

NHS Knowledge Services: Plan on a Page 2020/2021

Our Vision	NHS bodies, their staff, learners, patients & the public use the right knowledge & evidence, at the right time, in the right place, enabling high quality decision-making, learning, research & innovation to achieve excellent healthcare & health improvement.					
Our Mission	To ensure clinical, commissioning & corporate decision-making in health & care is informed by evidence from research & best practice as well as by organisational knowledge & staff know-how.					
Our Commitment	<ul style="list-style-type: none"> ▪ Ensure all NHS workforce members can freely access library & knowledge services (LKS) ▪ Value diversity & inclusion in the workplace ▪ Create a coherent national service that is proactive & focussed on the knowledge needs of the NHS & its workforce ▪ Develop the NHS librarians & knowledge specialists of today & tomorrow to use their expertise to mobilise evidence & organisational knowledge 					
Our Operating Principles	Provide professional leadership, advice & expertise	Mobilise evidence from research, corporate knowledge, staff know-how	Achieve value for money & equitable access	Facilitate provision & use of high-quality health, & wellbeing information	Assure quality & drive improved performance of NHS library services	Lead workforce planning and development
Our Aims	TRANSFORMATION Optimise & sustain health library & knowledge service provision	MOBILISING KNOWLEDGE Effectively mobilise evidence, learning, knowledge and know-how into policy and practice	EVIDENCE RESOURCES Enable staff & learners to use evidence & knowledge services at the time & point of need	HEALTH and DIGITAL LITERACY Meet the information needs of patients & the public for self-care & shared decisions	QUALITY Enhance the quality & demonstrate the value of knowledge services	SPECIALIST WORKFORCE Build capacity & capability of the current & future health library workforce
Our Key Priorities	<ul style="list-style-type: none"> • Optimise professional advice & expertise to the healthcare system, and to the specialist workforce • Advocate for appropriately resourced knowledge services with NHS employers • Advise on options for knowledge service reconfiguration & role redesign, across the regions • Liaise with HEE senior teams to ensure alignment • Progress sustainable equitable funding model 	<ul style="list-style-type: none"> • Advocate use of evidence & value of knowledge specialists • Launch HEE's mobilising & knowledge self-assessment tool (SAT) online • Increase use of the self - assessment tool • Develop proposal for an e-qualification in mobilising evidence & knowledge • Promote the NHS Knowledge Mobilisation Framework • Deliver training for healthcare & library staff to share their knowledge • Extend the reach of the HEE Knowledge Management service 	<ul style="list-style-type: none"> • Increase use of HEE funded digital knowledge resources • Embed & evaluate BMJ Best Practice • Increase centralised & collaborative procurement of knowledge resources • Progress proposals to streamline the infrastructure for resource discovery • Influence Open Access publishing in NHS • Concordat with Arms-Length Bodies 	<ul style="list-style-type: none"> • Refine, adopt & spread health literacy tools • Enable NHS staff to deliver evidence-based health information • Integrate partnership offers for health, information & digital literacy • Provide expertise to third & public sector information providers • Build networks of health information providers • Maintain guidance & resources for LKS staff on health information 	<ul style="list-style-type: none"> • Implement HEE's Quality & Improvement Outcomes Framework • Demonstrate the value & positive impact of LKS • Measure progress & review the Evaluation Framework • Identify & spread innovation & best practice in LKS • Demonstrate service improvement to employers • Progress research into Rol model 	<ul style="list-style-type: none"> • Provide national & regional leadership • Highlight to employers the need for specialist professional staff • Work with HEIs to shape the future specialist workforce • Explore NHS led learning academy • Coordinate national training & workforce development • Promote LKS careers • Develop leadership skills • Promote apprenticeships • Promote the HEE recommended staff ratio
Our Impact	The NHS is well supported to make informed decisions	Improved outcomes for the NHS informed by evidence & shared learning	NHS staff use high quality knowledge resources	High quality health information provided to patients & public	Continuous improvement of knowledge services	Confident, competent LKS teams ensure knowledge is used
Our KPIs (illustrative: Evaluation Framework)	<ul style="list-style-type: none"> • Quality Outcomes Improvements • Consultancy outcomes 	<ul style="list-style-type: none"> • Use of SAT • KM related activities 	<ul style="list-style-type: none"> • Resource metrics • Streamlined procurements 	<ul style="list-style-type: none"> • Impact case studies • Health literacy spread 	<ul style="list-style-type: none"> • Evaluation Framework • Impact case studies 	<ul style="list-style-type: none"> • Increased specialist roles • LKS engagement survey • Evaluation of CPD