Impact... or feedback?

- The library has helped me a lot with my professional development as I was able to get all the books I needed for my studies. I couldn't have done my studies without the library.

- Fantastic service, I will definitely use it again.

- Thanks for the search. The new text reminder service has improved clinic slot utilisation (from 92.94% in Feb to 96% in May). There is a significant reduction in missed appointments and has saved us £51,000 since Feb.

- Best library ever – you have coffee.

- The library is great, it has a fantastic collection of books which supports my customer care course. I didn't realise I could use the service. I will recommend to others on the course.

- Very helpful. We have introduced 2 outcome measures in the literature and will be auditing the results soon. They will be presented to divisional board in autumn.

- The evidence supported a new surgical recovery pathway which has effectively reduced patient stay by 4 days and reduced readmission rate by 16%.

- This resource is really important and is imperative it is kept for patient safety!!!
To begin at the beginning….

Quality & Impact Work Stream

• led by Clare Edwards
• clear links between workstreams

VITF group

• chosen for geographical spread
• different backgrounds
• members have expertise / interest in impact
• supported by an active reference group
Value & Impact T&F Brief

Original brief
• refreshing and renewing the existing impact toolkit
• ensure suitability for use in identifying non-clinical impacts

Metric for success
• increase in use of the refreshed Impact Toolkit: used by 95% of NHS services by 2020
Planning

• Scoping literature search
• National survey to establish the current position of impact work on a local level; to identify methodologies and tools used; to assess requirements of the new toolkit.
• Analysis of fully compliant LQAF submissions relating to impact
• Thorough and meticulous mapping of the outcomes of the above
Revised generic questionnaire

1. What did you use the service for?
2. How did you / how might you use the knowledge or skills?
3. How did the knowledge/skills gain help?
4. Did your use of the library contribute to the following impacts?
5. What is your main role?
The in-depth analysis

- Impact interview templates
- Case Study templates and guidance

http://kfh.libraryservices.nhs.uk/
# What are you measuring for whom?

**Value of library service**

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Reason for interest</th>
<th>Desired outcome</th>
<th>Measure</th>
<th>Measured by</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library management</td>
<td>Provide a high quality service</td>
<td>High quality service</td>
<td>Quality assurance, benchmarking</td>
<td>LQAF, Balanced scorecard</td>
</tr>
<tr>
<td>Trust management</td>
<td>Is it providing value</td>
<td>Cost effectiveness which contributes to Trust objectives</td>
<td>Costs, Return on Investment (ROI)</td>
<td>Cost analysis, ROI</td>
</tr>
</tbody>
</table>
Methods

- Benchmarking
- Cost Effectiveness
- Effectiveness
- Impact
- Quality Assurance
- ROI
- User Satisfaction
- Value
Tools
What next for the VITF Group?

Role out and marketing

Collation

• National online access to the generic questionnaire
• Collection of questionnaire results and case studies
• Streamlined mechanisms linked to LQAF

Updating the toolkit
Collating the questionnaire
Case study submissions

- Money
- Quality
- Public Health
- Efficiency
- Workforce & Learners
- Service Improvement

Free Text fields
LKSL Region identifier
Drop down menu with options aligned to national LKSL statistics collection options
Drop down menu with options aligned to staff group on questionnaire
Tick box. Taken from section 4 of the questionnaire.
Consent
Select and upload actual Word / PDF case study document
Captcha field
Submission button
FAQ

douglas.knock@nhs.net
01689 864306

Contact us via the Impact toolkit
Questions & comments

What do you think?

http://kfh.libraryservices.nhs.uk/

We welcome comments and feedback. Please do not hesitate to contact us.