**Notes from the Cheshire & Mersey Patch Meeting – 13 April 2023**

**Present**:

Vicky Bramwell (Cheshire and Wirral NHS), Graham Breckon (Countess of Chester NHS), Yvonne Clarke (Pathways CIC), Tilly Dixon (Mid Cheshire NHS), Victoria Ferri (Liverpool University Hospitals NHS), Suzanne Ford (St Helens and Knowsley NHS), Alan Fricker (NHS England), Maureen Horrigan (Liverpool Heart and Chest NHS), Stephen Molloy (Liverpool Womens NHS), Jan Moore (Knowsley Library Service), Razia Nazir (Bridgewater NHS), Tracy Owen (Mersey Care NHS), Susan Smith (Mid Cheshire NHS), Debbie Spencer (University of Chester), Sally Starkey (Cheshire West and Chester Council), Alison Thornley (East Cheshire NHS), Anne Williams (University of Chester), Becky Williams (NHS England)

**Apologies**:

Samantha Gillies (University of Liverpool), Trudy Jones (Runcorn and Widnes Libraries), Gil Young (NHS England)

**Actions brought forward**: none

**Meeting Discussion**:

Alan Fricker (AF) gave a presentation on the NHS Knowledge and Library Hub

The Hub arrived at the time that Evidence Search and HDAS were retired, but that was just coincidence - it isn’t a replacement for these. The Knowledge and Library Hub is a discovery tool built on EBSCO discovery service. The aim is to start with a simple search. It includes access to journals, databases, BMJ Best Practice, Royal Marsden Manual, as well as including NHS Trust library catalogues. Have worked with Third Iron enabled to allow full access to PDFs.

Recent survey on Hub usage - positive feedback during the survey, popular with people who want to do a quick search and get direct access to articles. Additional feedback comments received regarding more advertising needed to spread the word, and that an introduction would be useful during induction.

Metrics shown on Hub usage and downloads. AF mentioned Kings is currently has the highest usage nationally, they are using links to Browzine article in their current awareness bulletins which is having a positive effect on their usage stats.

Anne Williams queried how we are using Kortext. Becky Williams (BW) explained NHS have a core collection on Kortext, with regions subscribing to additional content. This works on a credit model, each title has a number of credits which count down with usage. Have not had any occasions where have run out of credits up to now. E-books not as well used as we would like.

Yvonne Clarke asked a question regarding use of the Hub for social prescribers. BW provided a link regarding Open Athens eligibility <https://www.nice.org.uk/about/what-we-do/evidence-services/journals-and-databases/openathens/openathens-eligibility>

Vicky Bramwell (VB) mentioned that when emailing evidence searches, they are including the links from the Hub search, and a link to the Hub video. They have produced a bookmark which includes the QR code/url links to the Hub which are being given out during induction.

AF mentioned the OpenAthens survey, which resulted in 10,000 responses. Mentioned it is Ok to send emails to Hub users if the email is regarding the Hub.

AF – Direct urls are available for each local instance of the Hub. These give direct access to library catalogues where embedded, and the Ask-A-Librarian feature, which when configured sends emails to the local library email inbox. This works ven if not logged in. This overcomes the problem with dynamic urls and bookmarking. The persistent urls for each library can be found here:

<https://knowledgehub.freshservice.com/support/solutions/articles/27000035291>

BW mentioned with the new North West NHS library management system, e-books should also be catalogued.

Some questions were put forward for further discussion:

**When do you use the hub?**

VB – If invited to a clinical meeting they introduce the Hub. Using the intranet to get to the Hub. Also have the hub as a button on their library catalogue.

VB – wondering if they may need a portal to get directly to CINAHL etc.

AF – During user training of the Hub, explained left hand side of hub use filters to limit to databases, and right hand side for widgets. Found that all understood filtering, no one understood the widgets.

Want to get across how to do a good search, as this is applicable to the Hub, google, etc.

SS asked if there is the potential to flag what databases are used during the search.

AW explained University of Chester uses Proquest, but possible similar functionality.

AF - Currently working on custom placard for BMJ Best Practice, where if someone does a search on something covered by Best Practice a placard will pop up and they will have the ability to be taken there.

Other questions, but ran out of time….

How have you promoted it so far?

How does the Hub fit into your information skills training?

What do you like about it?

What improvements would you like?

What feedback have you had from your end-users?

**Promoting the Hub**

BW - Raising the awareness of promotional materials that are available. Workspace is available for the hub and all other electronic resources. You can join FutureNHS here: [FutureNHS Collaboration Platform - FutureNHS Collaboration Platform](https://future.nhs.uk/). And request to join the Workspace here: [NHS Knowledge for Healthcare promotional resources - FutureNHS Collaboration Platform](https://future.nhs.uk/HEEKnowledgeForHealthcare)

A new animated video is available: <https://www.youtube.com/watch?v=GgzCKKuHDkg&t=36s>

Ran out of time!! Any questions that didn’t have time to cover then please email Alan or Becky ([kfh.england@hee.nhs.uk](mailto:kfh.england@hee.nhs.uk)).

Grading from stats. AF is trying to locate the numbers.

