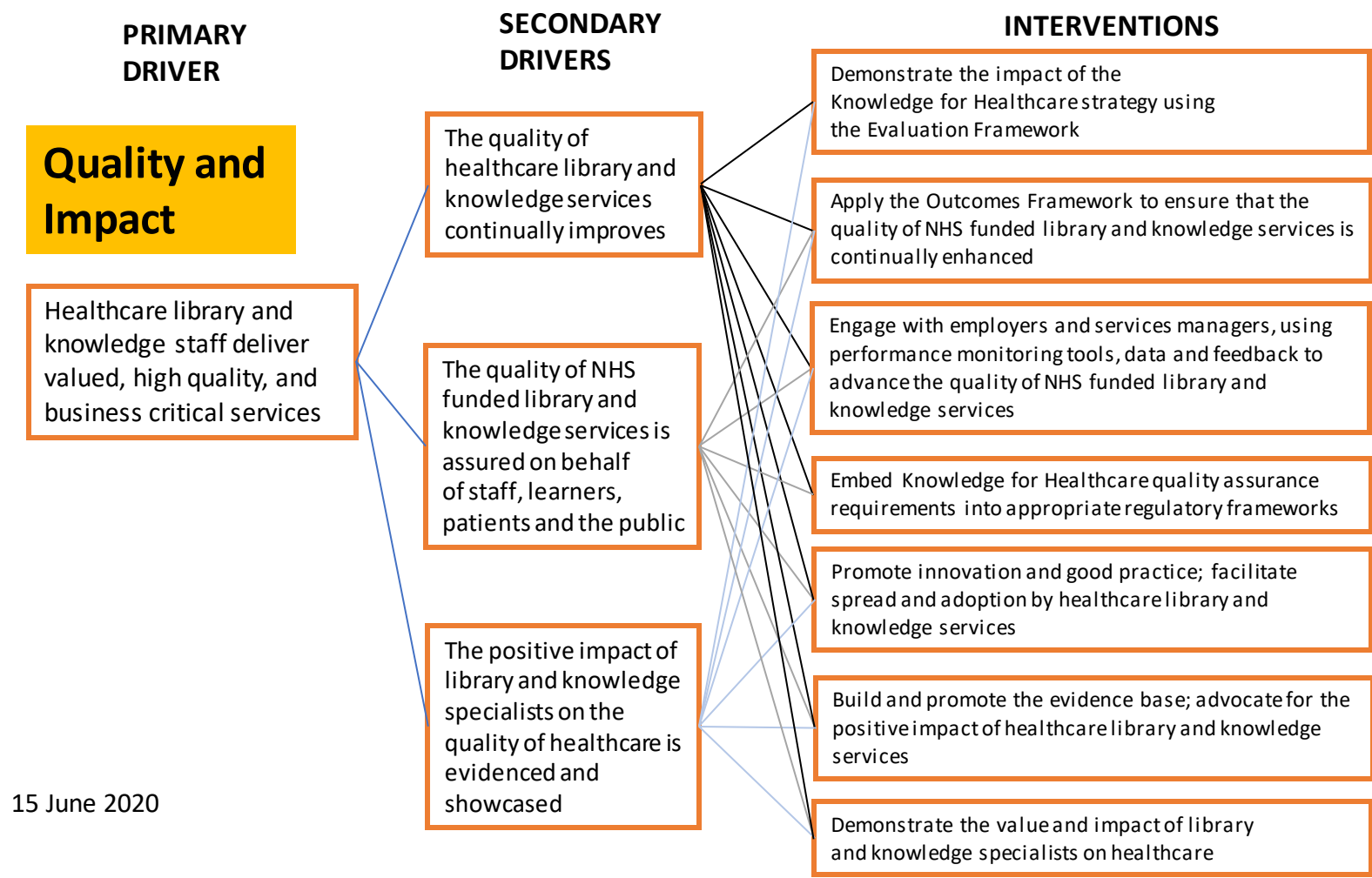
Promote awareness and the effective use of digital knowledge resources and services

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25 June 2020



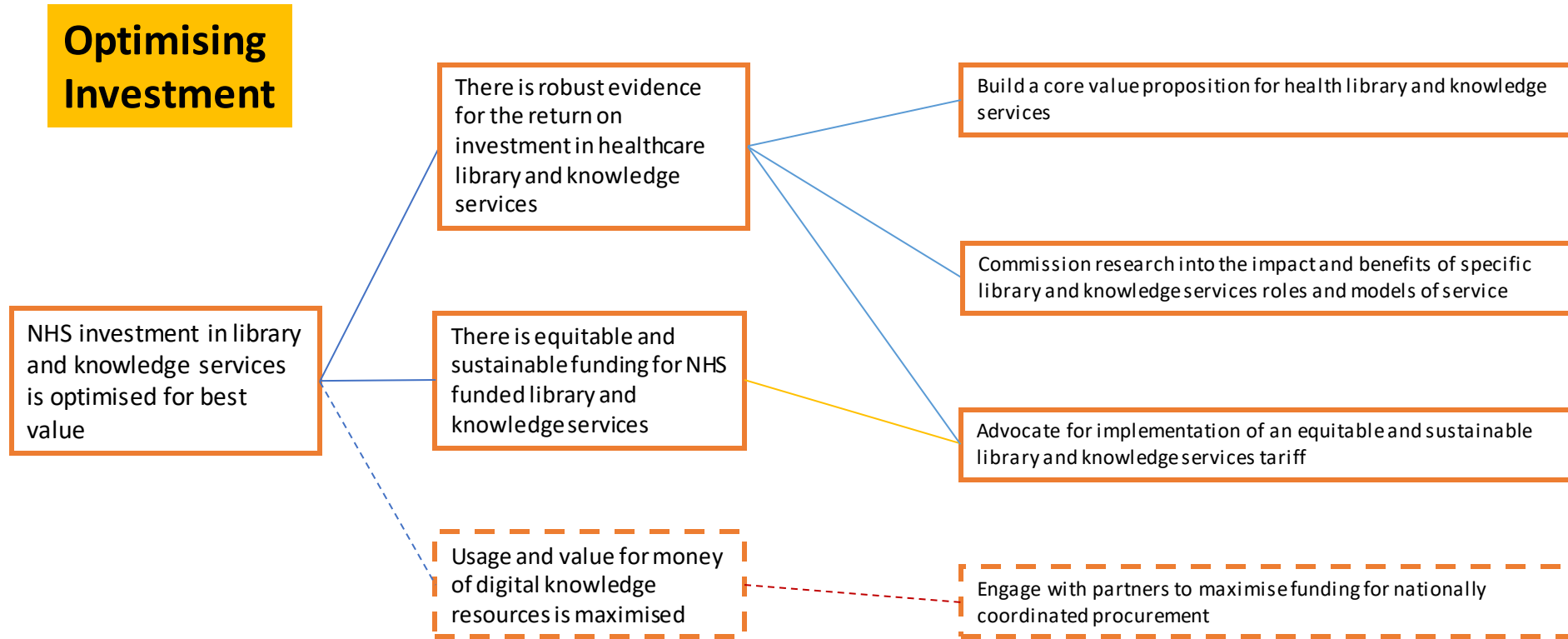


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## PRIMARY DRIVER

## SECONDARY DRIVERS

## INTERVENTIONS



## Advising on opportunities for service redesign

### Criteria for the redesign of library and knowledge services

Nationwide functions	Function will benefit from national leadership to achieve delivery across England
Specialist skills	Function requires scarce specialist skills which may not be accessible equitably across the country
Economy of Scale	Function can generate economies of scale, offering value for money if delivered at a larger scale
Opportunity for standardisation	Function can be delivered using a standardised approach across a wider region or customer base
Local knowledge	Function requires in-depth knowledge of the needs of the local health economy and active partnership working