Knowledge for Healthcare
Advocacy Toolkit

Imrana Ghumra
Professional Advisor, LKS

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#HEELKS
Advocacy

Definition: http://www.oxforddictionaries.com/definition/english/advocacy

Public support for or recommendation of a particular cause or policy

Origin: Late Middle English: via Old French from medieval Latin advocatia, from advocare 'summon, call to one's aid'
What is the toolkit for?

• Reference Tool
• Signposting
• Awareness of the bigger picture
• Regular use/checklist
How and when it should be used

- Service review
- Stakeholders
- Data/usage to show RoI
- Elevator pitch
- Concise, succinct reports, relevant to audience
- Aligned to aims/objectives of organisation
- Aligned to Knowledge for Healthcare
Case studies

Clinical Effectiveness & patient care
  p11 NHS and public library collaboration to provide information for patients and carers
  p26 neonatal arterial thrombosis
  p27 Is it safe for patients with intraocular gas tamponades to travel by air following vitreoretinal surgery?

Cost Benefit
  p26 anticoagulation monitoring services
  p27 Does the use of local anaesthesia in vitreoretinal surgery compromise the patient?
  P28 evidence for procurement decisions

Sustainability
  p27 Managing challenging viral retinitis and fungal endophthalmitis
  p45 Worth every cent and more

Learning
  p11 NHS and higher education collaboration to increase access to research journals
  p22 KnowledgeShare
  p24 Knowledge retention and transfer toolkit
Transforming the service

**AIM**

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

**PRIMARY DRIVERS**

1. Proactive, customer-focused knowledge services are provided and used.
2. Staff, learners and patients benefit from quick and easy access to relevant evidence at the point of need.
3. There is effective leadership, planning and development of the LKS workforce.
4. Investment in library and knowledge services is optimised for best value.

**SECONDARY DRIVERS**

- Design customer-focused services and delivery models.
- Ensure awareness and use of services and resources.
- Optimise use of existing and emerging technologies.
- Develop an appropriately skilled LKS workforce.
- Streamline library and knowledge services functions.
- Provide effective leadership at national, geographic and local levels.
- Redesign LKS roles to meet changing service needs.
- Ensure effective talent management.
- Rationalise investment at LETB level.
- Introduce an equitable, affordable and sustainable funding model for local services.
- Work with partners and suppliers to increase available resources.

LKS = Library and knowledge services
LETB = Local Education and Training Board
Our strategic approach:

<table>
<thead>
<tr>
<th>Guiding principles and values</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaboration</td>
<td>Do once and share; working across boundaries</td>
</tr>
<tr>
<td>Collective purchasing</td>
<td>Central procurement at scale</td>
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<tr>
<td>Core service</td>
<td>Core service offer, products, tools and expertise</td>
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<tr>
<td>Digital by default</td>
<td>Digital and mobile by default</td>
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<tr>
<td>Effective and efficient</td>
<td>Applying the principles of lean thinking</td>
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<tr>
<td>Equity</td>
<td>Equity of access and opportunity</td>
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<tr>
<td>Federation</td>
<td>Pooling budgets, staff, resources across boundaries</td>
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<tr>
<td>Innovation</td>
<td>Flexibility, new models of service; best practice</td>
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<tr>
<td>Quality</td>
<td>Benefits to patients; improving lives; outcomes. Impact</td>
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<tr>
<td>Streamlined</td>
<td>Streamline structure, management; systems, process</td>
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<tr>
<td>Technology</td>
<td>Harnessing technology to streamline back-office functions</td>
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<tr>
<td>Workforce development</td>
<td>Planning, role redesign, specialisation, career pathways</td>
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Benefits

- Range of resources
- Examples of best practice
- Case studies
- Lessons learnt
- Policy watch
- Local health economy
Contributing to the toolkit

- Live, evolving toolkit
- Skeleton toolkit ready for December
- Wiki format at present
- Template for adding case studies
- Anonymised
- Link to LKS Lead
Template

• Scenario/situation
• What happened/process(s) you went through
• What worked
• What didn’t work
• Results/outcome
• Lessons learned
Crossing NHS/HE boundaries

- Case studies – template
- Signposting to resources
- Lessons learned
- Advocacy for LKS in daily work
- Functionality
Questions and comments

Imrana Ghumra
Professional Advisor, Library and Knowledge Services
i.ghumra@nhs.net
T. 01223 597534
M. 07826 873540
@imrana_g