Library Services’ NHS Team

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We inform Library Services staff about NHS resources and processes

Staff are then able to assist and support NHS library users

What the NHS Team do

- Support Library Services in delivering a high quality service to NHS staff.
- Maintain knowledge levels of the team on NHS-related issues, promote new NHS resources, and support NHS processes.
- Participate in preparation and delivery of NHS related Training Hours.

Our Challenge

- To find the best and most efficient way to explain NHS processes and services to our colleagues across multiple sites using the Training Hour.

Our Solution

- Sway – we used an engaging interactive presentation online and a lasting resource that can be used for further self-directed training.
- Quiz – this included a quiz to test staff members on the material in the Sway presentation.
- Skype meetings – we used Skype’s instant messaging system to communicate cross-site in real time, with group chats hosted by NHS reps.

What is a Training Hour?

- Training Hours are a regular feature of King’s Libraries, a weekly one hour training slot repeated four times at four sites in one day to include as many staff as possible across all teams.

The Outcome: Training success!

Additional benefits and feedback:

- It allowed ongoing access to the Sway presentation for those unable to participate on the day.
- It reduced travel time for presenters.
- It increased the chance for follow up since full transcripts of the Skype meetings were available.
- It provided a sense of community around an online session in which everyone could participate.
- The shared material and group chat format has been taken up and used in subsequent training hours.