

NHS LONDON Alignment toolkit

Examples of service developments/initiatives/projects

Title	Mental Health Care: Improved Access
Lead library	Islington PCT Knowledge and Library Service
Summary of the service	<p>Evidence based Information and Literature Service provided to PCT and Social Service colleagues, to find evidence of best practice for use in clinical and policy decision making.</p> <p>A strategist within the Public Health Department required a search for a literature review for research looking at the needs of the Irish and Mental Health Services. The work was commissioned by the Delivering Race Equality Group in partnership with the Federation of Irish Societies. The work will inform future service planning, recognising the local needs of the community. More resources are being allocated</p>
Partner organisations	.
Key Audiences;	Strategy and commissioning, Public Health, Provider Services
Description of the service	<p>The user is sent a Search Information request form, to give specific detail of the nature of the search and enable the Knowledge Service to tailor the results to the user needs.</p> <p>Library Service staff carry out a literature search using the main health related databases, also searching the internet for useful web sites and non-published material, which is sent to the user. A request for feedback on whether the search is useful is made, and if necessary the search is re-run with fresh terms identified by the user and librarian.</p>
Service staffing	Knowledge Service Manager, Librarian, 2 part time Library Assistants
Customer involvement	The Search Information request form, enables the user to give specific detail of the nature of the search and enable the Knowledge Service to tailor the results to the user needs.
Benefits of the service for the customer	<p>Information is provided to inform service decisions and actions</p> <p>Quotes from recent survey evaluations: Question – How did you use the search results? “evidence to support recommendation for possible service re-design” “to inform the type of intervention I was offering a family”</p>

“disseminated amongst team who found the information useful also”

“The results were used to inform the methodology of an audit”

“Background reading and examples of good practice for a clinical audit”

“discussed with my research group”

“to compare our current standard with research evidence based practice, and make recommendations for future development”

“Presented one of the articles to my colleagues for a team discussion”

“Presented at a staff meeting, an action plan for the service will follow from this”

Benefits for the library

Meeting needs and priorities of the PCT

Evaluation:

Users are sent a link to an online web survey and asked to feedback their views, and an attempt is made to assess the impact of a change in service on patient care and see any cost implications.

http://www.surveymonkey.com/s.aspx?sm=zYWqgVX4M0Ypwx35Ocqlcw_3d_3d

Feedback

Changes have been made to the search request form after consultations with users, and changes made to the way in which search results are provided

Marketing

Presentations to teams by library staff, participation in inductions, and adverts in the PCT weekly email bulletin to all staff.

Collaborative working:

Searches made for the purpose of informing exceptional treatment panels are shared with other London PCTs through the London Health Observatory website, as frequently other PCTs have the same information needs. Seven London PCTs collaborate at the moment in this project.

Funding streams

Mainstream funding through Public Health

Lessons learned

An important and increasingly popular service

Sustainability next steps?

This service takes a lot of professional manpower and cannot be supported if there are staff shortages

**Further
information**

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**Related
resources/links**

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Edited

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