



LIHNN Christmas Study Day 2023

15th December - The Studio, Manchester

Agenda

9:30–10:00am – Registration

10:00–11:00am – LIHNN Chair welcome
and Quality Awards

11:00–11:15 – Break

11:15–12:00 – Minutes of Mayhem

12:00–13:30 – Lunch, voting and quiz

13:30–14:00 – Julia Hoffman


14:00–14:30 – Break and chocolate
roulette networking

14:30–15:00 – Awards



Welcome from the Chair



The background features a stylized anatomical illustration of a human figure from the back, showing the spine, ribs, and internal organs. A complex network of lines, resembling a neural or network structure, is overlaid on the figure. The image is split into two color zones: a dark grey/black area on the left and a green area on the right, separated by a white curved line. The text is centered in a white semi-transparent box.

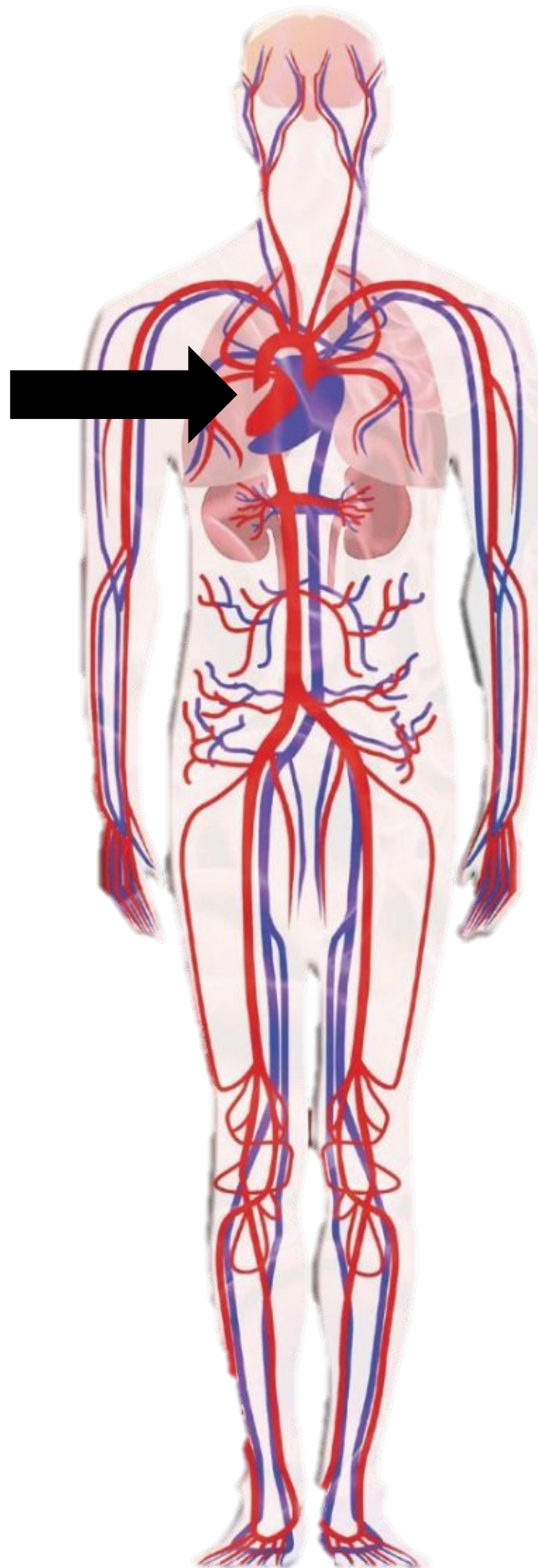
Anatomy of a network

LIHNN Xmas 2023

Susan Smith

The Heart:

- LIHNN is a network and helps connect people
- Helped me build a sense of professional identity
- Fond memories
- A sense of community!
- A sense of belonging
- A sense of ownership that I don't get with NHS E or CILIP
- Not as large and disparate/intimidating as the national group
- Friendships that have sustained me
- Like-minded, friendly people who completely understand what you do in your role, and the issues you might face

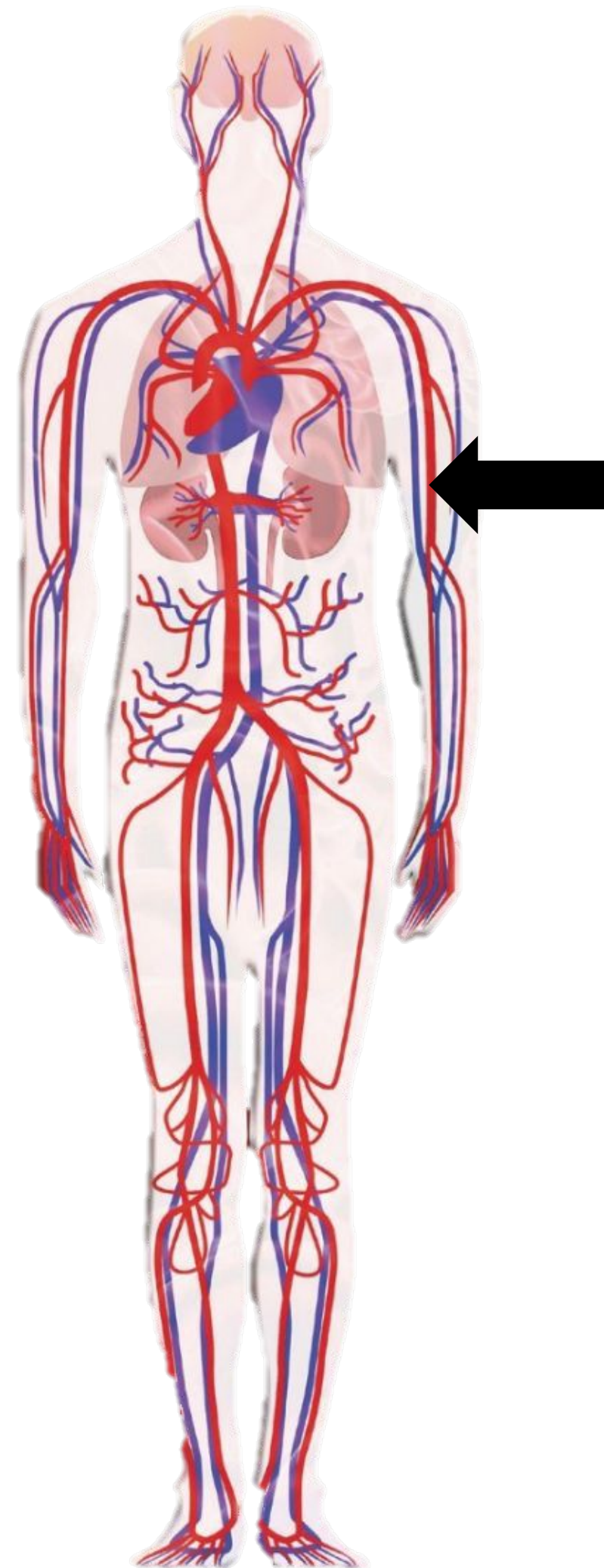


Response:

- Created a social secretary
- Continuing the Xmas study day in person
- Run the new starters events
- Have a buddy system
- Patch groups exist for sharing local knowledge and expertise

Response:

- Email list has been reviewed and updated
- Committee list has been reviewed and updated
- Northern lights is still there
- A review of the website is underway – Current awareness resource created as Phase I
- We will be reviewing the LIHNN offer
- New national networks leads group has formed

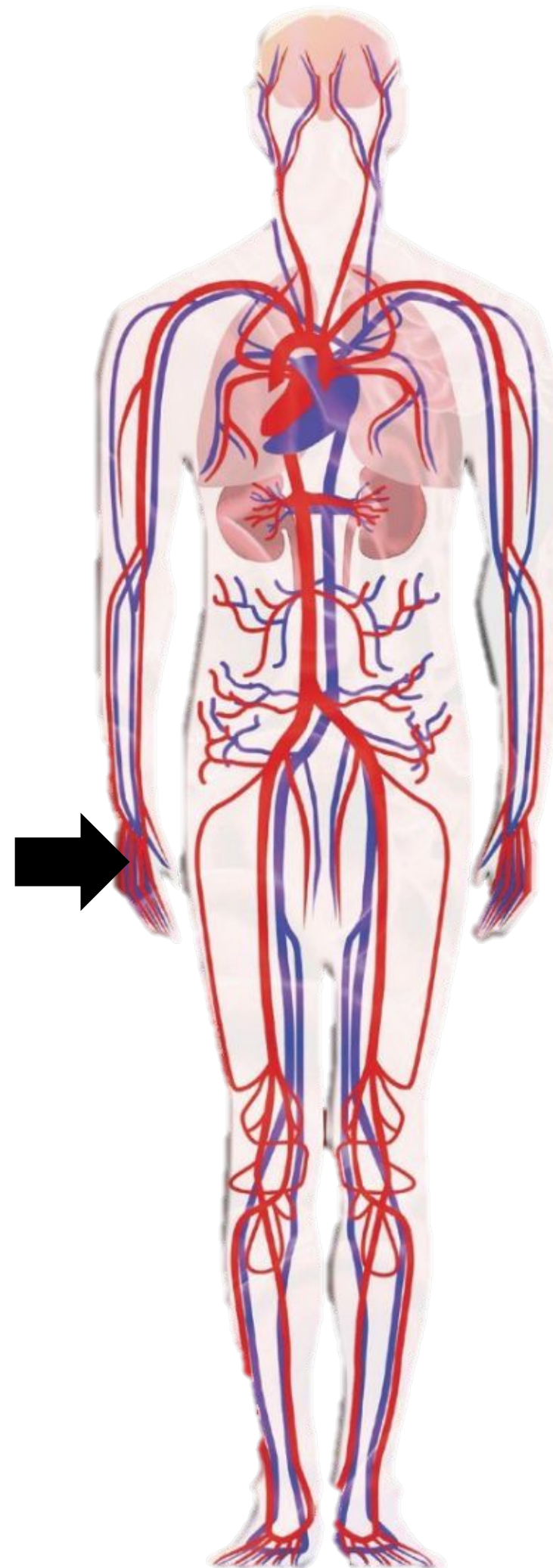


Circulation:

- I find Northern Lights useful
- Putting faces to names from e-mails meant a lot
- Real discussion and engagement with services that we could share even if only marketing
- ILL opportunities
- Keep up to date with developments in the NHS library world and NHS in general
- More partnership working to reduce duplication.
- Face to face meetings are a priority for me.
- A reminder of what LIHNN does as I think its identity has been lost.
- Knowing the team more-do not know who members are or what they do
- I wonder what other regional groups are doing at the moment?

The Hand:

- Share problems and receive answers
- Share ideas and ask for help from colleagues
- Engage with colleagues and to become comfortable in my new role
- Helped me build a sense of professional identity
- Supportive clinical librarian meetings
- Supported me when I was new to Health Libraries and a safe space to ask questions
- Training sessions through LIHNN have helped me
- Received bursaries in the past to attend conferences



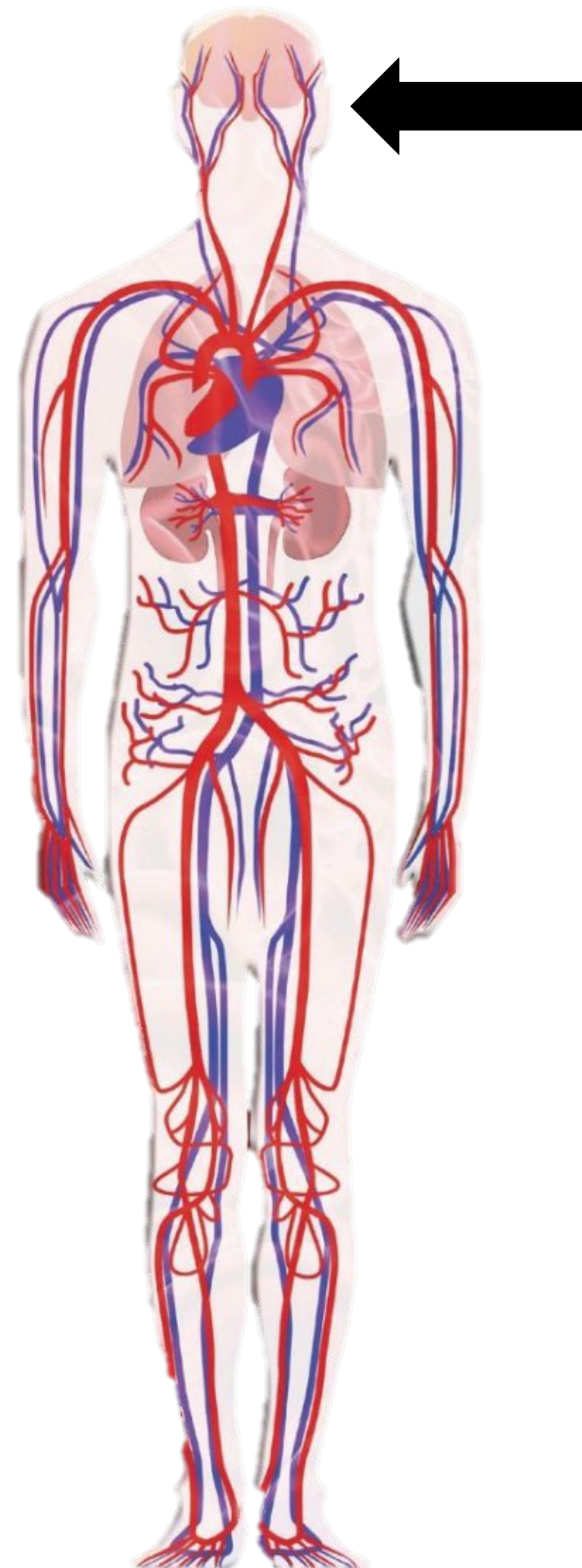
Response:

- Your actions create this culture
- We have recruited a CPD officer to help plan training
- We are working in partnership to extend opportunities
- We welcome all levels of experience on to the committee to support skills development

Response:

- Leavers gifts now stopped
- Networks can help save time – you need to think how to make time and make the best of opportunities
- Everyone from a partner organisation can be a member!
- Looking at how to support all roles and improve development opportunities
- The Committee is large to spread the workload, to share ideas. Same issues exist across all networks merging goes against the identified local value.

LIHNN is building back but needs you!



The Head:

- Stop leavers gifts
- I simply don't have enough hours in the day for sustained extra curricular activities
- Time is an issue at the moment.
- I am retiring this year so maybe my comments are not valid
- Seems to be more for than managers than band 3s
- I connect with but not bothered about the rest
- We can't all be released to attend meetings etc.
- NHS WE & T has robbed LIHNN of a role. This I suspect is about to change, again.
- I am not a member of CILIP anymore.
- Do you really need a big committee structure why not run it more as a COP with volunteers to lead on things that they are interested in.

The Lungs:

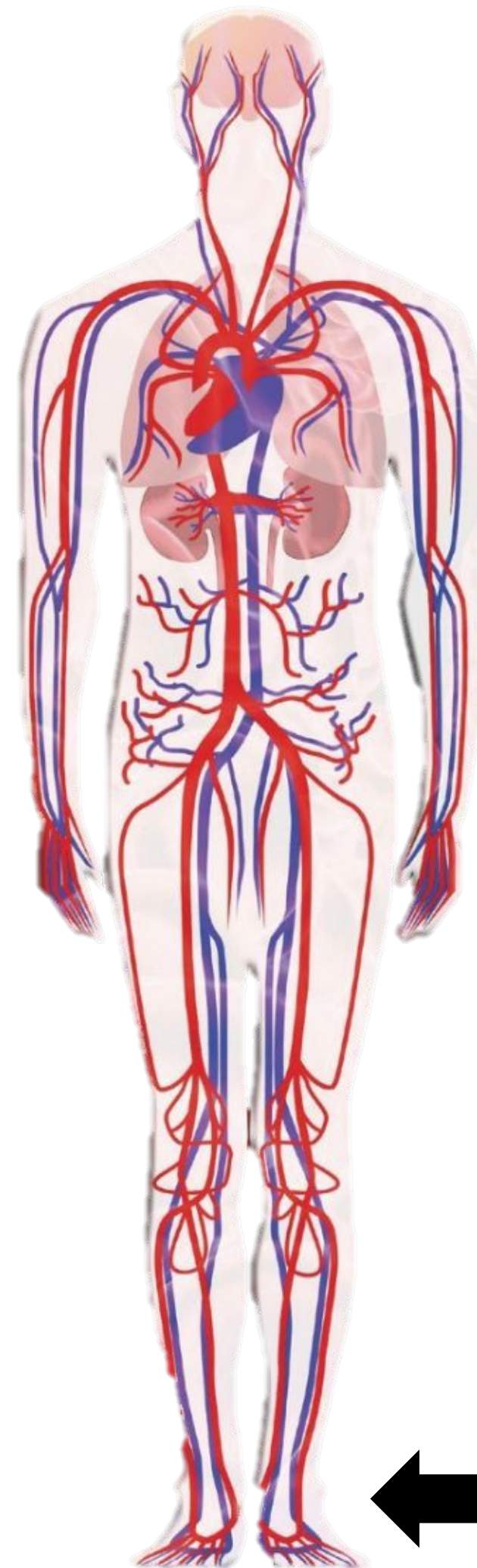
- Susan Smith – The Chair
- Vice Chair - vacant
- Karen Storms – The Secretary
- Tracy Owen – Treasurer
- John Gale – Social Secretary
- Paul Tickner - CPD Officer
- Alison Thornley – Webmaster

General Members

- Emma Dent
- Sinead English
- Katie Nicholas - NHS England
- Julia Hoffman – Libraries Connected
- Gil Young - NHS England

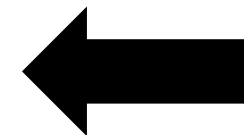
Additional thanks

- Siobhan Linsey
- Andrey Platia



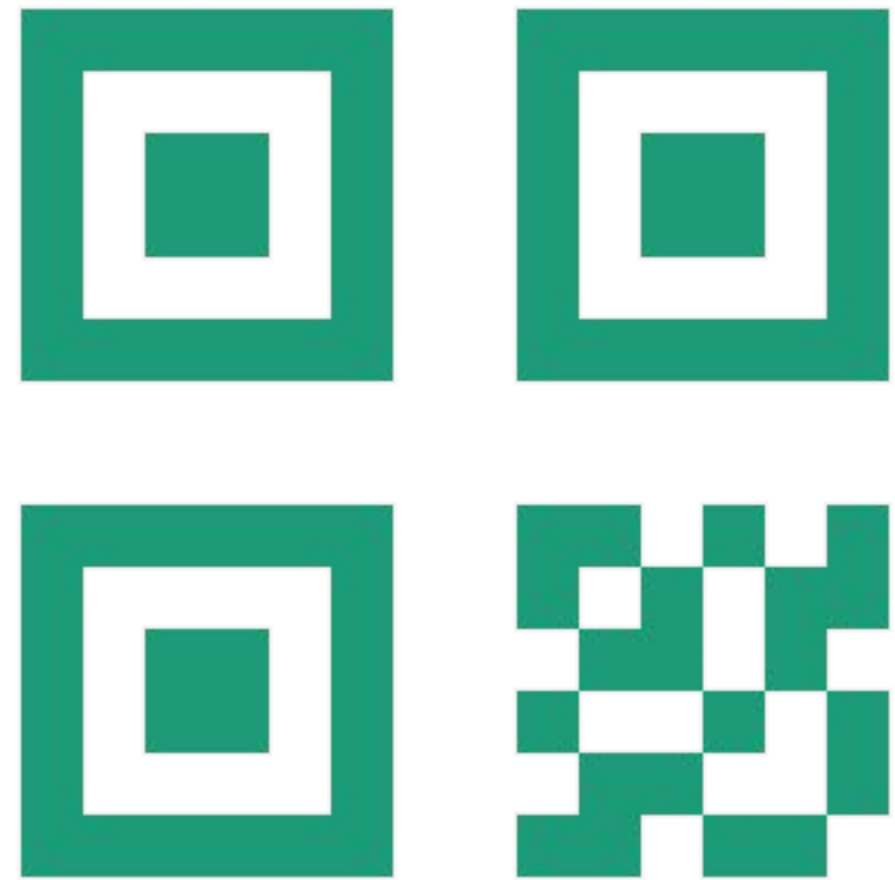
The Feet:

- Watch out for new starters event
- Collaborative conferences with the Academic Libraries North set
- Library visits planned for new year
- Joint initiatives with other regional networks have begun
- Review of funding model
- Review of website





Quality Awards



Creating a Gastroenterology Patient Information Database Using QR Codes

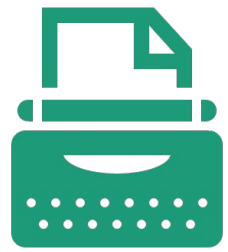
Holly Cook: Clinical Librarian
East Cheshire NHS Trust

How it started...

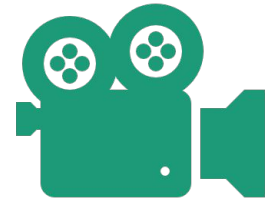
- Targeted Gastroenterology Department as 'low library users'
- Created a Gastroenterology Update
- Chance encounter over OpenAthens enquiry led to literature search on improving patient information for gastroenterology patients
- Library involvement in the patient information process enabled suggestion of project



Patient information



Written



Video files




Audio files

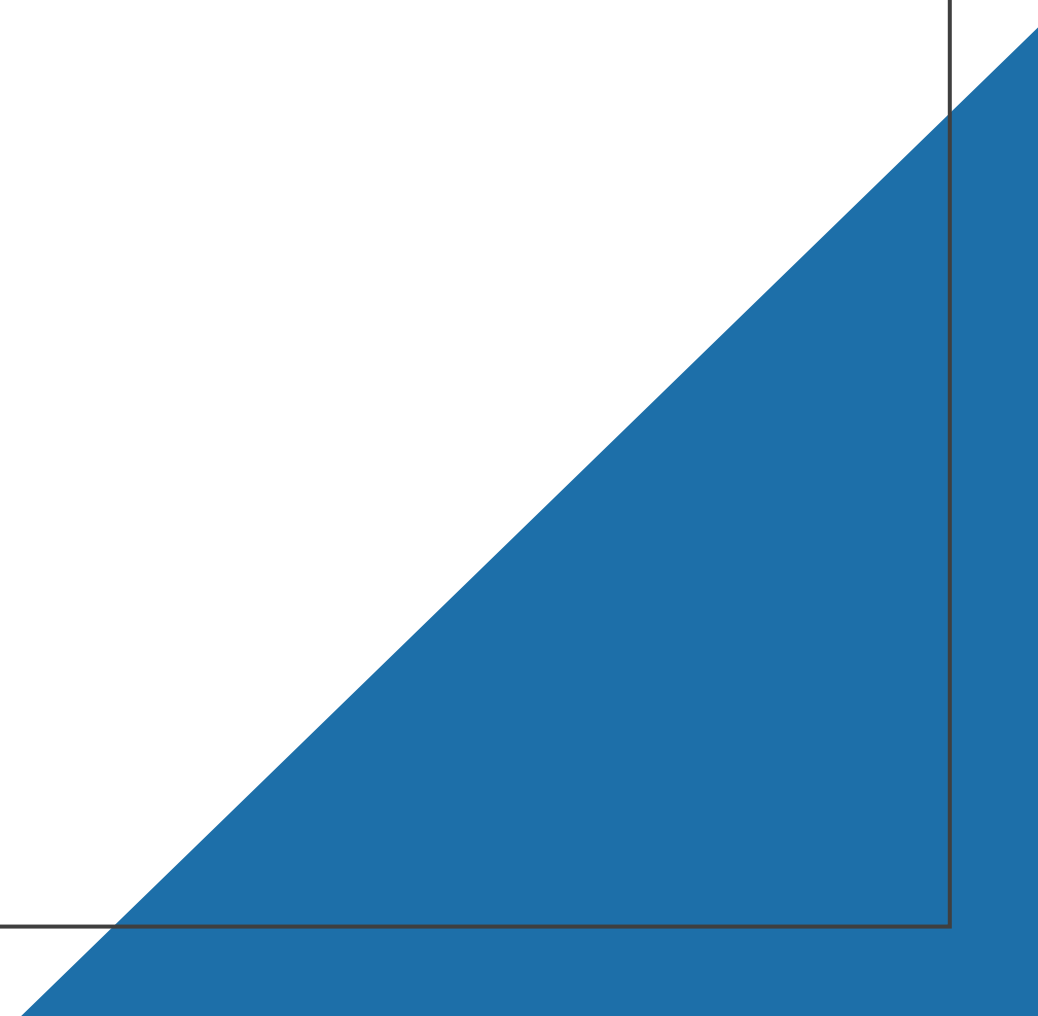


Readable software

Background

- Convoluted process for creating and sharing patient information
 - Majority of the Trust relies on internally generated (paper) content
 - Lots of effort spent duplicating what is already online
 - No standardised way in Gastro of sending patients information about their condition (some paper, some texts, some calls)
- 

What we wanted...

- A simplified workflow for medical secretaries & all other health care professionals sharing 'patient information' with patients via their letter of primary diagnosis
 - An increase in web-based information being shared with patients
 - A decrease in internally generated content
 - A single point for Gastro patient information
- 

What we did...

- Conducted an evidence search and found that *'Good online patient information and improved outcomes and reduced appointment time'*
- Created a master list of required leaflets/information
- Found equivalent information from trusted sources online
- Used this to build a 'proof of concept' database of online patient information using QR codes
- Testing...

Sources

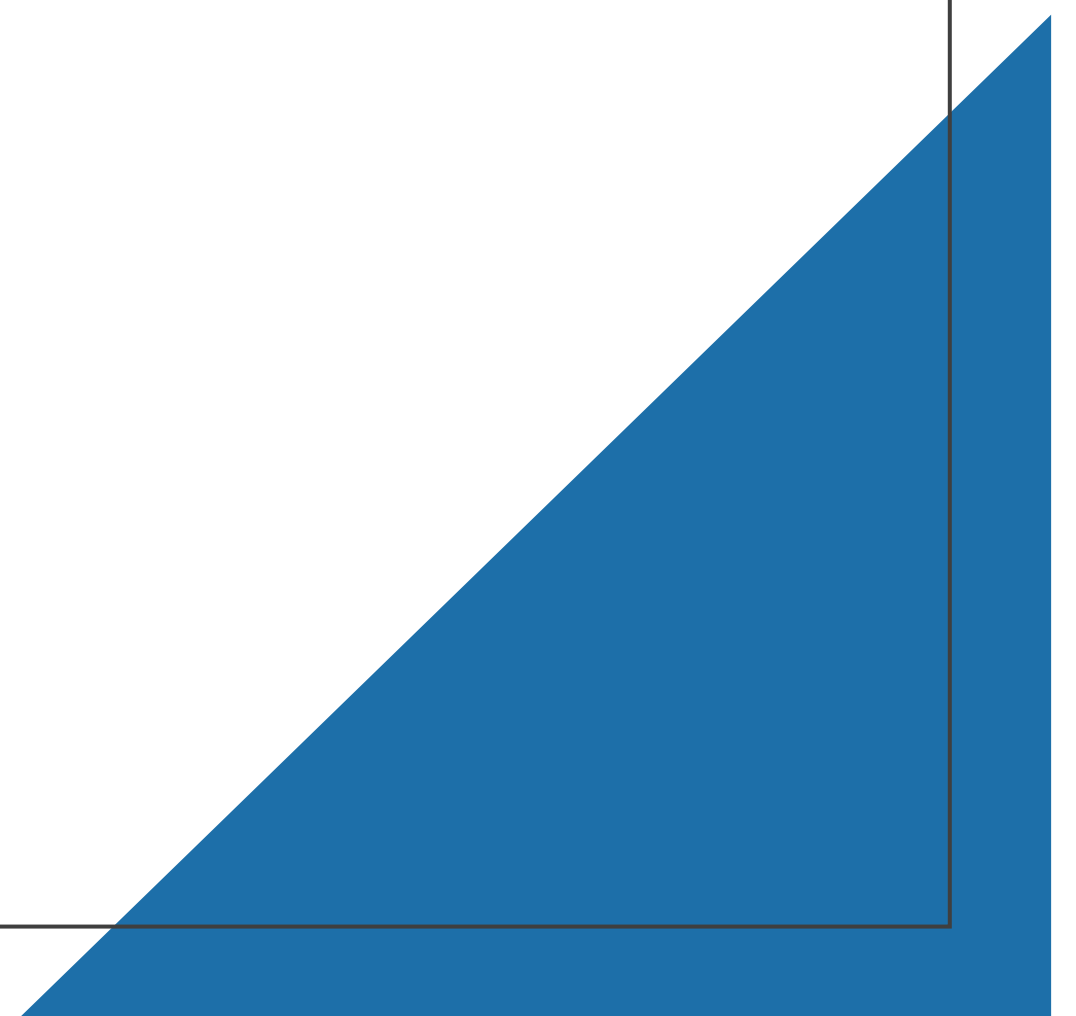
- British Liver Trust
- Crohn's and Colitis
- Guts
- Macmillan
- NHS
- Pancreatic Cancer Action Netwo
- Patient Info

1	American Liver Foundation	https://liverfoundation.org/
2	AMMF Charity	https://ammf.org.uk/
3	Barrett's Oesophagus UK	http://www.barrettscampaign.org.uk/
4	Bowel Cancer UK	https://www.bowelcanceruk.org.uk/
5	British Liver Trust	https://britishlivertrust.org.uk/
6	Canadian Liver Foundation	https://www.liver.ca/
7	CARD	https://www.cardcharity.co.uk/
8	Children's Liver Disease	https://childliverdisease.org/
9	CICRA	https://www.cicra.org/
10	Coeliac UK	https://www.coeliac.org.uk/home/
11	Colostomy Association	http://www.colostomyuk.org/support/tidings/
12	Continence Foundation	http://www.continence-foundation.org.uk/
13	Crohn's & Colitis UK	https://www.crohnsandcolitis.org.uk/
14	EFCCA	https://www.efcca.org/
15	ELPA	https://elpa.eu/
16	Eosinophilic Oesophagitis	https://www.allergy.org.au/patients/food-other-adverse-reactions/eosinophilic-oesophagitis
17	EuroLiver Foundation	http://www.euroliver.org/
18	Guts UK	https://gutscharity.org.uk/
19	Haemochromatosis Society	https://haemochromatosis.org.uk/
20	Hepatitis B Foundation	https://www.hepb.org/
21	Hepatitis C Trust	http://www.hepctrust.org.uk/
22	IBS Network	https://www.theibsnetwork.org/
23	IFFGD	https://www.iffgd.org/
24	ILEOstomy Support Group	https://iasupport.org/
25	Macmillan cancer support	https://www.macmillan.org.uk/
26	MASIC	https://masic.org.uk/who-we-are
27	NORD	https://rarediseases.org/organizations/crohns-and-colitis-foundation-of-america/
28	Oesophageal Association	https://www.opa.org.uk/
29	Pancreatic Cancer UK	https://www.pancreaticcancer.org.uk/
30	Patients on IV and Nutritional	https://pinnt.com/Home.aspx
31	PBC	https://www.livingwithpbc.com/pbc-groups-and-organizations/
32	Pelvic Radiation Disease	https://www.prda.org.uk/
33	Pernicious Anemia Society	https://pernicious-anaemia-society.org/pernicious-anaemia/
34		

Technology

- Used QR Monkey to create a QR code for each 'leaflet'
- Built a website using (free) Weebly platform

<https://bit.ly/gastro-patient-info>



A-Z Patient Information leaflets

Abnormal Liver
Function Tests



LEAFLET

Achalasia



LEAFLET

Acute fatty liver of
pregnancy



LEAFLET

Acute Pancreatitis



LEAFLET

Adalimumab



LEAFLET

Adhesions



Alcohol-related liver
disease



Aminosalicylates



Anal Cancer



Anal Fissure



Gastroenterology PILs

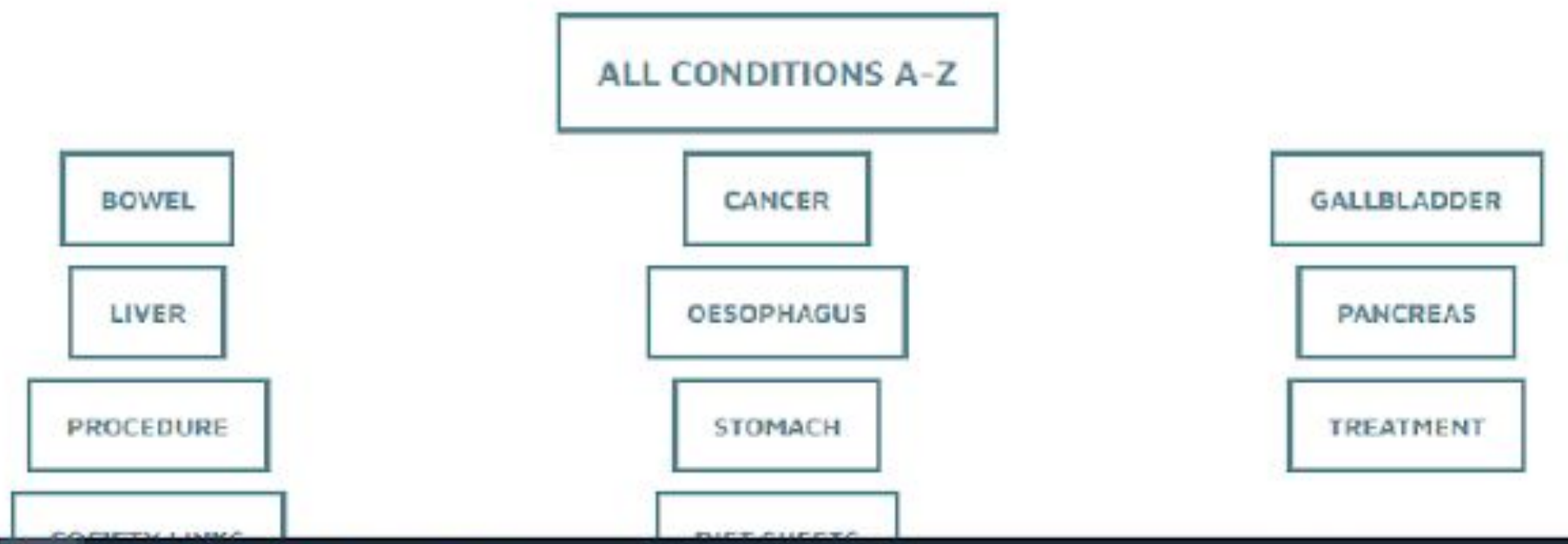
- HOME
- A-Z
- BOWEL
- CANCER
- GALLBLADDER
- LIVER
- OESOPHAGUS
- PANCREAS
- PROCEDURE
- STOMACH
- TREATMENT
- SOCIETY LINKS
- MORE...

Gastroenterology Patient Information

This site is for the Gastroenterology Department staff at East Cheshire NHS Trust to manage the dissemination of quality information to their patients.



Select the patient's condition to see the relevant patient information leaflets.



██████ is 42 years old with known IBD. She had received our recent communication about the SeHCAT result which confirmed evidence of mild bile salt malabsorption. As ██████ is continuing with increased frequency she has made the decision to try the medication. Following confirmation with Gastro Consultant Dr Saravanan we have now issued a prescription to collect from the hospital pharmacy of Colesevelam 1.25 g 3 times a day. She has been advised to take one hour prior to taking other medications or 4 hours after taking other medications. We have provided an information QR code about bile salt malabsorption- see the bottom of this letter.

Action for GP: please prescribe Colesevelam 1.25 g 3 times a day. Please add this to her regular prescription.

Yours sincerely

JRMountford.

Joanne Mountford
IBD Nurse Specialist



QR code for patient information leaflet on Bile salt malabsorption

Chief Executive: Ged Murphy
Chair: Aislinn O'Dwyer

QR codes in clinic letters

- ECT Gastro goes smart with utilisation of QR codes and expanding soon into other areas endoscopyLetters will be getting smarter
- Can add multiple codes including procedures

Advantages


- No duplication of effort
- Updated in real time
- Better infection control
- Patient can use as a portal to further resources such as forums

Issues

- Is the information good enough? i.e. Evidence based
- Is it updated regularly?
- Broken links
- Digital literacy
- Complaints about lack of physical leaflets
- No contact/local information

Impact



- Increased health literacy in Patients
 - Simpler and consistent process for the Health Secretaries
 - Better relationship between the Library Service and Gastroenterology
 - Library team seen as innovators/achievers within the Trust
- 

Any questions?

The Christie
School of Oncology



Clinical Librarian Project

Kathryn Graham-Shuttleworth,
Clinical Librarian,
The Christie NHS Foundation Trust

✉ kathryn.graham5@nhs.net

Clinical Librarian project

- In January 2023 I began working as the Clinical Librarian at The Christie NHS Foundation Trust
- It was established as a trial position: 12 months fixed-term, 0.5FT hours
- This was a brand-new position to the Trust and the LKS service, though previous funding had been secured and lost



The need for a Clinical Librarian

- Interest expressed by various clinical and educational departments, before the role was established
- I was initially integrated into the Radiotherapy Education team
- I was also integrated into a clinical project
- The role was required for the LKS to be fully compliant with staffing ratio guidelines (HEE, 2019)

The data

- The focus from the beginning was to establish the service, but also to collect impact data
- Collated and analysed 6 months of data to put a business case together
- I've increased this to 11 months data for this presentation

The data

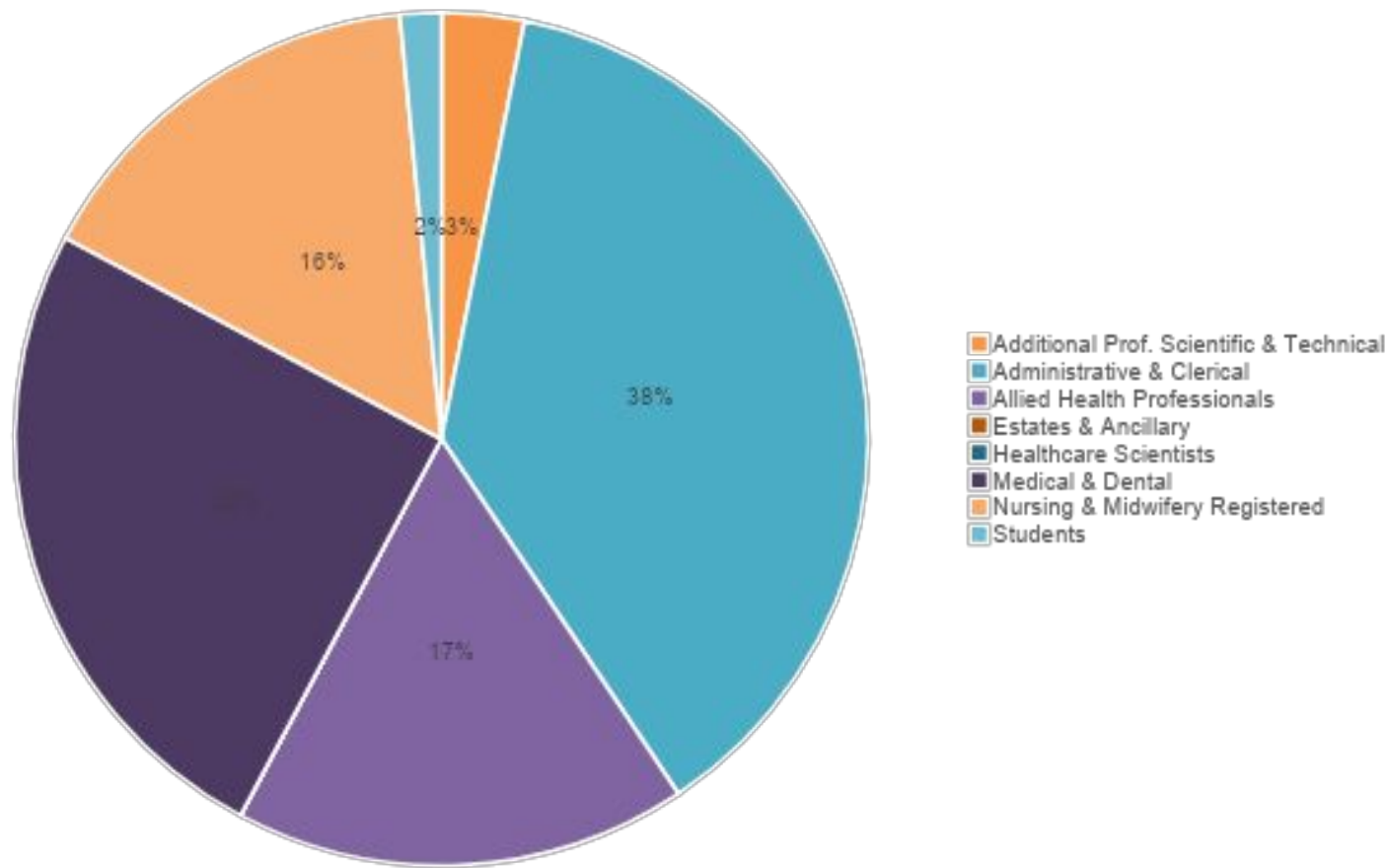
Key Performance Indicator (KPI)	Measured between January – November 2023
Evidence searches conducted by CL	93 searches (192 total for LKS)
Percentage of LKS search output	49% of all LKS searches completed by CL
CL time spent on evidence searches	122.83 hours
Hours of Christie staff time saved*	282.52 hours (none-LKS staff time: 405.35hrs)
Potential efficiency saving#	£4,122.09
Training sessions delivered	28 sessions
Christie staff trained	36 Christie staff or students trained in Advanced Literature Searching, Reference Management or Introduction to Electronic Resources.

*Efficiency calculation based on Edwards et al., 2022

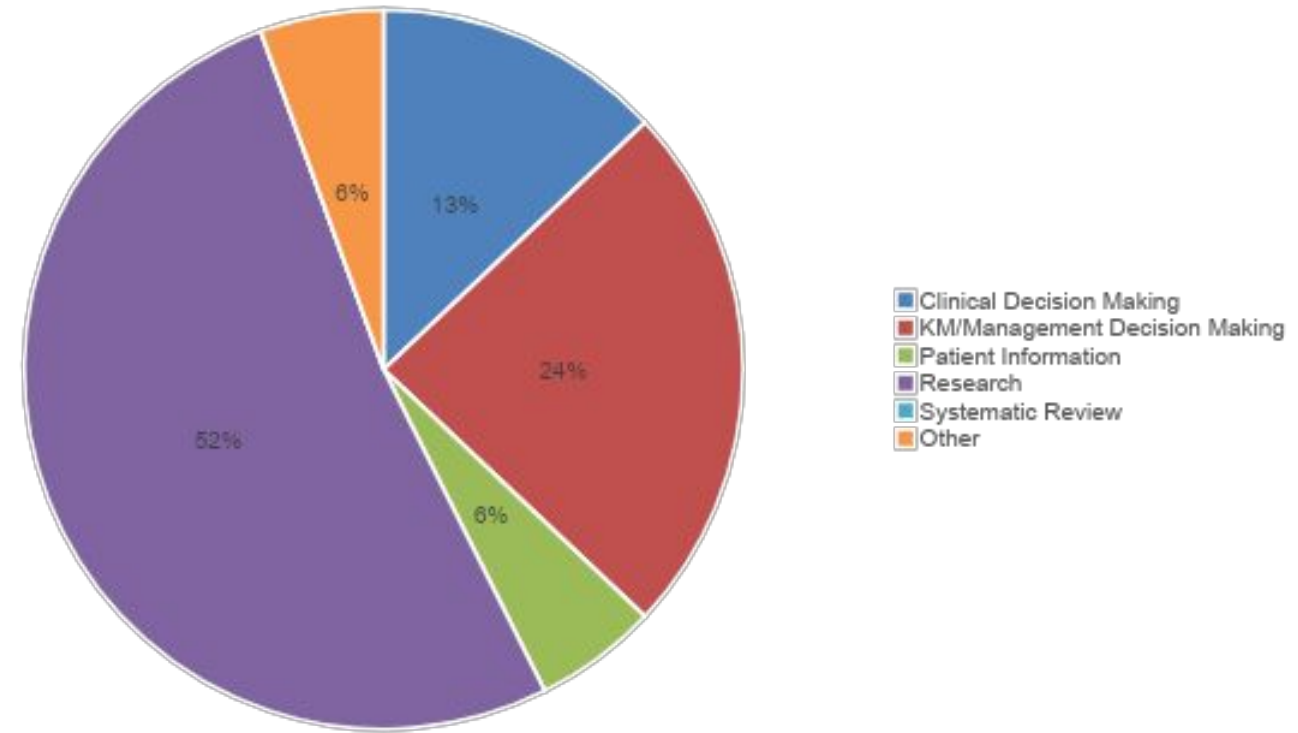
#Cost of self-completed searches versus Clinical Librarian completed searches

The data

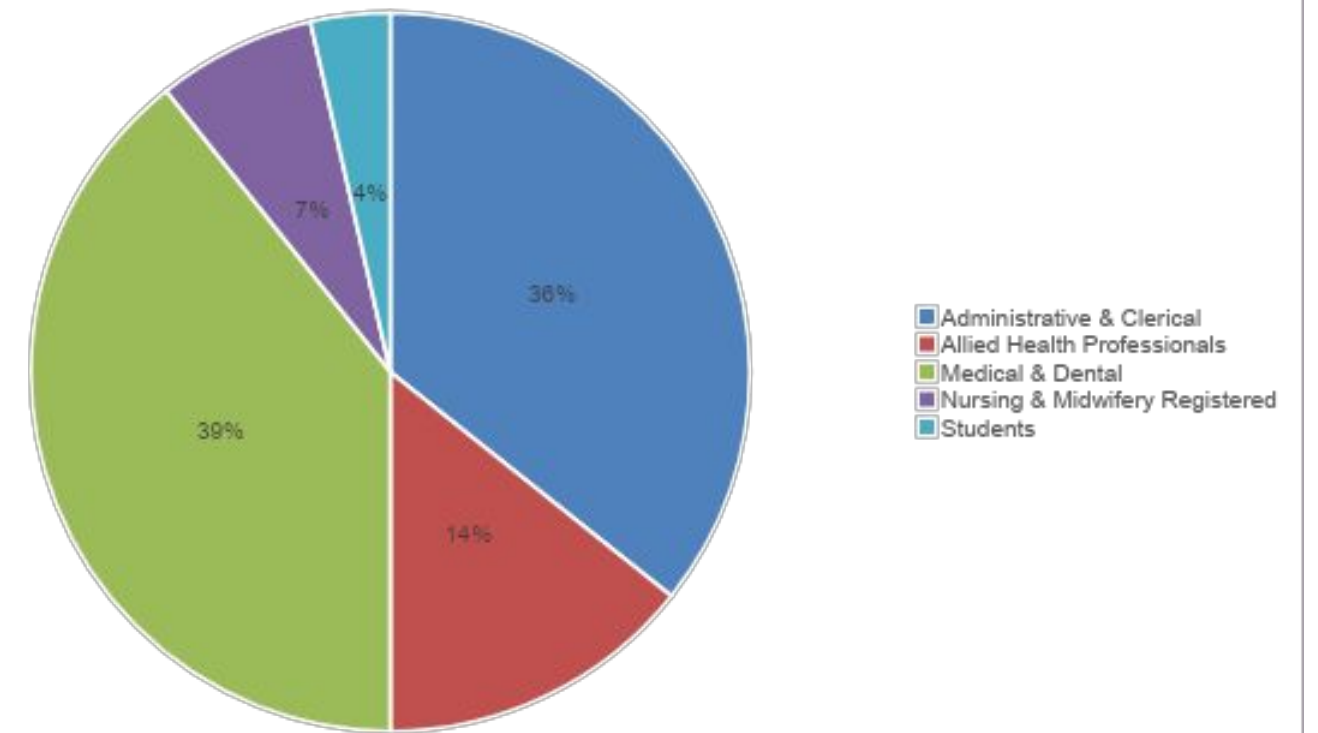
Searches Conducted by CL by ESR Group
January 2023-November 2023



Purpose of CL Searches
January 2023-November 2023



Staff Receiving Training from CL by ESR Group
January 2023-November 2023



Qualitative data

- “Everything has got the patient right at the heart of it [...] the information that we are taking out of the literature searches and putting into our learning modules will **directly influence what happens to a patient** when that person goes away and does what we’ve told them to do. **That is a direct impact, that is the whole point of education.**” (Ben Heyworth – Christie Education Project Manager)
- “**Clinical Librarians are immensely valuable for researchers.** They can also be beneficial for people within clinical roles to see what **evidence-based practice** is out there and make sure that that is **reflected in their own practice**. Also for those in mixed roles, such as clinical academics.” (Grant Punnett – Research Associate in Patient-Centred Christie Research)
- “The Clinical Librarian’s knowledge, and accessibility is so important. There is more stress on writing up projects, doing research analysis, creating bibliographies [...] not many people are taught those skills. **It will be very helpful for the Clinical Librarian to be an established service at The Christie. And I welcome that.**” (Dr Vidya Kasipandian – Consultant in Critical Care and Anaesthesia)

The restrictions

- Time restraints
- Schedule restraints
- Unrealistic expectations from teams
- 2024 planning



Looking to the future

- If this post is made permanent and/or full-time I aim to:
 - Expand on projects already involved in
 - Complete outreach to further clinical/education/admin teams
 - Complete outreach to satellite sites
- It will also free up even more time for my LKS colleagues

Lessons for Clinical Librarians

- Be willing to demonstrate your impact and worth
- Take chances on fixed-term roles
- Be flexible and willing, BUT;
- Be honest with expectations of your time and skills
- Utilise Teams and virtual communication tools
- Take all opportunities, even if they don't seem completely relevant
- Tell people how great you are at every opportunity!



References

- Edwards, C., Gilroy, D. and Mallender, J. (2022) 'Evidence Searches Undertaken by Knowledge and Library Specialists Save the Time of Health Care Professionals and Produce an Economic Benefit to the NHS in England.' *Journal of Hospital Librarianship*, 22(4) pp. 284–298.
- Health Education England (HEE) (2019) *NHS Library and Knowledge Services in England*.

Any questions?





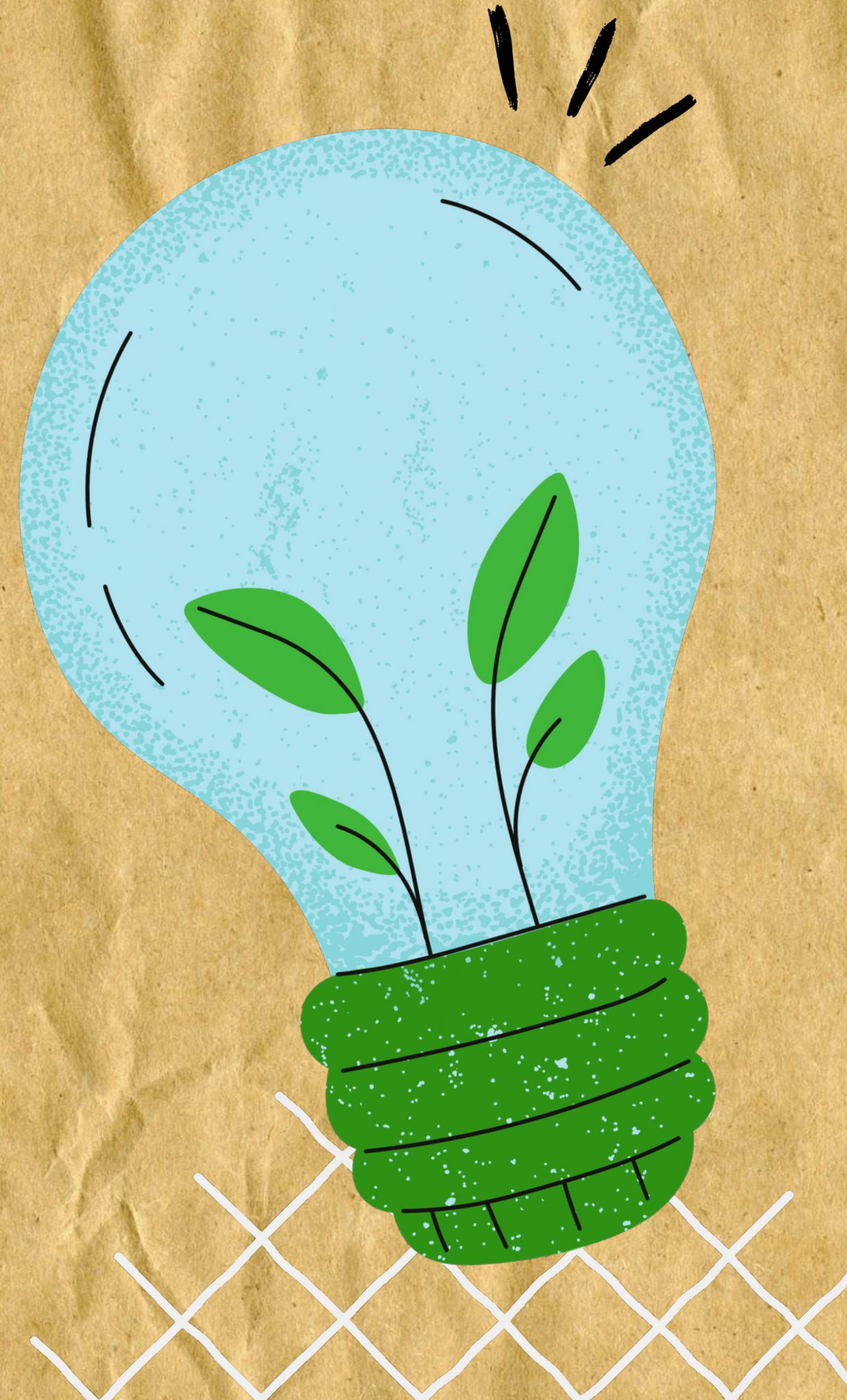
MFT Libraries
Green Impact
Project

Presented by Bethan Morgan, Sarah Bowman-Worrall, Amy
Tyrrell and Elaine Brogan

Introduction

green impact

- MFT's sustainability awards programme.
- Teams embed a sustainability project within their department, with the aim to get accreditation at the end.
- Opportunity to apply for a microgrant to help fund





'Cross-site greener libraries initiative'



Greener Marketing

- No more branded plastic pens.
- Electronic communications and QR codes instead of leaflets, flyers and paper forms.

Supporting Research & Education

- Develop book collection on sustainability.
- Current awareness bulletin & literature searching service.
- Increase engagement in our sustainability resources.

Library sustainability policy:

<https://mft.nhs.uk/medical-education/trust-library/guides-and-forms/>

Service Charges

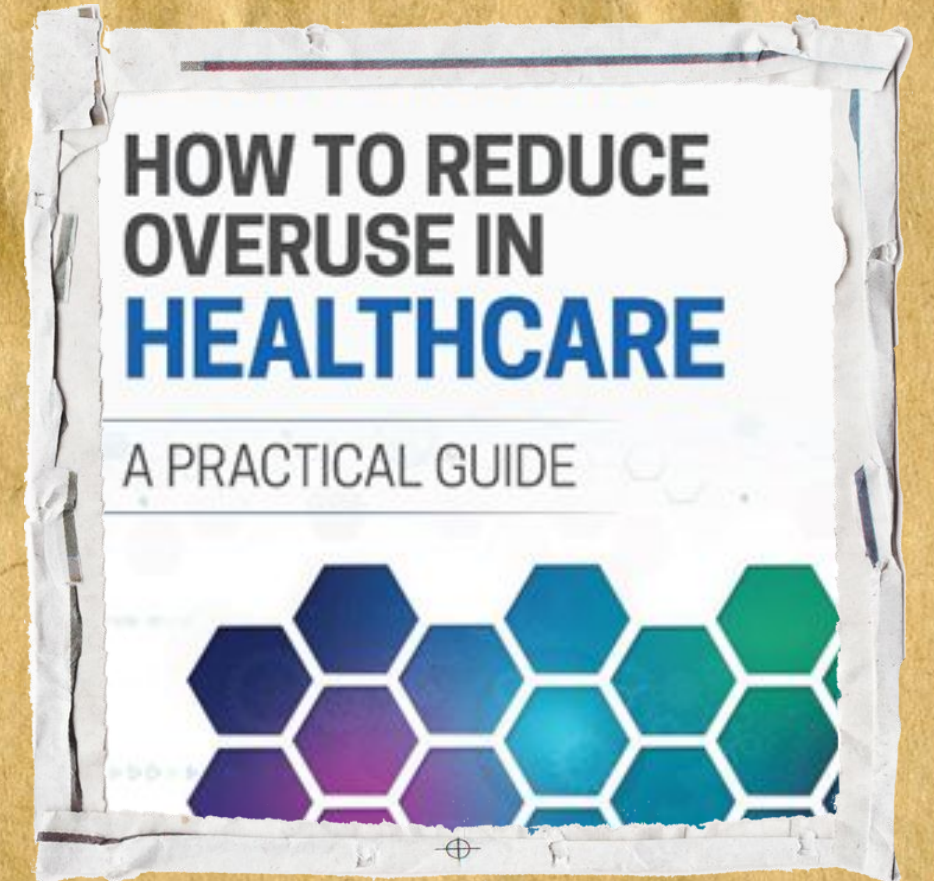
- Increase printing charge for single-sided/colour.
- 'E-book first' approach to requests.



Microgrant

- Awarded £765 to purchase e-books.

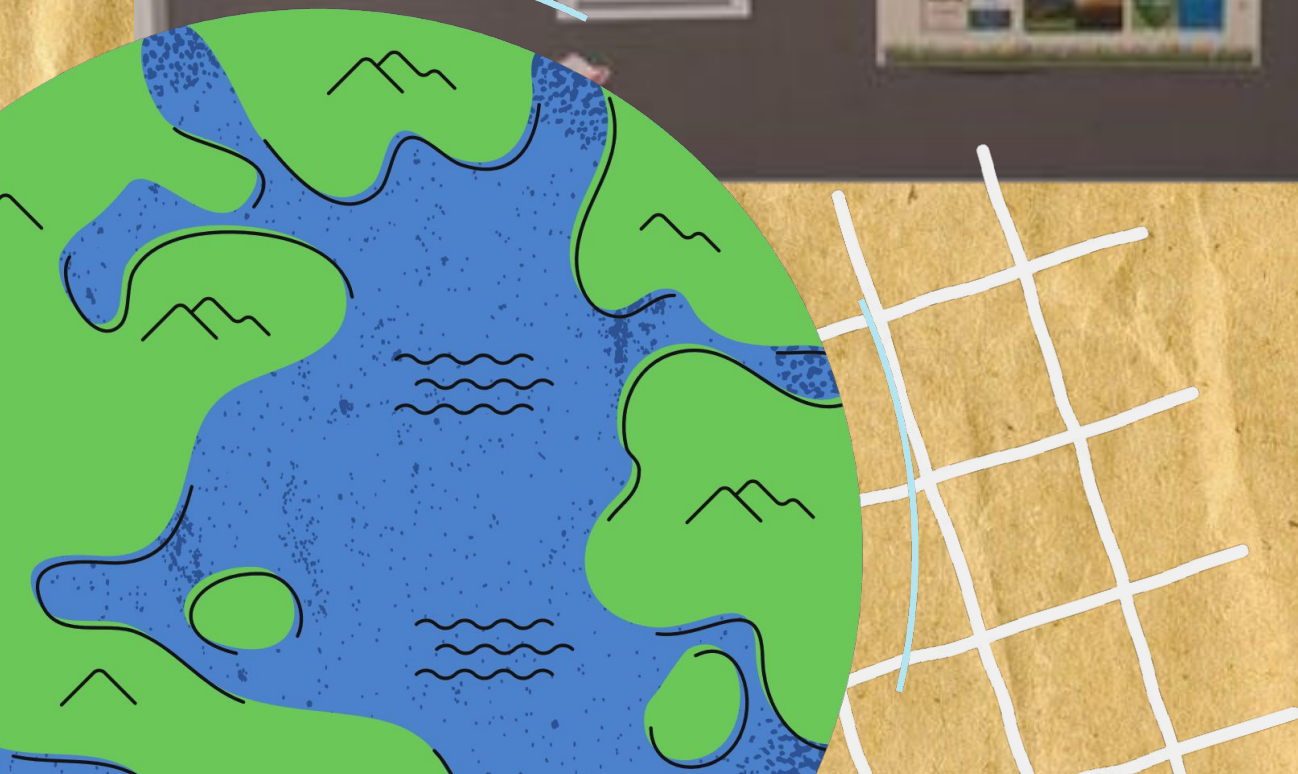
- We purchased titles from the 'core-books' list and on sustainability in healthcare.



Promotional Displays



- We now have permanent displays at each library site to promote all of our books and resources that we have on the topic of sustainability.
- We have also significantly updated our book collection with recent titles such as 'How to reduce overuse in healthcare: a practical guide'.



Wythenshawe



North
Manchester



Trafford



Green Libraries Week

- In October we participated in 'Green Libraries Week' - the first national campaign focused on sustainability in libraries.
- We decided to highlight the positive impact using the library has on the environment and promote our sustainability resources.



Sustainability

Goal
The cross-site library team will be working together to make our services more sustainable.

Objective
We will be proactive in implementing good environmental practices in all aspects of our operations.

Website
Find out more here:



GREEN LIBRARIES WEEK
2nd - 8th October

Manchester University NHS Foundation Trust
TRUST LIBRARY SERVICES

Reduce your carbon footprint by using the library!*

Emissions related to reading (kg CO₂e)

Paper book from a shop	1.16
Paper book from an online store	1.07
Paper book from a library	0.7
E-book from an online store, with a separate reading device*	0.87
E-book from an online store, without a separate reading device	0.08
E-book from a library	0.07

Handprint **Footprint**

Using library services is an environmental act

SCAN ME

Find out more about how Trust Library Services at MFT supports climate action and sustainability:
www.mft.nhs.uk/library



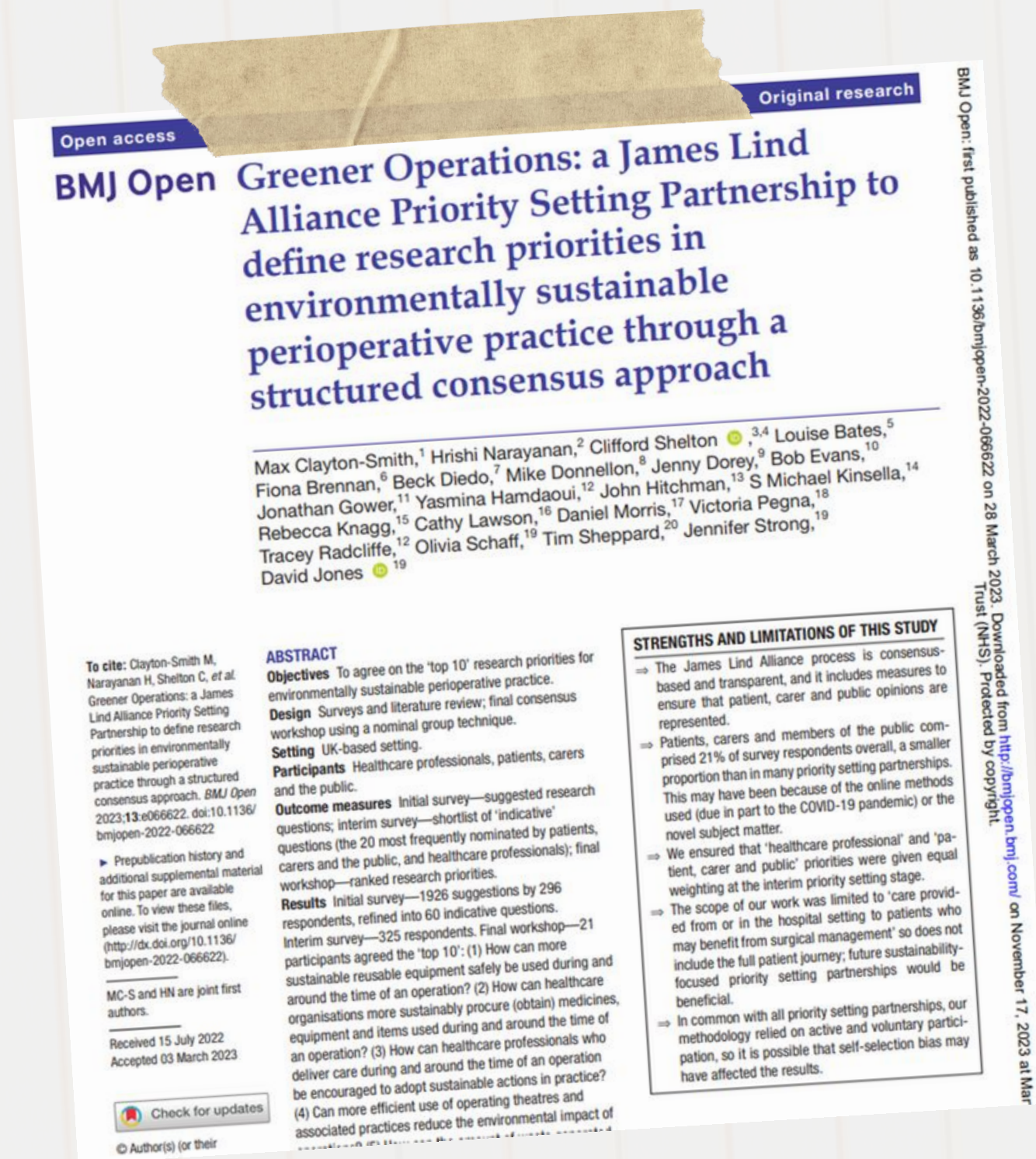
*Source: Bringing environmental awareness of public libraries to the 2020s project in Finland (2020-2021). <https://shorturl.at/kuzKS>



Sustainability Research

PSP

- MFT Library Services carried out searches for a priority setting partnership about greener surgery.
- Olivia Schaff, Clinical Librarian, was named as an author on the subsequent published paper pictured.
- Example question: "What can healthcare organisations learn from healthcare systems in other countries about sustainable surgical pathways?"



MFT Libraries: Sustainability in Healthcare Bulletin

GREENER MEDICINE DECARBONISATION GREENER SURGERY
CLIMATE CHANGE/NET ZERO SURGICAL EQUIPMENT



Category: Greener Surgery

Single-use versus reuse of
instruments in ophthalmic surgery

COMMENT

Bulletin

- MFT Libraries Sustainability in Healthcare bulletin – inspired by our previous research into greener surgery.

- New publications on the topics of greener surgery, climate change/net zero, and surgical equipment (and the recycling/reuse of it) are searched for within Medline via EBSCO and uploaded at the end of each month.

- Listed on LIHNN website for you to view

- [MFT Libraries: Sustainability in Healthcare Bulletin](#)
[\(wordpress.com\)](#)

NHS Greener libraries – ideas
from other libraries



Being accredited by the MFT
sustainability team for our project

What's Next?

Library
strategy/
Sustainability
policy

Displays within
libraries



Sustainability
working group

Encourage other
departments



Thank you!

Any Questions?

Break

Voting

www.slido.com

#4247188



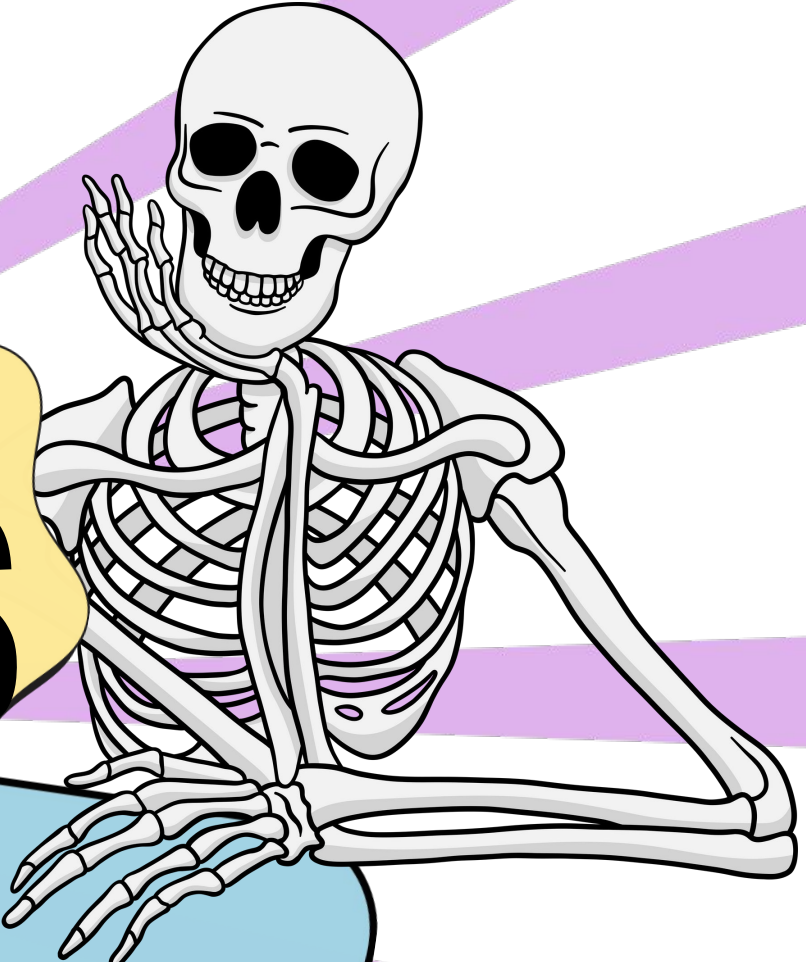
Minutes of Mayhem



LIBRARY

NEWS

KD QUARTERLY
Keeping you up to date



NOW



Keep up to date with what's going on at Keyll Darree Library – information about resources, promotions, events, and more!
Any questions? Contact: librarykeylldarree@gov.im or 642993

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Bob showcases our top book pick:
Prison medicine and health



Find us on Social Media:

@KeyllDarree

and

KD Skeet

then

Library Shoots, and Scores (91%)

Parking Changes In Effect



MISSION

Accessible

Engaging

Useful

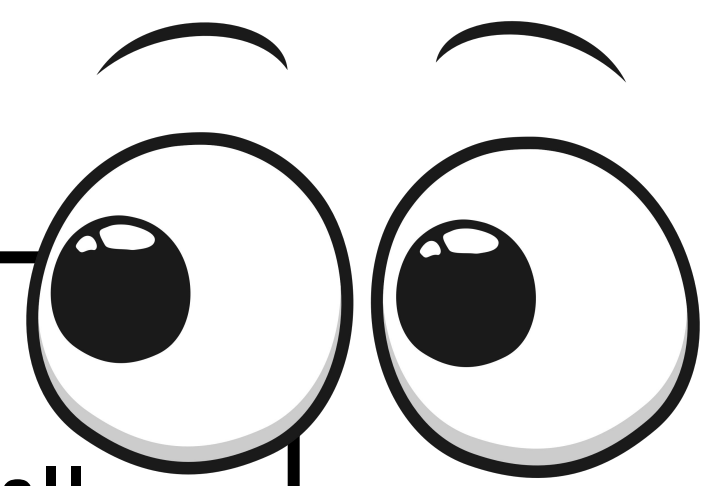
Insightful



Skeleton Bob everywhere, all the time

Bright and fun

People actually reading it...



VISION



HOW?

Considered user survey feedback

Built slowly

Asked for more feedback

Took it on board

Considered circulation

Worked together



In the spotlight... New Arrivals



This quarter we've put together displays for our new foundation doctors and nursing students. We're always excited to welcome new professionals, new learners, and new staff.

Are you new to Manx Care/DHSC?
Does your team need a refresher?
Are you returning to research or study?
Get in touch!

We're always happy to schedule tailored inductions to physical and online resources and will travel to your work place for your convenience (off-site sessions focus on online resources, but we can bring a small range of books/journals.)

Passports and sandwiches are at the ready for trips to Ramsey and Port Erin.
Email librarykeylldarree@gov.im or ring 642993

Any feedback on our newsletter?



Please [here:](https://tinyurl.com/KDNLsurvey)
tinyurl.com/KDNLsurvey

Coming up...

Watch out for the Winter Book Promotion in the coming months - we want to hear from you! Every year we use your expertise to help shape our stock, your expert recommendations become part of the collection.

International Men's Day is the 19th of November with the theme "Zero Male Suicide" - we'll be creating a library display to highlight the event.



Remember our library catalogue: kdonline.gov.im

- View our stock!
- Renew!
- Reserve!
- Recommend!

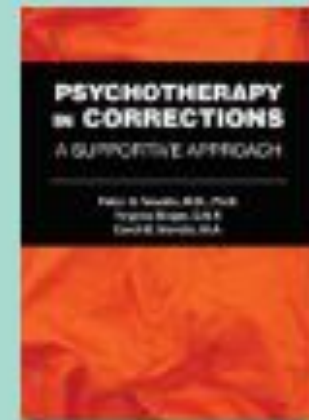
Prison Healthcare books recommendations from KD library!



WY 274 BRO



WA 97 PHI



WM 30.5 NOV



WM 30.5 TAR



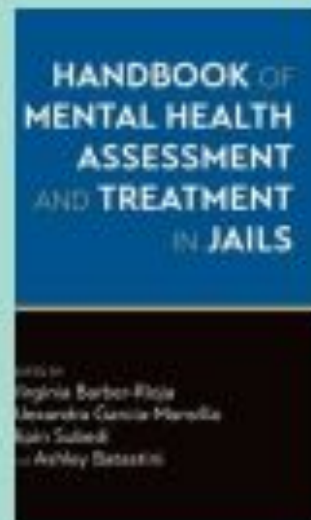
WM 30.5 TOM



WM 30.5 PRA



WM 30.5 TOW



WM 30.5 BAR



WA 97 JEG

Staff recommendations

Mand's rec is in the library. We don't stock the other two titles, but we enjoyed reading them! You may be able to find them at your local public library.



Stacey — What if Vegas was in space and had no rules? What if you weren't a boy anymore but got invited to a boys weekend anyway? What if there's a ritualistic cult dismembering people at your hotel and no one else seems to have noticed?

It's a graphic novel which is beautifully drawn and there's so much detail in every panel of the city. It's a fun and funny combination of horror and satire and great to look at to boot!

My favourite summary is from Joseph Fink (Welcome to Nightvale co-creator!): "A hilarious satire about capitalism, gender, sea monsters, the slow dissolution of old friendships... and most importantly how much bachelor parties suck."

Mand — Everything is True: A junior doctor's story of life, death and grief in a time of pandemic

In early 2020, junior doctor Roopa Farooki lost her sister to cancer. But just weeks later, she found herself plunged into another kind of crisis, fighting on the frontline of the battle taking place in her hospital, and in hospitals across the country.

Everything is True is the story of Roopa's first forty days of the COVID-19 crisis from the frontlines of A&E and the acute medical wards, as struggling through her grief, she battles for her patients' and colleagues' survival. Working thirteen-hour shifts, she returns home each evening to write through her exhaustion, chronicling the devastating losses and slowly eroding dehumanisation happening in real time on the ward.



Alan — Just published! Among the Braves: Hope, Struggle, and Exile in the Battle for Hong Kong and the Future of Global Democracy contextualises and portrays the 2019–2020 Hong Kong protests through four main characters: a pastor who led Hong Kong's decades-long pro-democracy movement; a fine art student who made the daring 320-km (for comparison, the English Channel is 240 km at its widest) escape from Hong Kong on a Zodiac boat; a surveyor-turned-online-activist who managed to fundraise for and place, within a week, frontpage ads for the Hong Kong cause in major newspapers in virtually all G20 nations during the G20 meeting; and a woman journalist livestreaming solo a government-orchestrated (the book reveals) mob attack on train passengers. My friends Shibani Mahtani (former Hong Kong bureau chief of the Washington Post) and Tim McLaughlin (contributing writer of The Atlantic) braved more than teargas and rubber bullets to write this well-researched and gripping account of the struggle of a people who wanted nothing more than the freedom and autonomy they had been promised to them when the British left 26 years ago.





SHOW



ME



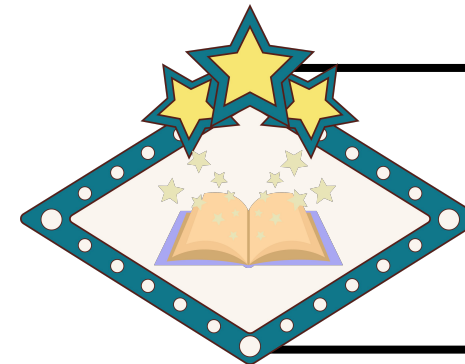
STATS!



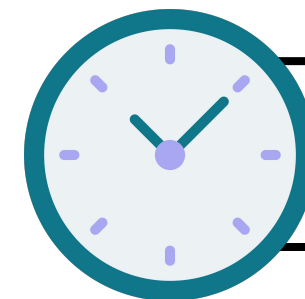
78% rate the newsletter and its content as excellent



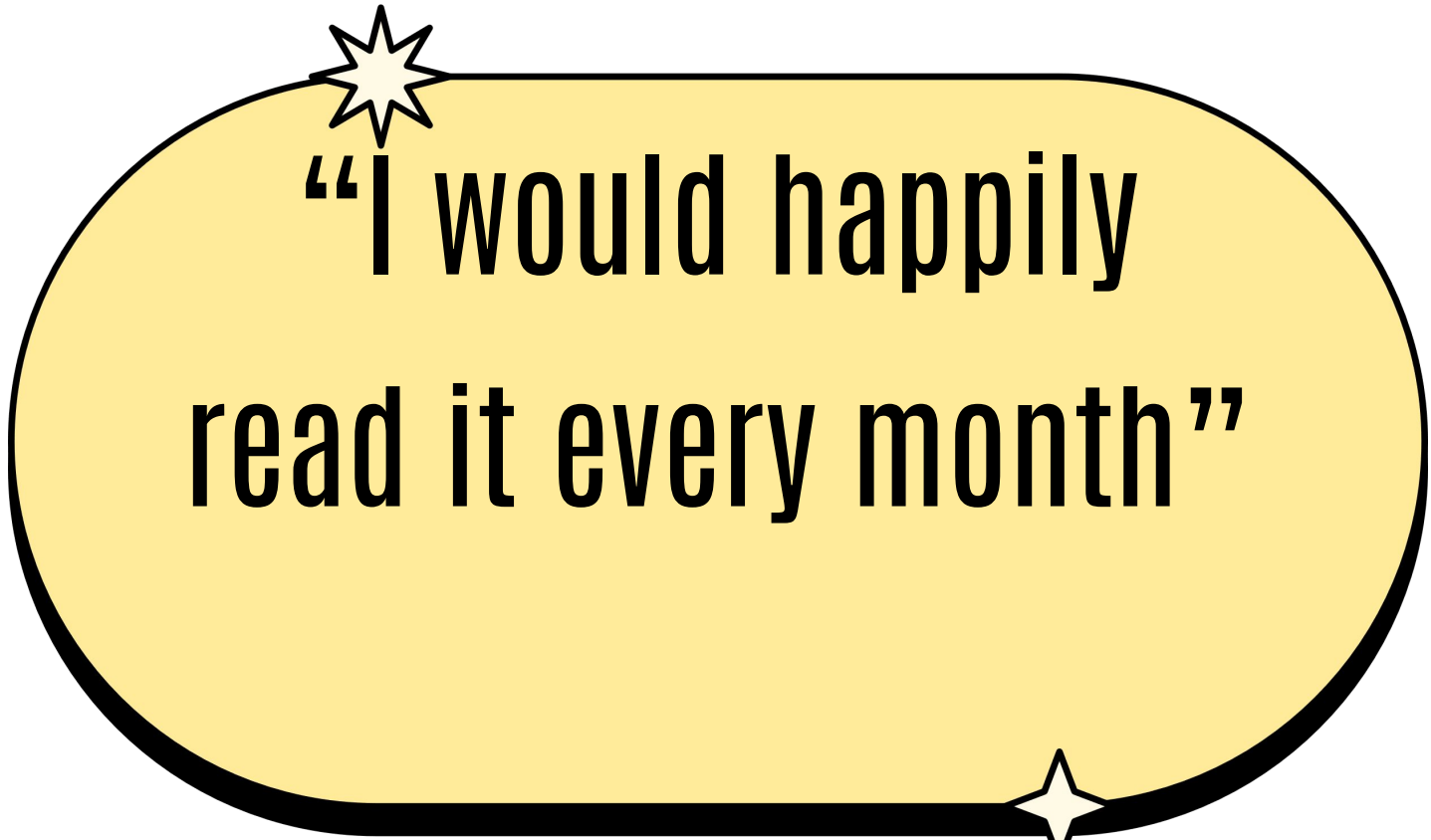
804 clicks since April, 556 clicks on last quarter's edition alone.



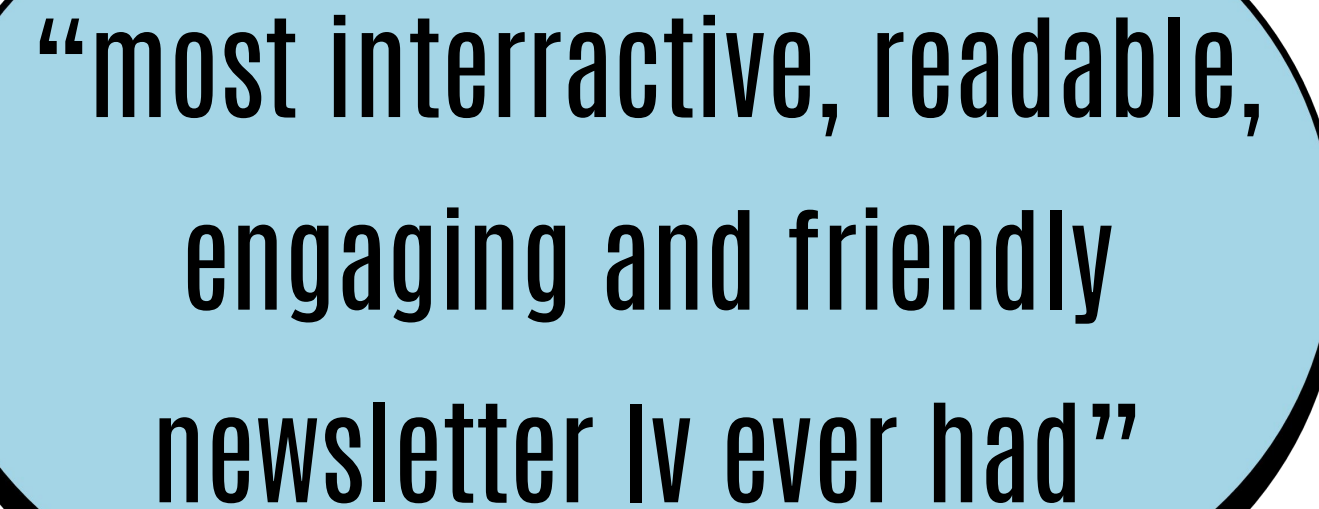
16% of users found out about the library via the newsletter.




100% happy with the frequency




**“I would happily
read it every month”**



**“most interactive, readable,
engaging and friendly
newsletter I ever had”**



**“love the news
letter”**



**“i like how recently there
has been a focus on the
newsletter”**



“I had no idea you offered so much and it has made me happy just reading it. It hits the right note; all the information in a friendly, approachable manner and the book recommendations and recipes are just such a great personal touch. You sound such a welcoming team and the library looks like a industrious but relaxing haven amidst the chaos.”





OUTCOMES?

Readership increases

Engagement

Spreading awareness of library

**Tool to communicate important information
informally**





tinyurl.com/KDquarterly8



Mid Cheshire Hospitals
NHS Foundation Trust

Who cares about E,D&I?

How library searches are challenging policy and procedures

Susan Smith
27/10/23

Because you  matter

*“The PNA policy had **previously been approved with minimal EIA information**, the policy holder would select yes/ no based on single opinion only. Following an update in policy holder and minimal changes the PNA policy was presented to the Workforce policy Group.*

*It was highlighted **at the policy Group** that the EIA section required further input and **I was advised to contact Susan Smith**. With little knowledge on completing EIA, when presenting the policy, I saw this as sufficiently completed. Following discussion and review by Susan, it has identified the **EIA section can be much more comprehensive and relevant to the policy**. As a result, I have **now identified a further policy which requires EIA review**.*

*The support offered has been extremely valuable, **this standard of EIA completion was not something I was aware of**, and I would **not have the capacity** to complete within my role at present, **resulting in delays in policy updates/ renewal and an inadequate EIA.**”*

Laura McVeigh, Head of Nursing, Wellbeing and Engagement

EIA -
Equality
Impact
Assessme
nt

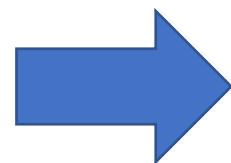
PNA –
Professio
nal Nurse
Advocates

Spot the difference

POLICY/DOCUMENT/SERVICE.....

SECTION A

A	Does the document, proposal or service affect one group less or more favourably than another on the basis of:	Yes/No	Justification & data sources. Include nature of impact. Also record provisions already in place to mitigate impact.
1	Race, ethnic origins or nationality	N	
2	Sex	N	
3	Transgender	N	
4	Pregnancy or maternity	N	
5	Marriage or civil partnership	N	
6	Sexual orientation including lesbian, gay and bisexual people	N	
7	Religion or belief	N	
8	Age	y	This SOP is for adults working within MCHFT
9	Disability - learning disabilities, physical disability, sensory impairment and mental health problems	N	
10	Economic/social background	N	
B Human Rights – are there any issues which may affect human rights			
1	Right to Life	N	
2	Freedom from Degrading Treatment	N	
3	Right to Privacy or Family Life	N	
4	Other Human Rights (see guidance note)	N	



SECTION A

A	Does the document, proposal or service affect one group less or more favourably than another on the basis of:	Yes/No	Justification & data sources. Include nature of impact. Also record provisions already in place to mitigate impact.
1	Race, ethnic origins or nationality	N	Supervision and mentoring are well established way of recruitment and retention of staff from different ethnic and racial backgrounds. There is a duty for PNA to challenge organisational issues and raise awareness of biases as well as supporting staff. Machachi, LC (2021) When we banish bias, staff and patients win . BME colleagues are more likely to be victim of bullying and harassment NHS Providers (2023) Tools to address bullying and harassment . The PNA role can help mitigate the issues.
2	Sex	Y	NMC (2023) Ambitious for change has found more black men are referred to their regulatory processes. A US survey over Covid 19 pandemic indicates that females may experience a higher rate of burn out than men. Prasad et al (2021) Prevalence and correlates of stress and burnout among U.S. healthcare workers during the COVID-19 pandemic: A national cross-sectional survey study . Studies suggest this may be due to higher level of work- family balance. The PNA role can help mitigate the issues.
3	Transgender	N	There is a gap in knowledge and understanding in transhealth. The PNA role can support with raising awareness of problems commonly experienced by patients and their families. RCN (2022) Care for trans patients: what nursing staff need to know
4	Pregnancy or maternity	N	
5	Marriage or civil partnership	N	
6	Sexual orientation including lesbian, gay and bisexual people	N	LGBTQ+ colleagues are more likely to be victim of bullying and harassment NHS Employers (2022) Tackling bullying and harassment



			in the NHS . The PNA role can help mitigate the issues.
7	Religion or belief	N	All nurses need to be aware of the NMC Code to make sure personal beliefs are not expressed in an inappropriate way.
8	Age	y	This SOP is for adults working within MCHFT. Ageism exists in the supervision of younger and older colleagues in nursing. PNAs should be aware and mitigate against personal biases. Helass, M et. Al. (2022) Age stereotypes towards younger and older colleagues in registered nurses and supervisors in a university hospital: A generic qualitative study
9	Disability - learning disabilities, physical disability, sensory impairment and mental health problems	N	Colleagues with disabilities are more likely to be victim of bullying and harassment NHS Employers (2022) Tackling bullying and harassment in the NHS . The PNA role can help mitigate the issues.
10	Economic/social background	N	Health inequalities can be driven by socio-economic reasons for some further description see The King's Fund (2022) What are health inequalities . Through the work of improvement and advocacy PNA should aspire to reduce this gap.
B Human Rights – are there any issues which may affect human rights			
1	Right to Life	N	PNAs should seek to raise awareness around avoidable mortality
2	Freedom from Degrading Treatment	N	PNAs need to champion the RCN stance on human rights
3	Right to Privacy or Family Life	N	
4	Other Human Rights (see guidance note)	N	Note that RCN (2023) produces standards for PNA education which covers equality, diversity & inclusion expectation and human rights.

Date...17.08.2023..... Name...Laura McVeigh
Signature...Laura McVeigh Job Title.. Head of Nursing Engagement & Wellbeing.

*"Susan from the library service supported me with an **extensive information review** for the Equality Impact Assessment (EIA) of the Trusts Supporting Alcohol and Substance Dependency Policy. Susan's input to review of EIA for this policy was significant. Susan provided data and research which evidenced how those with a protected characteristic may be impacted by the policy, or in accessing the policy. The information provided by Susan was then **used to identify actions, stakeholders and the level of risk associated with impact of the policy on those accessing it. It changed my viewpoint on EIAs and improved subsequent reports.**"*

Dawn Bradbury, Deputy Workforce Business Partner

*"I am currently reviewing two policies and having looked at the Equality Impact Assessment sections, thought they looked ok. However, **Susan's suggestions have really made me think about potential impacts I had not really considered, and I certainly would not have known where to look to find these. I really think this service will help us to ensure we consider how our policies and procedures can affect all staff groups and lead to changes, with a more considered, inclusive approach. Thank you!**"*

Sarah Powell, Workforce Business Partner

Update: They are thinking about another policy group purely to look at the impact of the ED&I on policies and procedures!

Impact quote

The searches

- Pragmatic approach – quick searches on each section
- Need to read the policy and use judgement on what aspects to focus e.g. supervi* OR mentor*
- Grey literature good, but cross reference with research if unsure.
- ACAS, Unions tend to be useful, some campaigns are less evidence based [for HR searches]
- If nothing jumps out – do a database search.
- Sometimes involves a bit of lateral thinking i.e. "through the lens of someone else"



Reflections

- How much work does it create?
- **Who to share it with?**
- How to evidence common sense?
- **Great for building relations between HR and staff side and library**
- **There is potential to roll out to other policy groups**
- Would like to do long term impact of this



Evolving – Library written policies



Mid Cheshire Hospitals
NHS Foundation Trust

- Navigation
- Purpose / Scope
- The Basics
- Safety Checklist
- Tracheostomy Algorithm (adult)
- Tracheostomy Algorithm (child)
- Laryngectomy Algorithm
- Maintenance
- Patient Discharge
- Responsibilities / Stakeholders
- Implementation / Education / Review
- References
- Document Details / Version Control
- Equality Assessment
- Human Rights

Standard Operating Procedure: Tracheostomy and laryngectomy

Introduction

Purpose: To improve patient safety with the insertion and maintenance of a tracheostomy or laryngectomy.

Tracheostomy is the creation of a small hole (stoma) in the trachea (windpipe) for a tracheostomy tube to support breathing. This is normally carried out if there is a blockage at the top of the throat, following head and neck surgery, when connected to a ventilator or if there is damage to nerves involved with swallowing (paresis). There are risks that in not properly inserted and maintained that there may be infection, damage to the trachea, tube dislodgement, blockages (mucus, blood or sputum), pneumothorax or additional complications.

Laryngectomy is the removal of the larynx and diversion of the lower trachea to a permanent stoma on the lower neck, is carried out in cases of advanced laryngeal cancer which cannot be controlled with radiation therapy.

Scope

Provides links to full procedural guidelines for adult and paediatric cases, emergency algorithms and maintenance process for both in-hospital and home care.

FULL List of Algorithms and Bedhead templates available [HERE](#)

Referral

- Mechanical ventilation & weaning
- (10-13% of all level 3 patients require tracheostomy)
- Airway obstruction or surgery
- Post ventilation:-
 - Neurological compromise
 - Unable to clear secretions
 - Aspiration risk
 - Tracheal stenosis

Tracheostomy and laryngectomy | Version: 1.1 | Date: 29th Nov 2023



DEFINITIONS

- **ABCDE** Airway, Breathing, Circulation, Disability, Exposure
- **CPR** Cardiopulmonary resuscitation
- **EQGG** Executive Quality Governance Group
- **ETCO₂** End-tidal carbon dioxide
- **ETT** Endotracheal Tube
- **FiO₂** Fraction of inspired oxygen
- **LMA** Laryngeal mask airway
- **LocSSIPs** Local Safety Standards for Invasive Procedures
- **NG** Nasogastric
- **PEEP** Positive end-expiratory pressure
- **SGA** Supraglottic airway
- **TDPG** The Deteriorating Patient Group

[Click here to access Royal Marsden procedure](#)

Because you matter

- Navigation
- Purpose / Scope
- Screening Tool
- Responsibilities / Stakeholders
- Implementation / Education / Review
- References
- Document Details / Version Control
- Equality Assessment
- Human Rights

Equality statement and assessment

POLICY/DOCUMENT/SERVICE – Tracheostomy and laryngectomy



It is the policy of MCHFT that no one will be discriminated against on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. The Trust will provide interpretation services or documentation in other mediums as requested and necessary to ensure natural justice and equality of access.

How does this affect me if I have a different ethnic origin, racial, religion or cultural background?

Performance of a tracheostomy or laryngectomy is a clinical decision based on patient condition. A US study found a higher rate of temporary tracheostomy and increased tracheostomy dependence compared to white or Latinx cohorts [Plocienniczak \(2023\)](#). It may have an impact on weaning and risk of ventilator associated pneumonia, but [Mestlin \(2018\)](#) found no evidence of racial disparity and tracheostomy timings. Evidence is weak.

How does this affect me in relation to gender, sexual orientation & partners?

e.g. think biological gender, what gender a person identifies as (LGBT+), sexual relations or marriage / civil partnership

Not applicable.

How does this affect me in relation to my capability and time of life?

e.g. young, elderly, learning disability, physical disability, sensory impairment, mental health issues, pregnancy

The procedure is likely to cause voice impairment and may hinder re-integration into society. Personalised speech synthesis should be considered. Mental health may be affected in the early phases of adaptation with feelings of depression and despair. [Merli \(2018\)](#). Increased hospital mortality in younger male patients (under 1 year) [Schemm \(2023\)](#).

How does this affect me in relation to social and economic background?

e.g. think affordability, social perceptions

In the US, [Smith \(2021\)](#) found that children with poor socioeconomic status, had delayed decannulation. [Mitchell \(2023\)](#) found no association between decannulation or mortality. Initial findings are likely to be linked with healthcare insurance and it is unlikely to translate to the UK.

Tracheostomy and laryngectomy | Version: 1.1 | Date: 29th Nov 2023

Because you matter

- Navigation
- Purpose / Scope
- Screening Tool
- Responsibilities / Stakeholders
- Implementation / Education / Review
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- Document Details / Version Control
- Equality Assessment
- Human Rights

Human rights

POLICY/DOCUMENT/SERVICE – Tracheostomy and laryngectomy



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Have you taken into consideration my right to life?

e.g. you do not have the right to end life, have the appropriate measures been taken to safeguard, does a decision affect my life expectancy. NB This does not include right to die.

In cases of Do Not Attempt Cardiopulmonary Resuscitation, it is appropriate to perform CPR whilst fixing a reversible cause e.g. a displaced or blocked tracheal tube, or blocked tracheostomy tube. Make it clear to patients, families and carers that DNACPR is only applicable in context of unexpected death and not an unforeseen event. [British Medical Association \(2014\)](#).

Have you considered by right to freedom from degrading treatment?

e.g. physical and emotional safety (including forcing treatment), deprivation of liberty, access to food, water and opportunities for social interaction, if treatment is humiliating or undignified. Also includes seeking consent for treatment, participation in experimentation and withholding or denying access to treatment for serious or terminal illness.

It is impossible to hide the procedure and there is a danger of being stigmatised. People are often avoided and can impact on social life and mental health. In some instances, there may be concerns over job loss. [Merli \(2018\)](#)

Have you considered my right to privacy or family life?

e.g. permission to touch an individual, being left undressed on a busy ward, take blood samples without permission, data protection and right to live with or have regular contact with family. Permission is also required to enter a family home.

Not applicable

Any additional considerations? <https://www.un.org/en/about-us/universal-declaration-of-human-rights>

Tracheostomy and laryngectomy | Version: 1.1 | Date: 29th Nov 2023

Because you matter

Draft Tracheostomy and laryngectomy policy

Because you matter

Liverpool Heart & Chest

Library
Champions





Mid Cheshire Hospitals
NHS Foundation Trust

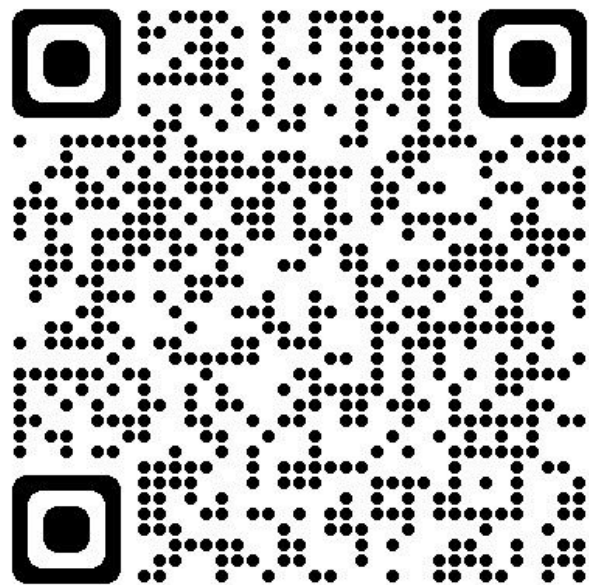
Functional Fridays

Functional Skills & Conversational English

Susan Smith
27/10/23

Because you  matter

- Working with the Inspiring Futures Team & Workforce Development
- No local conversational English classes offered by public libraries
- Growing need for basic Maths (Multiply) & English Skills
- Local college courses require 3-year residency before enrolling an international colleague on a course
- Two Reaseheath lecturers deliver 18 week course (varies with candidate), on-site in the library



Brought to you by UK charity National Numeracy

Get Started

Login

Welcome to the National Numeracy Challenge

**However you feel about maths,
you're not alone**

Let's get started

I've already signed up

This website is only for use by the general public - if you are an organisation, [please click here](#).

English

- 5 learners ready to sit the written exam (8th Dec), speaking and listening to be confirmed
- 1 drop out for personal reasons
- 1 on course but has delayed enrolment (needs 3 years in UK to sit exams)
- Radiography assistants, HCA
- 2 want to progress careers, 3 to access university and 1 to improve confidence

Maths

- 14 learners (2 ready for exam, 4 have missed and need to restart, 7 progressing well)
- HCAs, managers, nurses, radiography assistants, estates and facilities
- 28 on waiting list
- To progress careers, access apprenticeships, build confidence

Culture Comparison



Mid Cheshire Hospitals
NHS Foundation Trust

Nigeria* x Slovakia x United Kingdom x



What does that mean?



Mid Cheshire Hospitals
NHS Foundation Trust

- Local words, phrases and sayings
- Words that don't translate
- It shouldn't go in reports
- Generational gap
- Acronyms



[RCN Guide to common English expressions](https://www.rcn.org.uk/Get-Help/common-english-expressions)



[Acronym Buster App](https://www.nhsconfed.org/publications/acronym-buster)

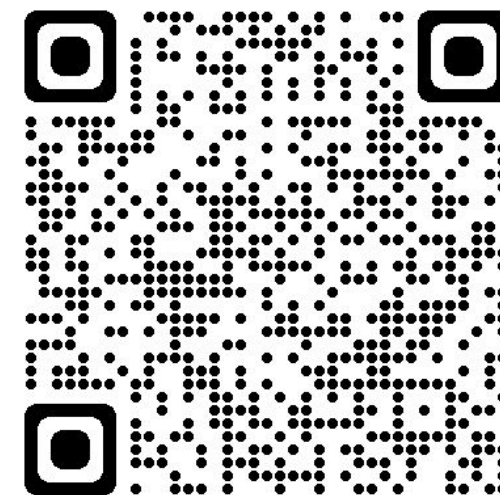
<https://www.nhsconfed.org/publications/acronym-buster>
<https://www.rcn.org.uk/Get-Help/common-english-expressions>



Because you  matter

- Where do we speed up conversations?
- What do we add apostrophes to words to shorten?
- Where do we run words together or shorten the word?
- What tips do you have that help?

Based on TALC & Healthy English by Robert Chambers



What has changed?

- Re-thinking how we deliver of literacy programmes – step up strategy. Now tracking learning journeys.

[Functional skills – Digital literacy – Health Literacy – Data literacy].

- It has generated other work – we have developed other basic courses now included in a new training app.
- We have membership from some hard-to-reach areas.
- Growing spread of Conversational English with PAs, departments and groups
- We have some anecdotal stories e.g., have changed communication practices to support a new member of the team because of sharing the presentation and discussing.
- Already some people on the course have built the confidence to apply for new jobs or courses.


What has changed?



Mid Cheshire Hospitals
NHS Foundation Trust

Princes Trust

Winter Talent Pool



START SOMETHING

Prince's Trust

Welcome to the Winter Talent Pool Resource Page. Below you will find lots of useful information to help prepare you for office life. Please read all the attached materials and use the web-page links to view additional resources.

Once you have reviewed all of the information please fill in the Digital Skills Analysis survey at the end. This will be used to establish your current levels of understanding in relevant areas of ethics, business etiquette, and Microsoft Office applications. This is not a pass/fail exam and will not prevent you applying for roles in the future.

If you require any further support, please contact Matt Deeley via matt.deeley@mcht.nhs.uk

Office Life

Office Life	Mark as done
Phone Confidence	Mark as done

Mental Health

Imposter Syndrome	Mark as done
Imposter Syndrome	Mark as done
NHS - Every Mind Matters	Mark as done

Microsoft Office User Guides

Teams Etiquette	Mark as done
Microsoft - Teams User Guide	Mark as done
Microsoft - Word User Guide	Mark as done
Microsoft - Excel User Guide	Mark as done
Microsoft Outlook - User Guide	Mark as done

Because you  matter

- Flexible training model for use in teams.
- Purposefully targeted everyone and not specific groups, for improved conversation.
- Buy-in – cultural buy-in from senior managers was instant, but it was a different matter getting wider engagement.
- How do you evaluate – cultural pieces are difficult and generally a slow change?
- Risk of perceived professionalism – some examples of misunderstanding were deemed inappropriate for inclusion in the presentation and any resource created needs curation.
- Trust – some conversations are difficult to have as people don't like admitting failure. This is aimed at lived examples and not necessarily personal.
- Loss of face for signing up to functional skills courses, which adds links to civility agenda in the Trust.

- We started reactionary and now getting strategic.
- Didn't get the correct data at the start of enrolment for the taught courses e.g. eligibility, exams, options for extended programmes.
- Two separate reports on the project have gone to Learning & OD Working Group for long term monitoring and assurance. Should have started there.
- It was a homeless need that as a collaborative group we can fill, without stepping on toes.
- Building blocks for other literacies, and some learning has fed into the new digital literacy group, especially around flexibly adapting to learner pace.
- Clinical staff like formal structure, needed explanation that there was no sign up, or certificate of completion.
- It felt most successful when using existing departmental meetings and training courses and library facilitation, but having a facilitation guide is useful.
- It was OK to let Conversational English go feral – it got wider reach than library run with limited staff.

- Already have departmental roll-out planned for the Estates and Facilities Team and it has been requested to be added to the Health Care Assistant Training.
- Scale up with organisational needs analysis and improved monitoring and assurance.
- Will look to develop the learner stories, tracking over time and encourage the journey through the literacies.
- Start to plan from lessons learned to strategically approach health literacy and consider raising as an organisational risk.
- Patient Experience Team would like this to be part of induction, organisational development are also interested.

HCA Skill Sessions Dates / Times

Session Name	Date	Time	Length	Venue
Care Certificate Assessor Training **	Wednesday 13 March	1400-1600	2 hrs	Learning Hub 5
End of Life Training	Wednesday 20 March	1400-1500	1 hr	Learning Hub 5
Resilience Training	Tuesday 26 March	1330-1630	3 hrs	MS Teams (Virtual)
Demystifying the Morgue	Wednesday 3 April	1400-1500	1 hr	Learning Hub 5
Conversational English	Thursday 11 April	1400-1500	1 hr	Learning Hub 5
Diabetes Training for HCAs	Wednesday 24 April	1300-1400	1 hr	Ward 14 Dayroom
Mouthcare Matters	Thursday 18 April	1400-1500	1 hr	Learning Hub 5
Sepsis Awareness	Thursday 25 April	1400-1600	2 hrs	Learning Hub 5
Bereavement	Thursday 2 May	1400-1500	1 hr	Learning Hub 5
Standard Precautions	Thursday 9 May	1400-1500	1 hr	Learning Hub 5
Fluid Balance	Thursday 16 May	1400-1500	1 hr	Learning Hub 5
Care Certificate Assessor Training **	Wednesday 29 May	1400-1600	2 hrs	Learning Hub 5

** Please note that to be eligible for the Care Certificate Assessor training, you must have been working as a HCA for greater than 12 months, have completed your Care Certificate, and have line manager approval to be an assessor



Adventures in drugs, museums and herbs

It started with a book

- A pharmacist was interested in outreach to encourage children to engage with science to encourage future careers
- Opportunity came up to participate in a Science programme at Nantwich Museum
- Some funding was received from the Trust Charity to support the event
- The library was contacted initially based on the work for the Divisional Championships
- The request was to track a copy of a book that has been going since 1864.

Huge thanks to:

Stockport – Mary Bearden

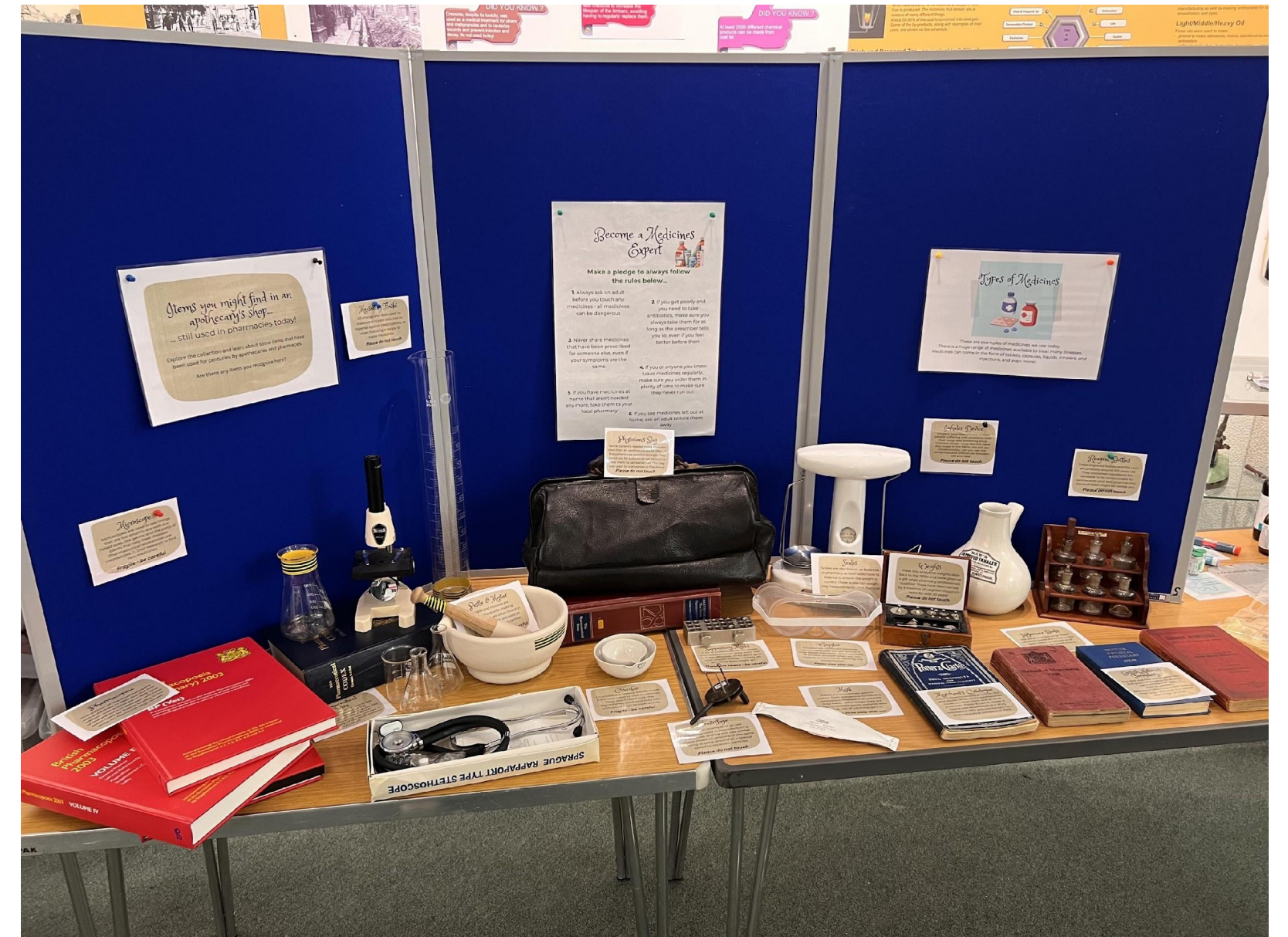
Sheffield Teaching Hospital – John McLaughlin

It started with a book



Exhibits

- We worked with the Liverpool Medical Institute to borrow some exhibits with an old doctor's bag, with equipment and apothecary glass jars
- We helped source maggots and leeches



Exhibits

Old knowledge

- I became a herbalist for two days
- Sourced the plants (most I had in my garden)
- Compared the old remedy to modern drugs



- We created a health literacy handout

Does grapefruit affect my medicine?

Eating grapefruit or drinking grapefruit juice can affect some medicines. In most cases, it increases the level of the medicine in your blood. This can increase the risk of side effects or alter the effect the medicine has.

If your usual diet includes grapefruit or grapefruit juice and you've been prescribed a medicine that's affected by grapefruit, speak to your GP or pharmacist. Do not stop taking your medicine without advice.

Finding Reliable Health Information, You Can Trust



Anyone can post information on the internet. How do you know if the source is reliable and useful for supporting discussions and decisions about your healthcare?

1. First port of call is the **NHS Website**. www.nhs.uk or NHS App.
2. Always **consult with your GP**, clinician, or pharmacist to ensure advice is right for you!
3. If in the news, check reputable **fact-finding services**:
 - **BBC Reality Check**
https://www.bbc.co.uk/news/reality_check
 - **Channel 4 Fact Check**
<https://www.channel4.com/news/factcheck>
 - **Full Fact**
<https://fullfact.org/>
 - **Snopes**
<https://www.snopes.com/>
4. **Be critical** of the information you find:

Currency:

- When was it published / posted / updated? Try to use information published in the last 5 years or within 1 year if it is about a drug / medicine.
- Check to see if there is a newer version or if it has been revised.

Relevance:

- Who does the information relate to? Think about age, gender and culture.
- Are you intended audience? Is it for sales, health professional or specialist group?

Authority:

- Who is the owner / sponsor / publishers / source? They don't always have your best interests at heart.
- Are credentials given and does the author have experience in the appropriate field to comment?
- Check the web address for clues
e.g. nhs.uk (NHS), gov.uk (Government), ac.uk (Academic or Royal Society), org.uk (non-profit).

Accuracy:

- Is there a reference list or bibliography to show any resources they have consulted?
- Has the information been reviewed by a credible source?
- Is written in a language that is free from emotion?
- Are there lots of grammatical errors?

Purpose:

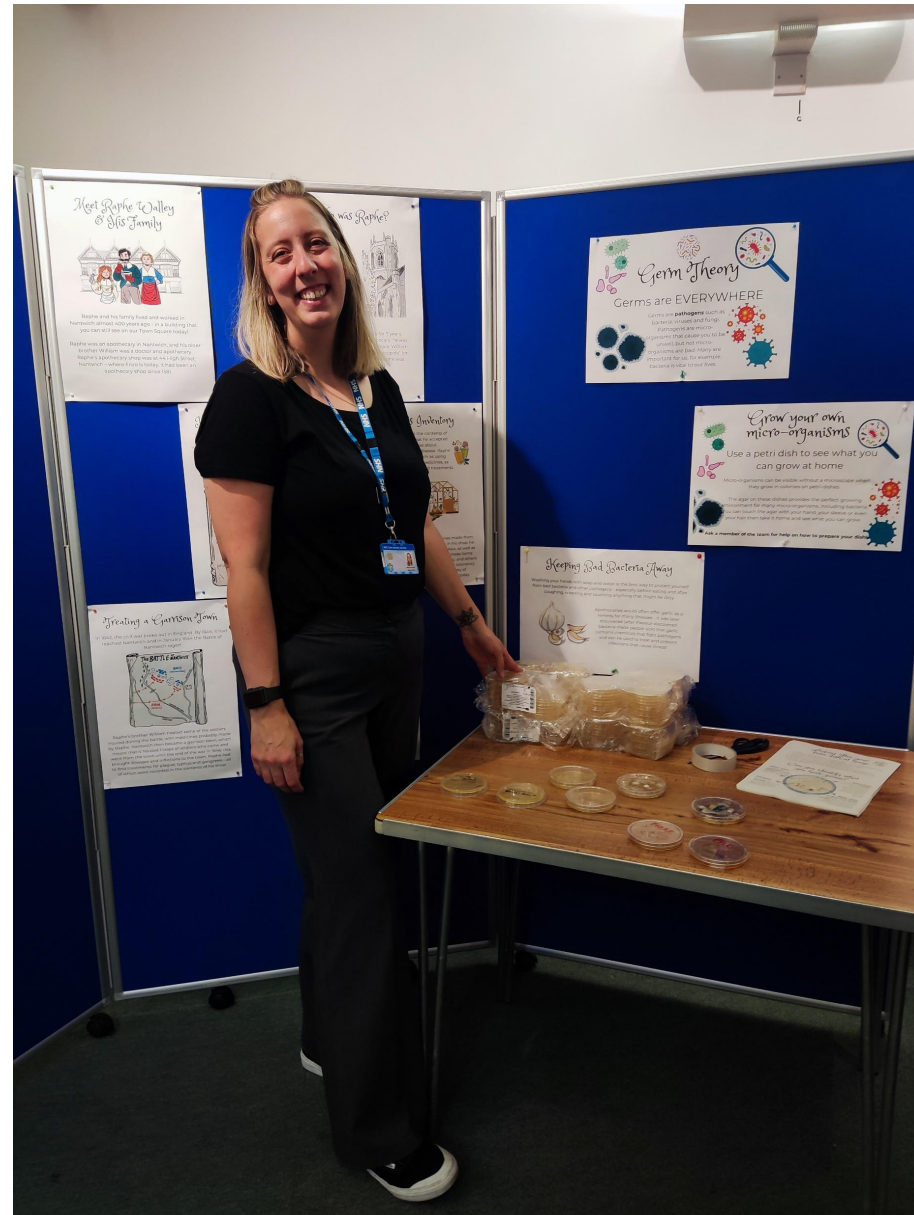
- Does it intend to sell, persuade, entertain, teach or inform?
- Is it fact or opinion?
- Are the authors intentions clear and any biases evidence?

Knowledge & Library Service Contact: jet.library2@mcht.nhs.uk or 01270 277898 Aug 2023

The event



Mid Cheshire Hospitals
NHS Foundation Trust



 *Thank you*
FOR YOUR SUPPORT

On behalf of the team at Nantwich Museum, we would like to thank you for supporting our 'Summer of Science' project. We welcomed approximately 6500 visitors, who took part in all sorts of activities, and we received lots of excellent feedback. Without you this would not have been possible.

From Kate, Helen & all at Nantwich Museum



The event

Because you  matter

Was it worth my time?

- Amy – has now been asked to present to RAF Cadets and schools in Liverpool, with a couple of other requests pending.
- It feeds into the Trust's social value and anchor institute agenda – so when invited, I also brought Amy along to share her work.
- Got to introduce health literacy is a really fun engaging way for adults as well as children
- Now working on D-Day celebrations for the Veterans Network.
- Makes new connections and refreshes the soul

Fun, but was it worth my time



NHS
Mid Cheshire Hospitals
NHS Foundation Trust

5:43

Mid Cheshire Hospitals Staff
Angela Moore · 16 m ·

Thought there might be people on here who would appreciate this feedback on the Nantwich FB page.

Nantwich Community
June Deeley · 4 h ·

I would like to thank all the scientists from Leighton hospital who did the science workshop this week - and Nantwich museum for hosting it. My 2 granddaughters thoroughly enjoyed the workshop and are eagerly watching the growth on their petri dishes from their fingers and hair! They also enjoyed the exhibits they saw on the way out. The 5 year old wants to go back to look at 'all the cool things' she saw in the museum! Not totally sure of her motivation as she was most interested in the guns and soldiers' stuff.

Matt Deeley and 38 others · 4 comments

Like Comment Send

We strive to prevent disease and you

Freedom to Speak Up

Because you **matter**

OPEN TO ALL STAFF

NHS
Mid Cheshire Hospitals
NHS Foundation Trust

DIVISIONAL CHAMPIONSHIPS

- A SERIES OF FOUR EXCITING ACTIVITIES THROUGHOUT MAY AND JUNE
- DIGITAL TREASURE HUNT
- VIRTUAL QUIZ
- ACTS OF KINDNESS
- IT'S A KNOCKOUT

more information soon!

Compete against other divisions and earn points along the way to win

IT'S A KNOCKOUT
SUNDAY 25 JUNE 2023, 11AM-4PM
BENTLEY MOTORS, SUNNYBANK RD,
CREWE CW2 8WD

>>>> GET YOUR TICKETS >>>>

Any questions? Please email Sophie.Favager@mcht.nhs.uk

Because you **♥**matter

Susan Smith
27/10/23

Inclusive approach to competition

The Library Role

- Engaged as part of the Health & Wellbeing Board as part of the sub-group.
- Specifically tasked to look at inclusive activities for those who couldn't participate in the It's a Knockout Event
- We ran a Digital Treasure Hunt, Divisional Quiz & Acts of Kindness
- Treasure Hunt was adapted from an Easter Egg Hunt at Rotherham (thanks to Kim Moore)

Activities			Who	29/03/23	05/04/23	12/04/23	19/04/23	26/04/23	03/05/23	10/05/23	17/05/23	24/05/23	31/05/23	07/06/23	14/06/23
	Set up Eventbrite Page for colleagues to get tickets	Complete	x												
	Set up MS Forms for colleagues to sign up teams for IKO	Complete	x												
	Email out to teams instructions for IKO		x												
	Reminders for teams for IKO		x	x											
	Charge for IKO teams (prevously £3 pp)		x												
	Confirm layout plan for venue														
Additional Events															
A1	Decide on additional events for divisional championships / how many	Complete	x												
A2	Launch treasure hunt into communiations		x												
				24th April											
A3	Work on activities included in the treasure hunt and communications to incorporate gems		x												
				SF & SS to work on activities and pulling together sites. Georgia to work with communications around where we can put the gems (e.g, on poster, on desktop screen saver, within the intranet.)											
A4	Acts of Kindess Launch														
A5	Quiz Launch														
A6	Crossroads to promote Div Champs														
				roadshow across Leighton, IH, VIN, Eagle Bridge and Elmhurst to promote events											

Acts of Kindness

- Points allocated per entry
- Online and post box submission options
- Linked to Civility workstream – some confusion with other schemes
- Permission was sought retrospectively to share with named individuals or include in Trust Communications.



Acts of Kindness

Divisional Quiz

- Points allocated per entry, apportioned by size of division v overall number of staff
- We bought choccies for the winners to share
- Each Division chose x5 general knowledge & x5 about the division

14/06 12:05

Top score	Team	eRostering Rockets Reassemble	Recruitment (elite)	Double vision	DOUBLE VISION	Johnny's Jets	doublevision
		W&C	Corporate	S&C	S&C	Corporate	S&C
84	Overall	32	24	43	35	37	39
48	General knowledge	19	15	35	21	26	31
36	Trust knowledge	13	9	8	14	11	8

🔥 1

Can't attend on the 25th but want to try and get some last minute points for your division?

Why not take part in some of our other activities such as the Team Quiz which you can access [HERE](#). You download the quiz and print it by clicking [HERE](#). Just make sure that if you print it, you don't forget to submit by internal mail to JET Library at Leighton Hospital or scan and send to jet.library2@mcht.nhs.uk.

Look out for further communications on our Hospital Radio challenge that launches later this week!

Kind regards,

The Health & Wellbeing Team

Digital Treasure Hunt

DIVISIONAL CHAMPIONSHIPS!

Scan the codes and earn points for your Division!



Digital Treasure Hunt



It's a Knockout



Mid Cheshire Hospitals
NHS Foundation Trust

- Held at Bentley Sports ground
- Commissioned Totally Wiped Out
- Organised indoor wellbeing stalls
- Booked additional food stalls
- Tickets free, but had to be booked
- Cost included ice cream or ice lolly
- Friends and family welcome



DIVISIONAL CHAMPIONSHIPS!

1st Place!
Divisional Championships

This Award Is Proudly Presented To The
Surgery & Cancer Team

The Health & Wellbeing Team proudly present this certificate in recognition of their achievement.

Date

Signature



It's a Knockout

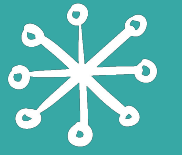
Because you matter

Executive Summary

2. The newly added activities saw 200 submissions across the Trust with Surgery and Cancer, Corporate and CCICP being the most engaged divisions.
3. Low engagement came from Medicine and Emergency Care and Women's and Childrens in the newly added activities, as well as participation in the It's a Knockout tournament.
4. There were approximately 559 – 1,120 attendees at the It's a Knockout family fun day (including staff, family, and friends.) The exact number of attendees is unknown as the 559 was based off ice cream vouchers being used and the 1,120 is based of tickets registered online to attend.
5. 98% of survey respondents would attend a similar event next year with a comment on improvements to make the event more wheelchair accessible and removing any activity that caused two minor injuries.
6. 93% of respondents believed the event has had a positive impact on their wellbeing with 33% of survey respondents saying they are more likely to exercise in the future following the event. One respondent said, 'the event made me realise how much I have missed working out and has spurred me to get back into a fitness routine.'
7. Survey respondents rated the event enjoyment as 4.7 out of 5 with 98% recommending the event to other colleagues.
8. The Divisional Championships in total came to circa £19k. The majority of the spend went to the Family Fun Day as the additional activities brought into this year's event had no cost associated with them. Using the low estimate of attendees at the family fun day the event cost the Trust £33.73 per attendee and using the high estimate of attendees would cost the Trust £16.83 per attendee.

Recommendations

20. Future event evaluation surveys should look to include demographics such as banding, gender and ethnicity to look at which colleagues are engaging in these types of activities and what we can do to further make the events we hold more inclusive to all.
21. Consider how future events can be more inclusive to disabled colleagues, ensuring accessible equipment, accessible facilities and health and safety is present.
22. Consider with future events how the Trust can record levels of attendance to inform a better, more accurate evaluation.
23. Considerations would need to be made as to what the long-term benefits are to running these events and if there is enough evidence to continue to hold this type of event.



Lunch, voting and quiz



Voting

www.slido.com

#2445846



Quality Award voting #4247188



Guest speaker

Julia Hoffman (Librarian,
Lead LiveWire Advisor,
LiveWire Warrington)

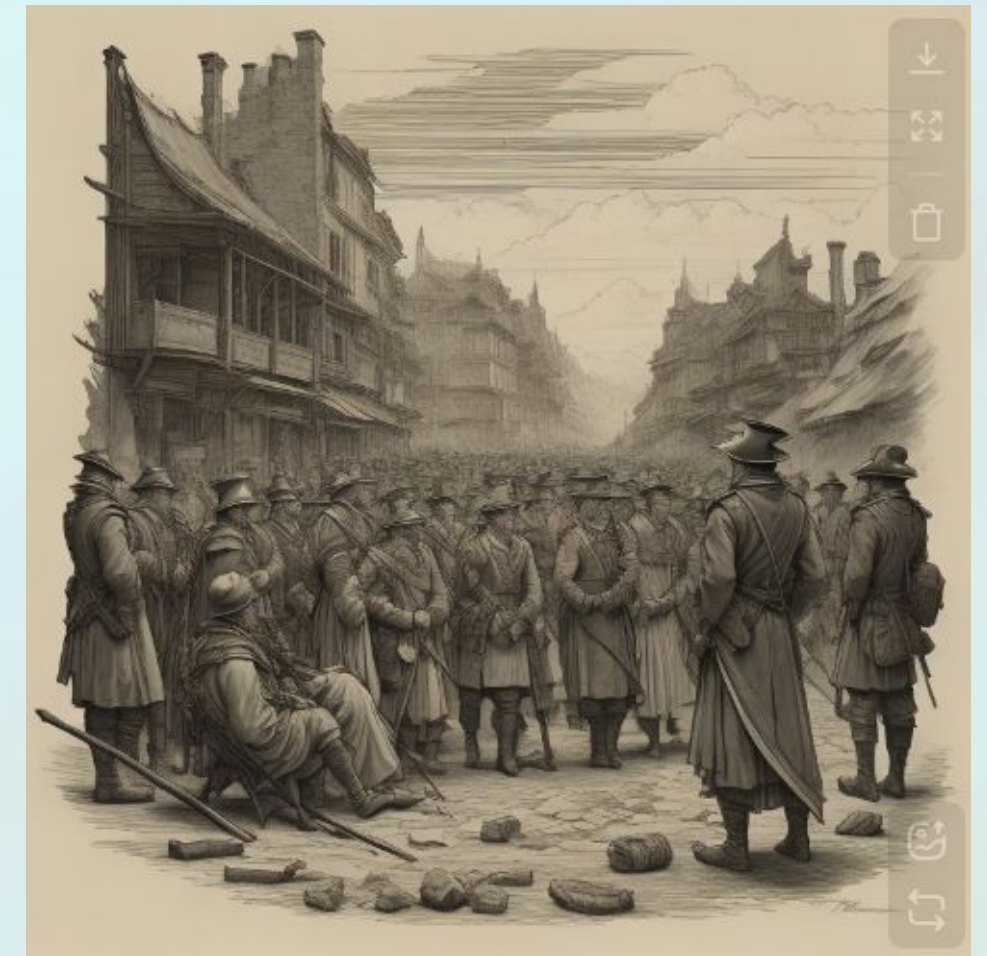
Health Literacy Work in the North West

Julia Hoffman, LiveWire Warrington

15th December 2023

Background

- LiveWire CIC Warrington – Libraries, Leisure, Lifestyles
- Public libraries since 2014
- MSc in Library and Information 2015
- Digital, Health & Prison Librarian 2021
- Organised/Attended Health Literacy & Information training by Warrington & Halton Teaching Hospitals NHS Foundation Trust 2022
- Mental Health First Aider (MHFA England) 2023



Ambassador Role

- Libraries Connected, The Universal Health Offer group with national NHS Knowledge and Library Services team at NHS England, CILIP, and ACE
- Aim: Support public library services in developing their health and digital literacy offer to local communities
- Deliver training accredited by the Royal Society for Public Health (RSPH)



Ambassador Role

Tasks:

- Train colleagues in public libraries
- Support Health Information Week
- Liaise with Universal Health and Wellbeing Library Offer Group, including regional Libraries Connected representatives
- Promote best practice in health and digital literacy within library service. Share with public library services across the region
- Liaise with local health librarians and to act as broker of partnerships with local public libraries



Training

- Health Literacy Training, June 2023
- Train the Trainer Training, June 2023
- How to Run Online Training,
September 2023
- Meetings, May, July, September,
December 2023

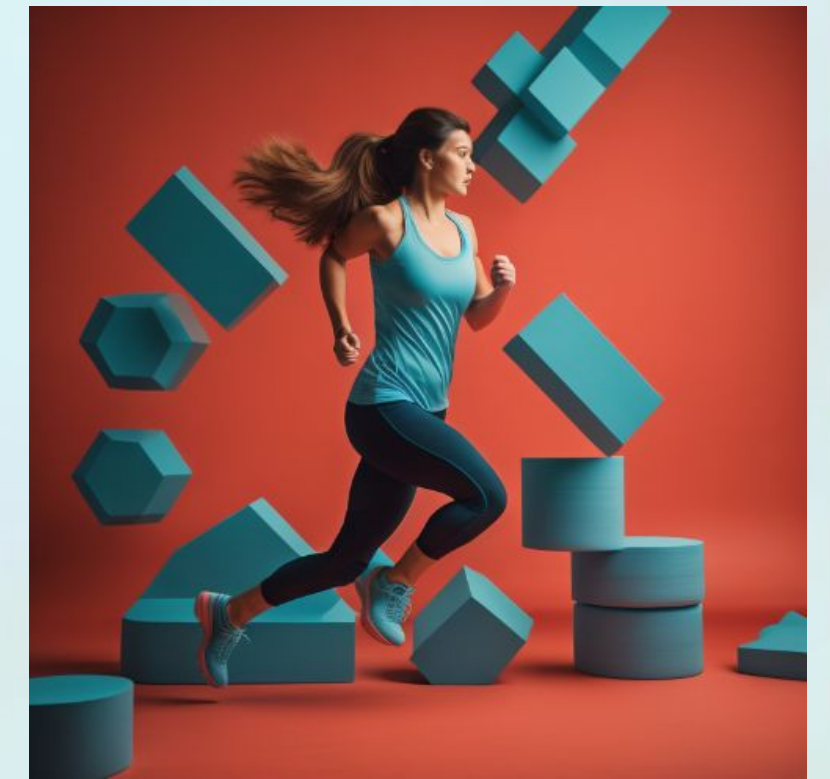


Planning

- Train the Trainer Claire Gorton (NW Supporting Officer)
- Claire to train Salford authority
- Contact NW public library leads to Health Literacy train
- Warrington - Train on Health Literacy
- NW public libraries - Train on Health Literacy
- NW public libraries – ID potential trainers to train



Obstacles



Training Summary

- Health literacy defined
- Statistics
- Impact on health outcomes
- Geography – Health Literacy, Digital Connectivity
- Costs of health literacy, health outcomes



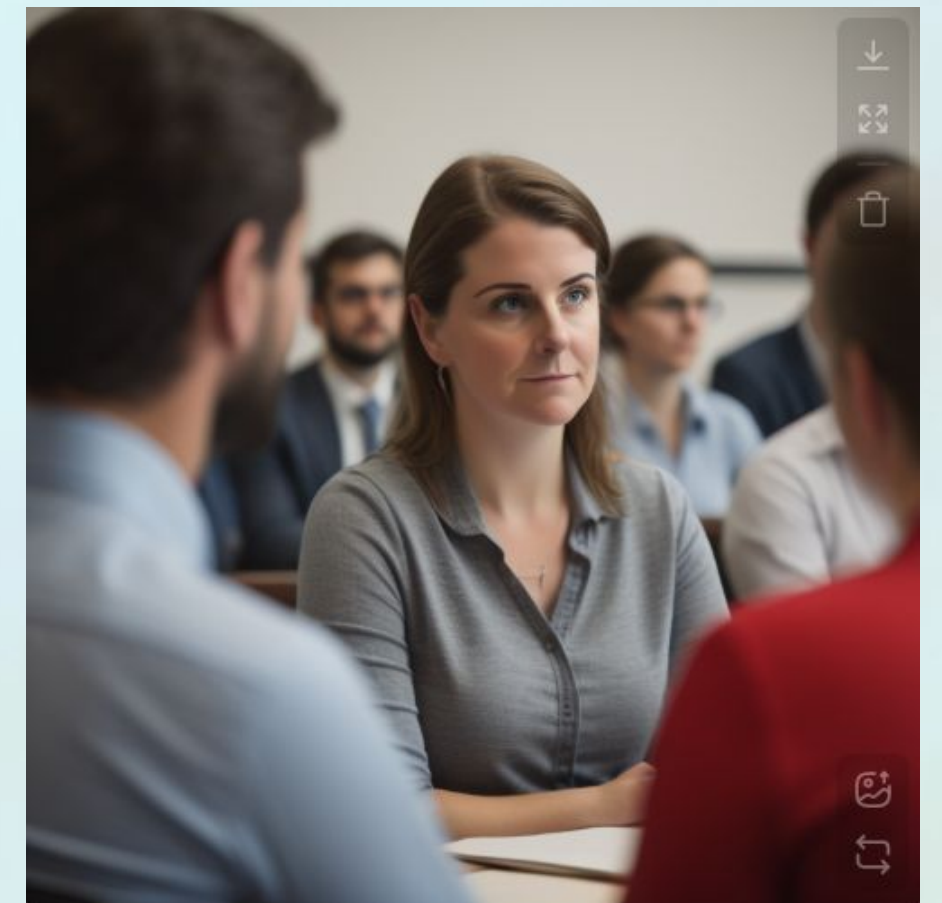
Training Summary



- Health misinformation/disinformation
- Trustworthy/Reliable websites
- Improving health literacy
 - Simplify
 - Teach Back
 - Chunk and Check

Training Summary

- Helpful links, including health and mental health websites
- Review of public libraries health offer



Public Libraries and Health

What we do in the public libraries for the Health Offer

Reading Well and Mood Boosting book stock collections

Effective and friendly signposting to trusted information

Places of Welcome, Bereavement Hubs, Reading Groups, Knit and Natter

Community health points

Drop-ins from local health & wellbeing partners

Help Public Health and other County Council departments promote health & wellbeing campaigns

IT Buddies, IT classes, Blue Badges, and bus passes

Work with partners on projects and long-term initiatives to support local health & wellbeing needs

Training Summary

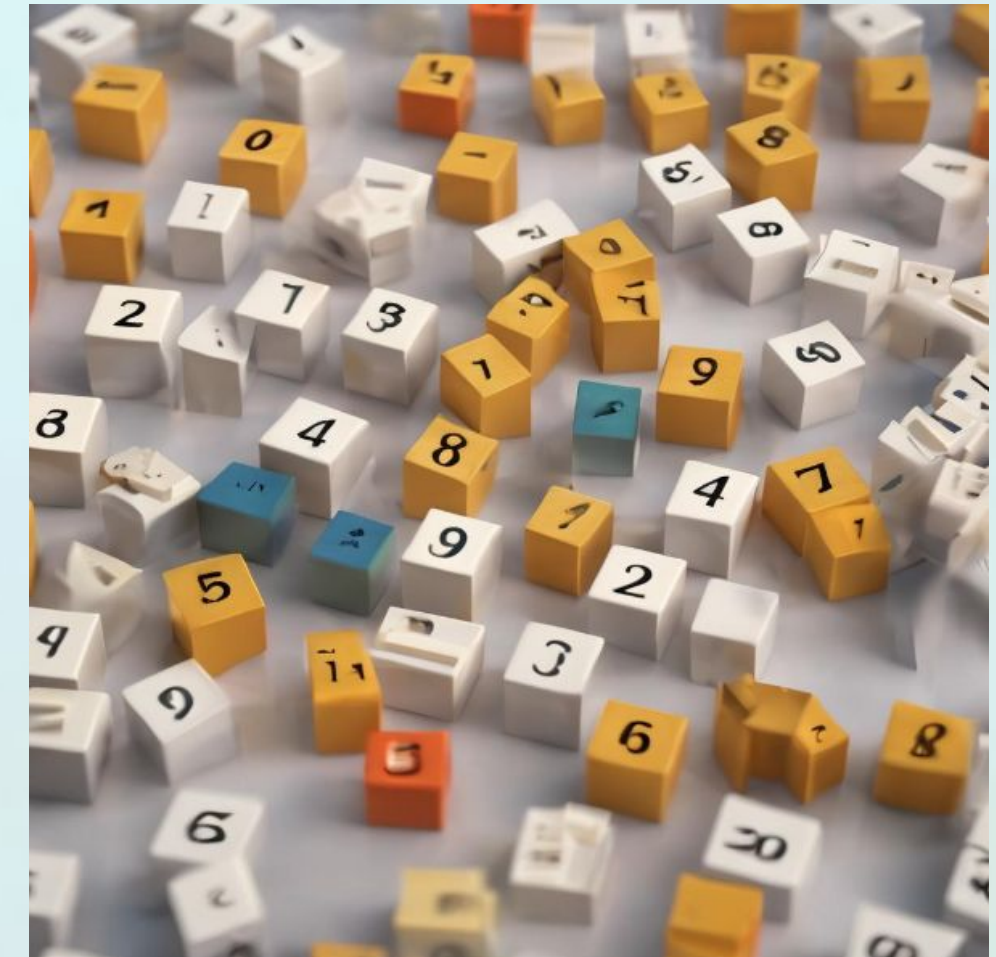
Interactive exercises:

- Typical day's interactions
- Consequences of poor health literacy
- Why improve health literacy
- Practicing Simplify
- Practicing Teach Back, Chunk and Check



Statistics

- 47 attendees across 18 library authorities, 4 online 2 hour sessions
- Attended: Blackburn, Blackpool, Bolton, Bury, Chester West and Chester, Halton, Isle of Man, Liverpool, Manchester, Oldham, Salford, Sefton, St Helens, Stockport, Tameside, Trafford, Wigan, Wirral



No Response

- NW Public Library Authorities:
 - Cheshire East
 - Cumbria
 - Knowsley
 - Rochdale
 - Lancashire



No Response

- Warrington Volunteers and Community Groups:
 - Warrington Disability Partnership
 - Warrington Good Neighbours
 - Alzheimer's UK
 - Warrington Voluntary Action (WVA)
 - Warrington Speakup
 - Warrington Home Instead
 - Lymm Sanctuary Hub



Survey Results



1. Was the training relevant to your role?

[More Details](#) [Insights](#)

● Yes	20
● No	0



2. Overall, did the course meet your expectations?

[More Details](#) [Insights](#)

● Yes	20
● No	0



Survey Results

3. Do you feel competent and confident on the topic of this course at the end of the training program?

[More Details](#)

[Insights](#)

● Yes	17
● No	0
● Maybe	3



5. Did you think the content in the training material was sufficient?

[More Details](#)

[Insights](#)

● Yes	18
● No	2



7. Would you recommend this training to your colleagues?

[More Details](#)

● Yes	20
● No	0



Survey Results



4. Please share any concerns or knowledge gaps.

5 Responses

ID ↑	Name	Responses
1	anonymous	I felt that some of the course was targeted at nhs patients/staff, with prescription/ medication scenarios. Maybe be more realistic library scenarios.
2	anonymous	no concerns
3	anonymous	All ok
4	anonymous	I would have liked to explore strategies for supporting those with literacy and numeracy problems further, with more relevant working examples for library services, rather than NHS ones.
5	anonymous	Perhaps more support to be able to put the knowledge into practice?

2 respondents (40%) answered **nhs** for this question.



Survey Results

6. What could be added or improved?

9 Responses

ID ↑	Name	Responses
1	anonymous	I felt the course was very useful an informative but i would add more library content.
2	anonymous	Truthfully, this course was actually a lot better than I expected
3	anonymous	Staff may not relate to examples set in medical situations, maybe easier for them if examples are library based examples and using words such as customer rather than patient. Maybe more information about the dangers of misinformation and disinformation and maybe show some of the recommended/trusted sources of information as opposed to bad information online for the same scenarios.
4	anonymous	A small tea break!
5	anonymous	Can't think of anything
6	anonymous	Customer focus training, or how to train our own staff to support customers with literacy and numeracy issues around health
7	anonymous	More emphasis on what libraries do/could do as some of the slides were very NHS orientated.
8	anonymous	Maybe a bit more specific to libraries
9	anonymous	More sharing of experiences and ideas with attendees



4 respondents (44%) answered **library** for this question.

library
 medical situations misinformation and disinformation sharing of experiences
 lot better bad information examples sources of information
 words such as customer course **library** customer course was very useful
 NHS orientated specific to libraries library content Staff Customer focus
 information about the dangers customer rather than patient
 literacy and numeracy

Survey Results

8. Do you have any suggestions to help us improve the learning experience or environment for future training workshops?

11 Responses

ID ↑	Name	Responses
1	anonymous	This is a test
2	anonymous	The training was excellent. Julia is a fantastic facilitator, the information was delivered clearly and at a comfortable pace.
3	anonymous	Just would like to say thankyou to Julia, as i felt she delivered the course really well.
4	anonymous	No, it was pretty good. Very interesting.
5	anonymous	No, all good, very helpful course
6	anonymous	Not at the moment
7	anonymous	I do think having the capacity to break out into smaller groups would have generated more discussion and further ideas. I do think doing it as one group meant we only got so far with disucssion
8	anonymous	Not really, session was very informative and quite interactive too
9	anonymous	Could possibly be condensed.
10	anonymous	It was a shame the break out rooms didn't work but that was a technical issue
11	anonymous	the session worked really well, good that it was interactive and we were able to have a discussion on the subject. one thing I've taken away: ensure our health webpages are up to date and relevant



3 respondents (27%) answered **good** for this question.



Other Feedback

- *'Thank you for all you have done to prepare and run the sessions. I found it very informative and your delivery was perfect'*
- *'Very Informative and thought provoking'*
- *'It was really good'*
- *'It was a very interesting course and much better than I thought it was going to be.'*
- *'Thanks, really useful. We'll have some discussion about how we can use this knowledge in our service'*
- *'Thanks Julia. Very interesting and useful session'*
- *'A very informative presentation'*
- *'That was incredibly helpful, Julia. Thank you so much for the training today and for the slides too'*
- *'Thanks for the eye opening training Julia!'*



Improvements to Make

- Add more library examples
- Add more discussion about health and public libraries
- Fix MS Teams to allow Breakout Rooms



Future Plans - 2024

Warrington Library Staff

Refresher Training

Lifestyles Training

Leisure Staff Training

Warrington Borough Council Staff Training

Warrington Community Organisations

North West public libraries – continue training + re-contact non-responding authorities



Synergies?

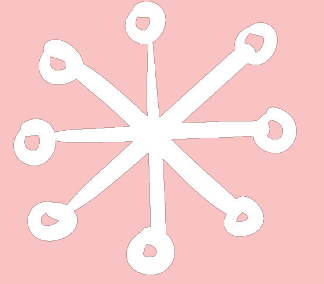


Questions?

Ideas?

Contact me at:

jhoffman@livewirewarrington.org



Break and chocolate roulette networking





Awards



Thank you