THE KNOWLEDGE

The knowledge mobilisation newsletter from Shrewsbury and Telford Health Libraries

Based on Lambe, A. (2018) Knowledge Management Toolkit. Leeds: NHS England and NHS Improvement
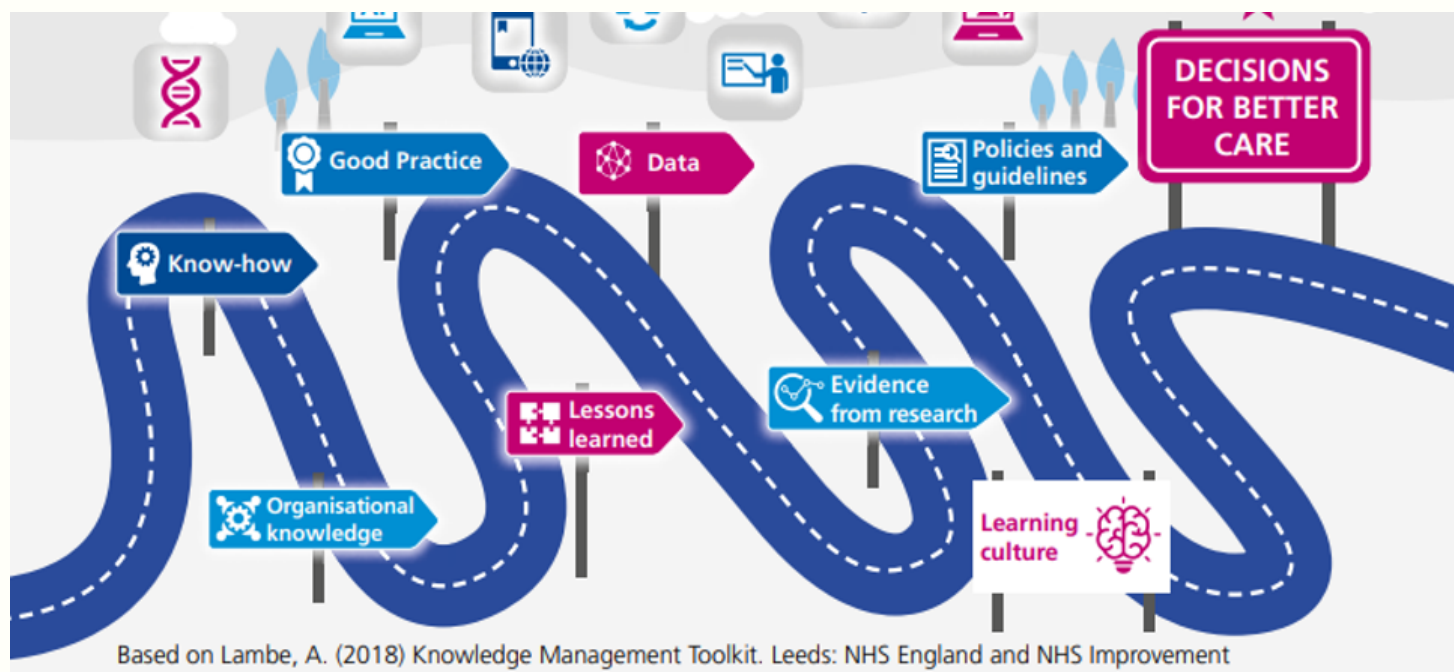
Welcome

Welcome to the first edition of 'The Knowledge', showcasing ways in which knowledge and library specialists across the NHS can help mobilise evidence and knowledge.

We want to encourage you to find and apply evidence to build know-how, continue to learn, and to drive innovation, and so in this issue we will be looking at knowledge management techniques such as peer assists and exit interviews, as well as looking at some tools to help you access evidence more easily.

If you have any feedback on The Knowledge, or would like to contribute, please contact Sara Pritchard in the Shrewsbury Health Library at sara.pritchard2@nhs.net, Jason Curtis in the Shrewsbury Health Library at jason.curtis1@nhs.net, or Louise Stevens in the Telford Health Library at l.stevens@nhs.net.

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Mobilising Knowledge with Peer Assists

By Jason Curtis

A peer assist is a knowledge management tool where peers (perhaps four or five people) from another team are invited to share insights, experience and knowledge at a facilitated meeting.

This might be to support a team that are looking to embark on a project or service change, or that have a specific problem or challenge, and want to know what worked (or what didn't) from another team that has similar experience. A peer assist can bring knowledge and experience to the point of need.

Peer assists allow people to learn from other people's experiences and knowledge, establish an open culture of learning, support networking, and stimulate new perspectives.

They are part of the process of 'learning before doing' and are about gathering knowledge before embarking on an activity or project, or when facing a difficulty in the course of related events.

Peer Assist 1/2 day

A structured facilitated meeting or workshop where people are invited from other business units or other businesses to provide their experience, insights and knowledge to a team who have requested help.

The home team asking for the peer assist needs to have clear objectives of what they want to gain from the meeting.

Peers can come from within the organisation, or outside it, but are people with experience of the issue.

How do they work?

- A facilitator is appointed, and lots of notice given. Background information is circulated to the home team and the visiting peers
- Allow some time for socialising before the meeting, to build some rapport between the home team and the visitors
- At the meeting, the home team presents the context and any plans, issues and opportunities, and say what they'd like to get out of the meeting
- The visiting peers ask questions, and provide feedback on what worked (or what didn't) for them, and provide recommendations, options or guidance
- The home team reflects on what's been said, and examines options
- The visitors provide feedback, answer questions, and suggests some actions for the home team

For more information, **visit the HEE Knowledge and Library Services page about Peer Assists.**

"There is a duty on the Secretary of State to promote research on matters relevant to the health service and the **use in the health service of evidence** obtained from research"

Health and Social Care Act 2012

Knowledge-Focused Exit Interviews

by Louise Stevens

How do we capture valuable and important knowledge? What happens when people with valuable and important knowledge or expertise leave their role or the organisation? How can we try and capture some of that knowledge?

Knowledge-focused exit interviews offer an opportunity to capture some of that key knowledge, ideally before they leave. Traditionally exit interviews are conducted with people leaving an organisation and obtaining feedback on why they are leaving, what they liked or didn't like about their employment and what areas of the organisation they feel need improvement.

Exit interviews have now been expanded as a knowledge management tool, as a way of capturing valuable and important knowledge from leavers. As well as capturing important workforce information, the interview also aims to capture information and knowledge about what it takes to do the job.

If they are carried out correctly, exit interviews can benefit both the organisation and the leaver. The organisation has an opportunity to retain some of the leavers knowledge and make it available to others and the leaver gets to articulate their contributions to the organisation and to leave their mark.

The interviews are quick and inexpensive. Knowledge-focused exit interviews are best carried out face-to-face.

Knowledge-focused exit interviews can be carried out by the person taking over the role, the employees line manager or Library & Knowledge Services staff, and are best conducted face-to-face.

All or some of the questions can be asked during the interview:

1. Who are your most important contacts (internal and external) for this role / task? And who would you avoid?
2. Are there moments during the year when you needed special knowledge? If yes, which and when?
3. Where can I find the most important documents and sources of information?
4. What knowledge was most important to you in this role for the first 100 days?
5. What tips and advice can you give me?
6. What has been the biggest challenge you have faced in recent years?
7. What was the hardest decision you have had in your role in recent years? How did you decide?
8. What would be the worst thing that could happen to someone in this role? And how can it be prevented?
9. Who has a similar role that I could contact?
10. If you could make a journey into the past, what advice would you have given yourself regarding this role?
11. Can you describe 'workarounds' that you choose in this role because the official process is not working properly?
12. What are the key skills and abilities needed for this role?
13. What advice and guidance was given to you when you started this role?

If you would like the assistance of Library & Knowledge Services staff to conduct knowledge-focused exit interviews, please contact Louise Stevens (Site Librarian), l.stevens@nhs.net or ext. 4694

Make finding full-text easy with LibKey Nomad

by Jason Curtis

LibKey Nomad is a free browser extension available for Edge, Chrome and Firefox that makes accessing the full-text of journal articles much easier. Once installed it indicates if an article is available in full-text through your library.

Simply install the extension and select the organisation you work for. It works for all NHS organisations, so is available to staff of Shrewsbury and Telford Hospital NHS Trust and Shropshire Community Health NHS Trust.

As well as checking library subscriptions, LibKey Nomad also checks to see if the article is available via open access.
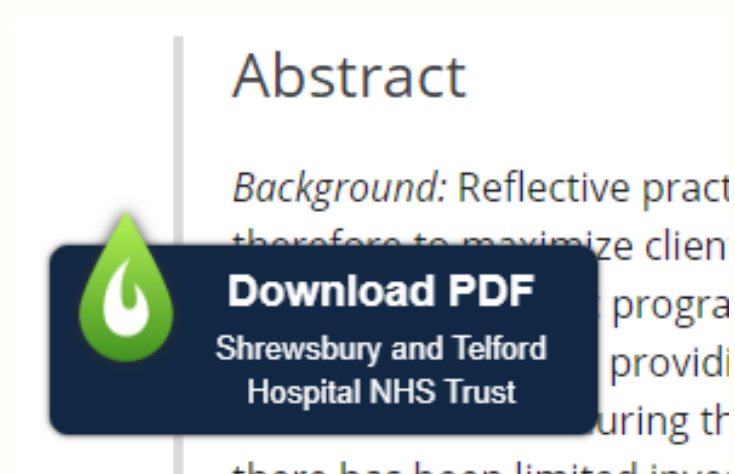
LibKey Nomad works on many publisher websites, along with PubMed and Wikipedia, and adds links to access the full-text or PDF (where available) making it easier to login and access the full-text quickly.

Visit **https://thirdiron.com/downloadnomad/** to download LibKey Nomad.

Watch our introductory video at **www.youtube.com/watch?v=YmayXdrfkWQ**

Evidence at your fingertips with the new NHS Knowledge and Library Hub

by Jason Curtis

The NHS Knowledge and Library Hub is a new way to search for journal articles.

Covering a wide range of databases, including Medline and CINAHL, the Hub allows you to perform simple or more complex searches, and access the full-text with a single-click (where available).

Where we don't have access to the full-text, it is easy to request a copy, and the details of the item are automatically added to the request form.

The Hub offers a range of features to make searching for knowledge and evidence easier:

- Search across a wide range of databases simultaneously to locate journal articles and grey literature such as reports and conference proceedings

- Filter your search by date, publication type or by database

- Access the PDF full-text with a single-click where available, or request a copy

- Repeat your search with a single-click in a range of evidence resources such as UpToDate (SaTH only), BMJ Best Practice, NICE Evidence, the Cochrane Library, or in our book and e-book collections

- Access individual databases such as Medline, CINAHL and EMBASE for advanced searching including thesaurus terms

- Email, print or save references with formatted citations in formats such as Harvard

The Hub requires an NHS OpenAthens account for access, and it is available to all NHS staff and learners.

Access the Hub at
www.library.sath.nhs.uk/hub

www.library.sath.nhs.uk/hub

Could you make better use of evidence and knowledge? The NHS Knowledge Mobilisation Self-Assessment Tool

by Jason Curtis

Health Education England has developed a Knowledge Mobilisation Self-Assessment tool to help teams look at how they use external evidence and organisational knowledge.

Knowledge is an asset, and to implement successful change, introduce technological innovation, improve quality of care and transform services and our workforce, we need to be better at managing information, evidence and knowledge.

The self-assessment tool is a simple online form that can be completed as part of a facilitated team conversation, or by individuals within the team at their own pace. The self-assessment allows you to choose rating for a number of evidence and knowledge mobilisation criteria, and to add comments or details of issues your team faces in making use of evidence and knowledge, and these can then be used by librarians to help develop a suggested action plan to work with your team to make improvements.

A number of library services across NHS England have used the self-assessment toolkit with different teams, with positive results.

Library staff can work with teams to enable access to the self-assessment tool, and can run a facilitated team conversation to complete it, or email a link to individual team members. Once the self-assessment is completed, we can develop an action plan and can meet again if necessary to discuss this and look at how to put it into action.

For more information, please contact Jason Curtis in the Shrewsbury Health Library at jason.curtis1@nhs.net, or Louise Stevens in the Telford Health Library at l.stevens@nhs.net.

Leadership	1. Nothing in Place Yet	2. In Early Stages	3. Pockets of Good Practice	4. Business as Usual
1.1. Leaders and their teams use of externally generated evidence	No demonstrable use of external research evidence and best practice.	Makes best use of the knowledge they already have.	Relevant research evidence has been accessed and evaluated.	Decisions are underpinned by robust evidence which has been evaluated.
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