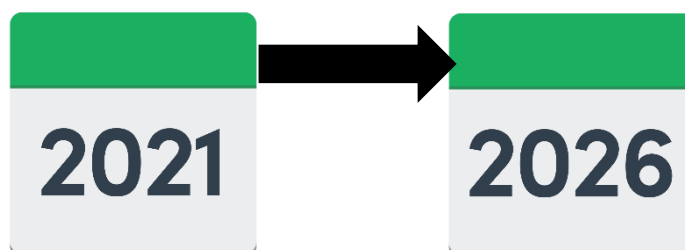


# A plan to make NHS Library Services in England better



# What's inside?



## Part 1

**Health information and NHS Library Services** **Page 3**



## Part 2

**What NHS Library Services are doing for the next 5 years** **Page 6**



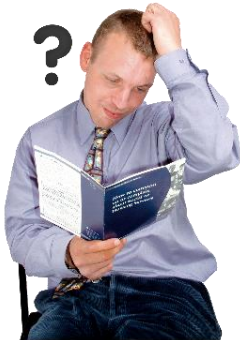
## Part 3

**Stories about supporting NHS workers and patients** **Page 20**



## Part 1

# Health information and NHS Library Services

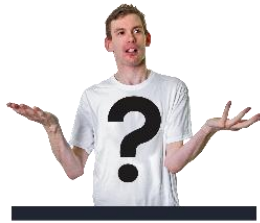


People can find a lot of information about health.

It can get **confusing** for health workers and patients.



This means it is sometimes **difficult** to make the right choices about care and treatment.



## What do NHS Library Services do?



**NHS librarians** help **NHS** workers and patients to make decisions.



**Librarians** are people who work in a library.



## A million decisions



**NHS** workers make over **1 million** important **decisions** about patient care every day.



A **decision** is when an **NHS** worker chooses what to offer a patient.



A **decision** could be about:

- taking **medication**
- doing **exercise** to be healthier
- having more **tests**.

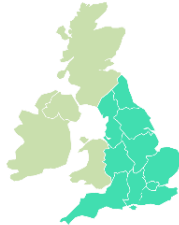




## Part 2



### What NHS Library Services are doing for the next 5 years



This **plan** explains how **NHS Library Services** in **England** will carry on:



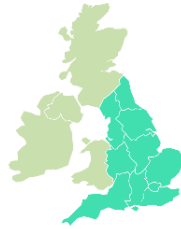
- finding the **best possible information**



- making sure **NHS** workers and students can find the **information** they need to know



- helping **NHS** workers make the right decisions.



This **plan** also explains how **NHS Library Services** in **England** will carry on:



- helping the **NHS** save **time** and **money**



- helping local **NHS Library Services** to work together



- making sure that **NHS librarians** get the right training



- making it easier for **NHS** workers to use **NHS Library Services**.



## The goals of NHS Library Services



### Goal 1 Getting the right information from different places and sharing it



People can find health information in lots of different places



**NHS Librarians** help **NHS** workers find the right information.





## NHS Librarians:



- collect information from **reports**



- collect information from **research**



- collect information from **books** and **health articles**



- collect information from the **internet** and **phone apps**



- collect information that people **know** but they have **not** written down.



## Goal 2

Using information so that  
NHS workers make the best  
choices



This goal is about making sure  
that **NHS** workers have the best  
possible information they need.



This means **NHS** workers can  
give the best possible **care and  
treatment**.



**This means that:**

- more people will stay healthy  
for longer



- more people will get better quickly when they are ill



- more people are using the latest and best **information**.



This will save the **NHS** a lot of **time** and **money**.



## Goal 3

**Support NHS workers and patients to understand health information**



**NHS librarians** help to train **NHS** workers to find the best possible **information**.



This means **patients** and **NHS workers** can make better decisions together.



This work will help patients to:



- understand their **treatment** better



- understand how they **stay healthy**



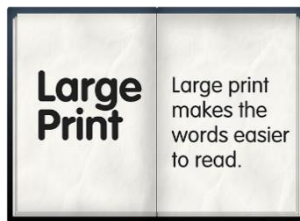
- ask **NHS** workers the **right questions** so that they know they are getting the best treatment.





The law says that patients in England should get information in the format they need.

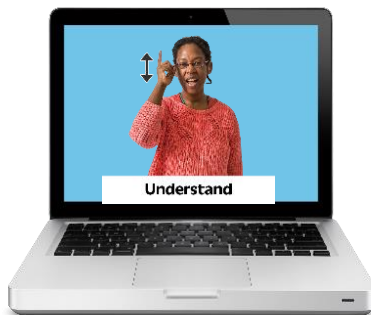
For example, this information could be:



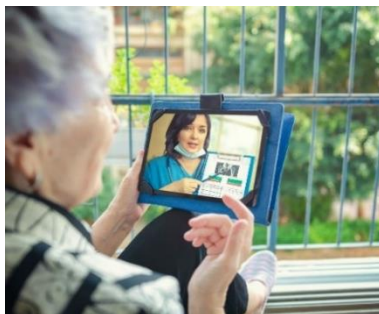
- in **large print**



- an **Easy Read** document



- or a **British Sign Language** video.

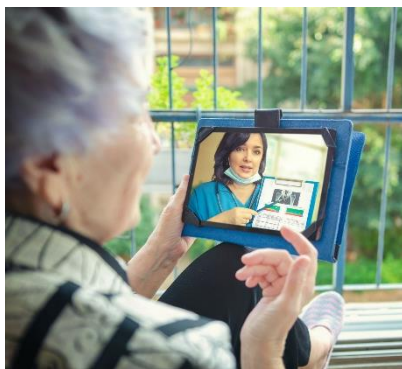


This will make sure that people have the **information** they need to make better choices about their health.



The work of **NHS Library Services** supports **NHS** workers to talk to patients:

- about their **choices**



- about their **healthcare and treatment**



- about their **wellbeing** and **how they stay healthy.**

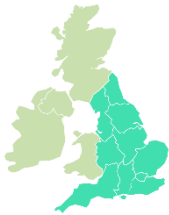


## Goal 4

**Making it easier to find health information**



**NHS Library Services** will build a new **online system**.



It will bring **information** together in one place.



The new **online system** will mean that **NHS workers** and **librarians** can:



- find the information they need



- find information **quickly** and **easily**



- help other **NHS** workers make the **right choices** about care



## Goal 5

### Getting more **NHS** librarians and giving them more training

This goal is about:



- making sure **NHS librarians** in **England** get the right training and support to do their job better



- making sure there are enough **NHS librarians** to help **NHS** workers and patients



- making sure there are **libraries** where **NHS** workers and students can read, study or have time to themselves.





**NHS Library Services** will:

- get **more qualified people** with the best skills



- work in **different places** that run different healthcare services



- support more people who work in the **community** such as **pharmacists** and **GPs**

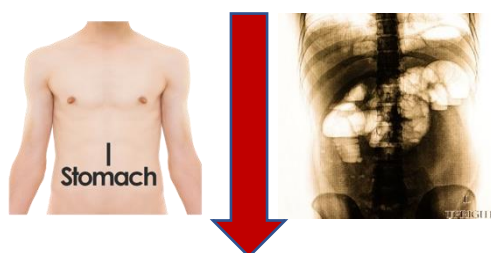


This would save the **NHS** a lot of **time** and **money**.



## Part 3

### Stories about supporting NHS workers and patients



## Story 1

### Showing that some patients need less stomach X-rays

Doncaster and  
Bassetlaw Hospitals   
NHS Foundation Trust



A doctor and **NHS librarian** at  
**Doncaster and Bassetlaw  
Teaching Hospitals** worked  
together.



Their project looked at **how  
many times** a patient needed  
a stomach X-ray.



They found out that many stomach X-rays **do not** help doctors find out why patients are ill.

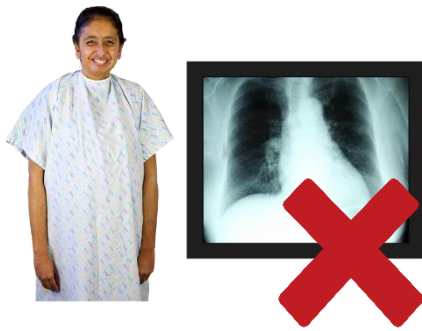


This is important **information** because lots of X-rays could mean patients get **too much radiation**.



**Too much radiation** can make patients **feel ill**.

This project means:



- patients are **safer** because they will have less X-rays



- other **NHS** workers **do not** need to look for this information



Each X-ray costs about **twenty-five pounds**.



Less X-rays means money will be saved.

Doncaster and  
Bassetlaw Hospitals **NHS**  
NHS Foundation Trust



This project helped **Doncaster and Bassetlaw Teaching Hospitals** save around **thirty thousand pounds** every year.



## Story 2

### Support for nurses who have just qualified



Gloucestershire Hospitals  
NHS Foundation Trust



This story is about a staff nurse called Sophie who works at **Gloucestershire Hospitals NHS Foundation Trust**.



Sophie set up a project to give better support to nurses who had just qualified.



An **NHS librarian** gave Sophie useful information about the best types of support that nurses get at other **NHS** organisations.





This **information** helped Sophie to set up a group:



- so that nurses who have just qualified can **support** each other



- so that more nurses stay in their job for a **long time**.



**Find out more**



**Library Services** are a very important part of the **NHS**

**NHS**  
*Health Education England*



**Health Education England** leads **NHS Library Services** in **England**

**NHS**  
*Health Education England*



**Health Education England** helps **NHS workers** and **students** across **England** to learn the best **skills** for their job.



If you want to find out more about the work of **NHS Library Services** in **England** please get in touch:



## Email

[kfh.England@hee.nhs.uk](mailto:kfh.England@hee.nhs.uk)



Go to our **website**

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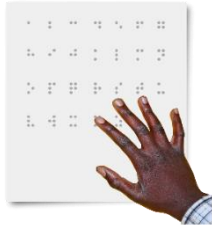
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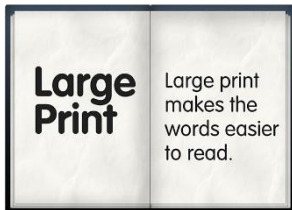


Would you like this document in:

- **audio?**



- **braille?**



- **large print?**



Please **email**

[comms@hee.nhs.uk](mailto:comms@hee.nhs.uk)



If you want more information about **staying healthy** go to:



[www.nhs.uk](http://www.nhs.uk)



If you need **help** with the **healthcare treatment** you are getting you can:



- ask your **GP** or family doctor

**healthwatch**



- go to your local **Healthwatch website**.



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