

Community Outreach Annual Report 2014/2015

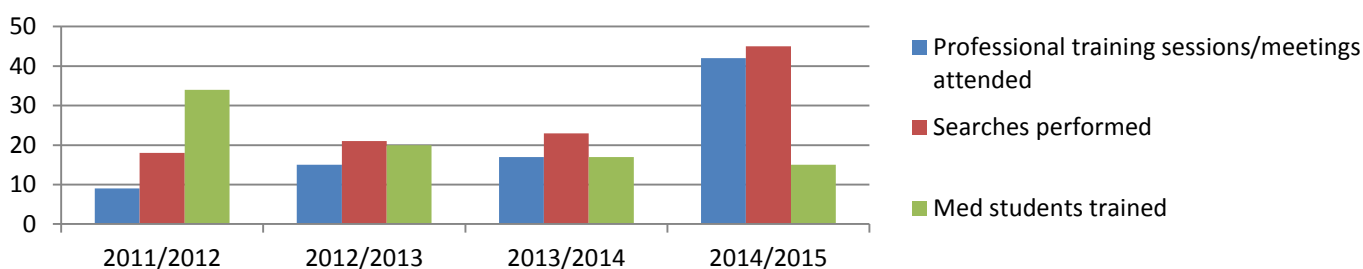
The Community Outreach Librarian post is funded by the North West Health Care Libraries through an annual MPET-SIFT allocation of £34,333. In its fourth year, 2014/15 has been a year of expansion of the Outreach service. Previous service users have been updated on opportunities for training and other help still available; user groups such as speech and language therapists, GPs and practice managers have been contacted.

Medical student training testimonials:

'[I liked] how informal it was. Liked all the little tips in getting valuable research'

'Well-structured approach and repetition/practice of key skills'

Currently, there is a general downward trend in medical student numbers; only 15 students attended 4 sessions. This is as a result of student preference to use University issued tablets to access tutorials and university e-resources rather than requesting local support.



Literature search requests have nearly doubled (an increase of 95%) with extremely positive feedback received, from direct impact on patient care to helping improve services:

Evidence search service testimonials:

'This impacted directly on the quality of care and communication...because it enabled me to provide a patient with a clear explanation and evidence...Many Thanks for an excellent service' Intermediate Care Physiotherapy Team leader

'Thanks for all your hard work, this will be helpful in setting up the [cancer support] service. It certainly looks as if we are being innovative, since not many practices doing this.' Congleton GP

Training sessions and meetings with community staff have increased by 142%, with the following feedback:

Training feedback:

'The step-by-step tuition was really helpful and delivered with patience and understanding of my abilities and limitations...Excellent session, thank you' L and D Officer

'Very user-friendly – coping with different abilities and speeds of working.' Clinical Specialist Dietician

'I will definitely benefit from this session. It will enhance my learning and help with my assignment work....I would recommend this to others.' Staff Nurse



These have been achieved through a marketing drive, promoting the Outreach service to many different user groups including physiotherapists, health visitors and speech and language therapists. Marketing stationery bought with bid money has been effective in marketing to these potential users. Particular success has come from GP practice managers and staff. While there is still a lot of work to do in this area, the results so far have been encouraging: search requests have been received, including one about service improvement. PLT meetings are also still a regular feature in the Outreach diary.

A fruitful working relationship has begun with a Physiotherapy Clinical Specialist and her colleagues, who research a variety of clinical topics and require a literature review from the Outreach service for each.

The Outreach Librarian has also chaired a critical appraisal session in preparation for providing further sessions to community-based clinicians.

Objectives for next year:

- Review current awareness needs of GPs and practice staff.
- Work with Mid Cheshire Hospitals NHS Foundation Trust Librarian to design a Lectora package for Critical Appraisal for Physiotherapists in the first instance.
- Create a discussion forum for integrated care.
- Create a more extensive needs analysis for the community population.