



ANNUAL REPORT APRIL 2024 - MARCH 2025 AND SERVICE OBJECTIVES APRIL 2025 – MARCH 2026



Contents

[1.0 Overview 2024-25](#)

[2.0 Services Delivered](#)

[Appendix 1 Library Activity Statistics Highlights 24-25](#)

[Appendix 2 Objectives 2024-5/Quality Indicators 2024-25](#)

1.0 Overview 2024-2025

This year, OHFT Library staff have delivered knowledge and library services to a wide range of OHFT staff and students, as well as external customers. Once again, we are pleased to report continued consolidation of positive trends on well established and recent initiatives.

Key highlights include our ongoing success in engaging users through the **Knowledge and Library Hub (+3.69%)**, and a substantial increase in the number of **training sessions delivered by the library team (+99% sessions; +44% attendees)**. Outreach Librarians have also provided more sessions on health literacy this year. The significant **rise in the use of e-books (+142.4%)** is particularly encouraging, reflecting the work we have invested in promoting these resources and the excellent management of the collection.

Subscriptions to specialist bulletins, as well as the number of items received and supplied to our readers, have also increased. We have **maintained a high level of OpenAthens registrations** and have seen an important rise in **mediated literature searches (+36.61%)**. Library staff have continued to work in a hybrid pattern, balancing home and on-site working. The physical libraries at Warneford, Whiteleaf, and Littlemore remain accessible to Trust staff and students working on site 27/7. Room bookings at Warneford Library continue to grow, demonstrating the sustained value of quiet and dedicated learning spaces. This year, we have also included footfall data for all three sites, which highlights **the high demand for accessible library spaces available 24/7**.

We have also seen our well established and well-regarded book clubs continue to flourish, alongside the library team's consistent attendance at ward rounds and clinical meetings. Despite being short staffed due to reduced working hours and the retirement of our Library Manager towards the end of the year, we have maintained our service and taken steps to bring staffing levels in line with recommended standards, helping to prevent burnout and attrition.

Looking ahead to next year, our priorities will be to establish a clear library structure, secure appropriate staffing levels, and identify ways to adapt to the uncertainty created by **changes**

within NHS England. We will also focus on meeting the requirements of the revised Library Quality Outcomes Framework and ensuring that the service fulfils the specifications outlined in the new Education Funding Agreement (see Appendix 2).

Contextual note on national changes: In March 2025, the Government announced that NHS England would be abolished and its functions transferred to the Department of Health and Social Care (DHSC), with the aim of reducing duplicated bureaucracy and increasing accountability. The transition is expected to take around two years and will include significant restructuring across national bodies and Integrated Care Boards. This major reorganisation creates a period of uncertainty for NHS services and quality frameworks while new arrangements are developed.

2. Services Delivered

2.1. Key Areas of activity (* indicates KPI)

2.1.1. *Knowledge and Library Hub <https://bit.ly/OHFThub>

April 2024 - March 2025: Sessions + Searches + Requests = 195520 (3.69% increase) 16,29300 uses per month.

Since its launch on 15 November 2021, the OHFT instance of the Knowledge and Library Hub has become an essential resource for staff and students, with usage continuing to rise year on year and placing us among the highest performing sites in England. This success is largely due to the dedication and expertise of our library team, who promote and support access to the Hub through inductions, training, the website, the intranet and the library newsletter.

2.1.2. *Literature Searches provided by librarians

Period	23-24	24-25	
Number of searches	205	278	+36.61%

We should have been staffed at Band 6 with 3.22 FTE, but we were operating at 2.34 FTE. During that period, we received additional support from Kate Jones, our Primary Care Librarian (see 2.3.2 Primary Care), who also undertook activities beyond her usual remit. This rise highlights the significant value of librarians' information skills, which continue to save time for OHFT staff and stakeholders. Even in an era of widespread AI tools, healthcare professionals place their trust in the high-quality, evidence-based information that qualified librarians provide. A substantial proportion of this year's literature searches were generated through the work of our outreach librarians, who continue to participate in ward rounds and clinical meetings. Their regular attendance at Cotswold House, the Highfield Unit and Vaughan Thomas Ward has resulted in a steady flow of literature search requests to support patient care. Literature searching is a specialist and time intensive task performed primarily by highly experienced outreach librarians (band 6) who

all have part-time contracts, and sustaining this level of service is dependent on appropriate staffing.

Feedback:

"Julia is very knowledgeable in this field, it is ran at a steady pace whilst all areas explained and clarified. Julia also offered any further up support if required and made me feel more at ease and confident to use the search systems going forward."

"Julia was incredibly helpful. Working through the search strategy together created a more comprehensive list of terms. I learnt about the 'thesaurus' search which we hadn't been taught in our research teaching last year"

2.1.3. *OpenAthens registrations

Period	23-24	24-25	
Number of registrations	2397	2502	+4.38

During the last 3 years we have noticed a consistent increment. We had a 4.38% increment in addition to 6% increment to the previous year.

2.1.4. *Current Awareness Services

❖ KnowledgeShare Members

Period	23-24	24-25	
Registered users	3140	4075	+29.8%



The number of KnowledgeShare subscribers continues to grow and now accounts for 67.16% of all library members. This increase reflects the automatic enrolment of new members introduced through our recent membership automation project. Users frequently contact us in response to these current awareness emails to request articles and books, and we consistently receive positive feedback indicating how much they value this service. We also receive new referrals from users who were not previously signed up, further demonstrating the reach and impact of our current awareness provision. (see also 2.4. collection management)

❖ Specialist alerts compiled by librarians

Period	23-24	24-25	
Users	242	210	-13.22%
*Bulletins	12	12	0%

**Includes Intelligence Insider, the Library Newsletter see also 2.7.2.*

This reduction is consistent with the transfer of users to KnowledgeShare which now includes suitable resources covering the subject areas required. This aims to maintain the quality of this service whilst saving time for library staff.

2.1.5. *Book and articles supplied.

	Items	Previous period	Percentage
Items received and supplied to own readers	1990	3152	-36.9%
Loans from stock to own readers & other libraries	5352	2253	+137%
Total of items supplied	7342	5545	+32.4%

The high level of activity reflects the hard work of the library staff, who have continued to adapt previous procedures, including sending books to home addresses for those working or studying remotely. The reduction in items received and supplied to our own readers may indicate that our core collection is well maintained to reduce reliance on interlibrary loans.

Feedback:

"If there is an option to feedback, I want to give you and your team a 5 review! I think the library service is amazing, whenever I can't find an article I need for my studies you are there. It's so helpful, informative and relieving of stress"*

2.1.6. E books 1445 (324, 2024 = +142.4%)

Usage collated from– OVID, Proquest, EBSCO, Elsevier, Browns, Stahl, Wiley.

This year we have seen an even more significant increase in our e-book usage. This reflects the effectiveness of our promotional activities, including marketing tools such as *E-book of the Month*, as well as the work of our outreach librarians in promoting library services and resources. It also demonstrates a strong and effective use of OpenAthens accounts, with the rise in e-book usage aligning closely with the high levels of activity on the Knowledge and Library Hub and other online services.

2.1.7. Library Training and Team support

	Training			Inductions			Totals		
Period	23-24	24-25		23-24	24-25		23-24	24-25	
Sessions	164	303	+84.8%	29	39	+34.5%	193	385	+99.48%
Attendees	1227	2669	+117%	1356	1256	-7.5%	2583	3715	+43.84%

These figures encompass both group and individual training sessions and demonstrate a marked increase across most activity areas. Although the number of induction sessions delivered rose again this year, attendance at these sessions declined. This reduction is likely linked to the corresponding growth in one-to-one training, which continues to be a preferred option for many users. The shift in demand highlights the team's responsiveness and ability to tailor support to the varying needs of our diverse user base.

Feedback:

"Thank you for your support in helping to search for peer review journal articles for my assignments and project. It was a new experience and I enjoyed the lesson"

"I just want to thank you for your session on Wednesday. I feel really excited about the CAT group and, personally, it has given me a huge boost in my motivation at work this week"

2.1.8. Health Literacy

Sessions	Attendees
6	109



Health literacy training is now fully embedded within the sessions delivered to Nursing Associate Trainees, Registered Nursing Associates as part of the preceptorship programme, and participants in the International Nurses Bridging Programme. During the year, additional sessions were also provided to International Nurses, Buckinghamshire junior doctors, the Specialist Rehabilitation Service, the Falls Service, and preceptorship students.

2.1.9. Further highlights

❖ **BMJ Best Practice App and (point of care tool) total items required**

Period	23-24	24-25	
Total Items required	1749	3452	+97.37%

- ❖ **Library members: 6069 (+9.91%) (31 March)** This increase shows the effectiveness in the project of automatic enrolment of the new members of staff to the library system.

❖ **Room Bookings:**

Period	23-24	24-25	
Room bookings	1325	1555	+17.5%
Users	1832	2214	+20.9%

There is an increasingly high demand for the library rooms at Warneford Library. During this period, room bookings for study and education purposes rose by **17.5%**, alongside a **20.9%** increase in the number of users. This reflects not only the growing pressure on the existing space at Warneford, but also the rising appreciation of the library's facilities. The service continues to receive highly positive feedback, and usage has shown steady year on year growth for the past three years.

2.2 Quality and impact

2.2.1 NHS Libraries Quality and Impact Outcomes Framework (LQIO) /Education Contract update

Since the original LQIO return was submitted to Health Education England (HEE) in September 2021, followed by the submission of our Service Improvement Plan in January 2023, we have not been required to take any further action. We have recently been advised that the format will change from a lengthy submission to a more conversational

approach, which is expected to be scheduled later in 2025. An updated Education Contract, including additional requirements for Library Services, as well as LQIO v2, has now been published, and we will begin work on these towards the end of the year (see Appendix 2 for an outline of the requirements).

Following the merger of HEE into NHS England in February 2023, subsequent communications have been issued under the new structure. However, after the announcement on 13 March 2025 that NHS England will be abolished, there is understandable uncertainty about how this national change will affect both the quality review process and our service more broadly.

2.3 Externally Funded Services

2.3.1 Service Level Agreements.

We continued to maintain 4 external SLAs, providing library services to: The South Central and West Commissioning Support Unit; Public Health Staff in Aylesbury and Public Health staff in Oxford. We also continued to supply Primary Care Bulletins via our SLA with NHSE until the end of March 2025.

2.3.2 Primary Care Librarian.

Throughout the year we continued to employ a Primary Care Librarian funded by Health Education England, and in March 2024 we recruited Kate Jones to this 20-hour-a-week post. Kate delivered a wide range of training sessions and maintained production of the monthly Future Proofing Primary Care bulletin, which NHSE circulated to subscribers across England until the end of March 2025. She ran regular drop-in sessions on BMJ Best Practice, the NHS Knowledge and Library Hub, health literacy, and alternatives to Google, as well as offering overviews of resources for primary care. Kate actively contacted primary care managers and staff education leads, supported CAT groups, and attended GP training events. She created a newsletter for primary care and the ICB, conducted a primary care survey, promoted ORKA, supported journal clubs, and managed primary and community current awareness. Kate also invested time in reconnecting with former colleagues in a neighbouring county to raise her profile, and represented the service at a variety of events including the GP Educators' Day on 15 October 2024, the RTF Conference in October 2024, the Knowledge Café during Mental Health Awareness Week on 13 May, a Knowledge Café at conference, and PCN board meetings. She attended the Community Research Forum to support research in primary care and community settings via CAT groups. In addition, Kate took over Fiona's allocated staff in KnowledgeShare, updated GP and primary care staff pages on the library website, delivered point-of-care training sessions, engaged with more than 50 practices and 15 of the 22 PCNs, and promoted Oxford Health services and resources across primary care and community settings.

2.4 Collection management

We purchased print and e books and other materials in Trust priority areas.

Print: 222 items (£6778); **E books:** 43 titles; (£2186); **(Total stock all sites= 12,431)**

We continued to focus on e resources, working in collaboration with other libraries to improve provision and taking part in regional and nationally negotiated deals to improve provision and secure best value.

We raised awareness of the new titles purchased by publishing several lists of New Titles as well as through *Ebooks of the Month* promotions on the intranet and the [Library Website](#)

It was recently announced that in spring 2025 there is an important reduction in funding for the core collection and our current awareness system, KnowledgeShare. This translates into a higher price on our preferential rate for our PsycINFO Ovid local subscription and losing access to PsycArticles which are of a high relevance for Mental Health trusts. These changes will be reviewed in the next financial year.

E resources nationally funded

Ebooks

- [Kortext collection](#) 194 ebooks funded by NHSE via [Kortext](#). This includes:
 - Diversity collection
 - Primary care collection
 - Resilience and wellbeing collection
 - Sustainability collection
 - [Oxford University Press](#) : 150+ e books including Oxford Handbooks.
 - **Wiley:** [Maudsley Prescribing Guidelines](#)
 - [Royal Marsden Manual of Clinical Nursing Procedures, 10th ed., 2021](#)
- All are available via the SWIMS Library catalogue and accessible via the OHFT Knowledge and Library Hub.

Local subscriptions

We continued to subscribe to the following electronic resource collections:

- [Emerald Health and Social Care](#) (32 titles).
- [Pep Web](#) online psychoanalytic library of ebooks and journals.
- [Wiley Medical and Nursing Collection and Archive](#) (300 titles).
- [Clinical Key Psychiatric and Infectious Diseases Collection](#) (62 titles & 36 ebooks).
- [Mark Allen Healthcare Complete](#) (26 Health and Social Care titles).
- [EBSCO](#) (11 online or online and print titles).
- [STAHL online](#) access to the current portfolio of books by Dr Stephen M. Stahl.
- [Health Business Elite](#) journal content on all aspects of health care administration
- [BMJ Learning](#) Online learning resource
- [Nursing Times](#) We have a discounted subscription via our consortia.

We ended our subscription for [Schizophrenia Bulletin](#), [Aust. and New Zealand J of Psychiatry](#) and [Health Service Journal](#) as usage was poor.

We have continued to fund 25 [CPD eLearning](#) licenses for OHFT SAS Doctors.

2.5 Knowledge Management

2.5.1 ORKA (Oxford Health Knowledge and Research Archive).

We have continued to add over 100 publications by Trust authors to ORKA and to promote the repository through our R&D contacts, with the aim of providing a valuable showcase for all Trust research outputs. Following our host provider entering administration, we have begun exploring alternative options, including a potential in-house solution, which would also offer opportunities for cost savings.

2.6 Supporting Wellbeing for Patients and Staff

2.6.1. Reading Groups and support for dementia patients.

We continue to support Reading Groups in the Trust providing books in partnership with Oxfordshire Libraries.

We continue to send out the Weekly Sparkle newsletter to subscribers including Phoenix, Marlborough and Wintle Wards.

We offer reminiscence packs available for coordinators on request.

We continue to offer wellbeing and professional resources to staff through our collection of books for mental health recommended by the Reading Agency, and through the Health Collection titles selected by Health Education England which support social prescribing – staff can borrow these to use with or recommend to patients.

2.6.2. Educational Board Games.

This year we purchased the LGBT+ game, increasing our stock to **35 board games**. Intended for use by Trust staff for staff and patients, the games have been issued 34 times this year to a variety of teams located across the Trust. This a small increase in the use of the games as last year it was 30.

2.6.3. Book Clubs

This year, the book clubs have become a well-established wellbeing offer for all Oxford Health staff. This has been made possible through the library's embedded involvement in the Equality, Diversity and Inclusion (EDI) networks and support groups; the leadership and administrative support provided by Laura Nunzi, who organises the meetings, distributes materials, and gathers feedback; and the contribution of Tom Rogers, who led a Race Equality Book Club as part of his placement for his MSc in Information and Library Studies.

Bertha A. Calles Cartas has continued in her role as co-lead of the Women's Support Group and secured funding to provide free copies of the books for participants attending the sessions.

This activity has contributed to increased enquiries and higher footfall across our library sites.

This year we ran 6 book clubs:

Session	1st	2nd	3rd	4th	5th	6th	Total
Responders	17	31	35	35	46	14	178

Feedback

"Being part of the Book club has broadened my reading repertoire and given the chance to hear other people's perspectives on the books we have read. It also gives the opportunity to see other staff colleagues in a different light - rather than just as their job role"

"Laura and Bertha make the Book Club a really welcoming place to be; I like the informality of the sessions and the fact that there is no pressure for everyone to give their viewpoints on the books. Having the chance to vote on the next one is also a nice option"

2.7 Marketing

2.7.1. Marketing Strategy.

With the retirement of our Library Manager and ongoing staff shortages, we have been unable to make progress on our formal marketing strategy. The part time Assistant Library Manager has stepped up to lead the team on a temporary basis, prioritising the most pressing demands. We have been awaiting further information regarding the final team structure. Once a new Library Manager is appointed, we plan to refocus our efforts on reviewing and updating the strategy.

We have, however, made some progress in targeting identified user groups and providing support for doctors in training, although this work is not yet fully embedded.

2.7.2. Intelligence Insider

Our monthly library newsletter, Intelligence Insider, has been handed over to Laura Nunzi as editor, following the previous editor, Bertha Calles Cartas, stepping up to lead the library team on a temporary basis. Alongside this change in editorial leadership, the newsletter's format has been updated to improve accessibility and ensure compliance with wider organisational standards.

The newsletter has continued to grow in popularity this year and now has over 1,600 subscribers. All library staff contribute content, writing about our services, achievements, and new resources with the aim of keeping our users informed and increasing awareness of our activities. The positive feedback we receive indicates that the newsletter is well regarded.

Subscribers frequently contact us in response to items featured in the newsletter or to request further information. We have also developed the service through new collaborations with other teams, including Learning and Development and Research.

Feedback

"Thank you for this newsletter and introducing some of the people working in your service. I have always found your service invaluable, but I think your newsletter helps makes you seem even more accessible"

All issues are available via the [Library Website](#).

2.7.3 Awareness events

We ran promotions which focused on relevant national campaigns as well as advertising some of our most valued services and products, we created book lists, intranet and website announcement as well as displaying posters in our libraries:

- Black History Month
- Children's Mental Health Week
- Dementia Action Week
- Disability History Month
- Eating Disorders Awareness Week
- Green Libraries
- Health Information Week
- Health Literacy Month
- Pride Month
- Stress Awareness Month
- World Autism Acceptance Week
- World Suicide Prevention Day
- International Women's Day

We also ran short campaigns to create further awareness of nationally funded products and local purchases:

- BMJ Best Practice
- Health Business Elite
- Oxford University Press Books
- Royal Marsden Manual

2.8 Premises

Across all three library sites, usage data demonstrates that the premises continue to be a valuable resource for staff, particularly outside of standard working hours.

2.8.1. Littlemore

Between 1 April 2024 and 31 March 2025, Littlemore Library recorded 7,383 total accesses, of which 2,900 (almost 40%) occurred between 5pm and 8:59am. This demonstrates strong demand for out-of-hours study and workspace provision.

Littlemore shows a distinctive usage pattern, with some days receiving no daytime visits but consistently high levels of nighttime activity. In May, for example, nighttime use increased significantly. During the Christmas period (24–31 December), users continued to access the library between 5pm and 9am, underscoring the importance of 24/7 availability during holiday closures.

2.8.2. Warneford

At Warneford, we primarily monitor out-of-hours activity, as daytime use is not counted due to open access arrangements and room bookings (see also 2.1.9. Further Highlights, Room Booking) **Between 5pm and 9am, and throughout weekends, the site recorded 9,551 accesses.** This data shows that staff rely heavily on the Warneford facilities for evening, overnight, and weekend working out-of-hours activity, as daytime use is not counted due to open-access arrangements and room bookings.

2.8.3. Whiteleaf

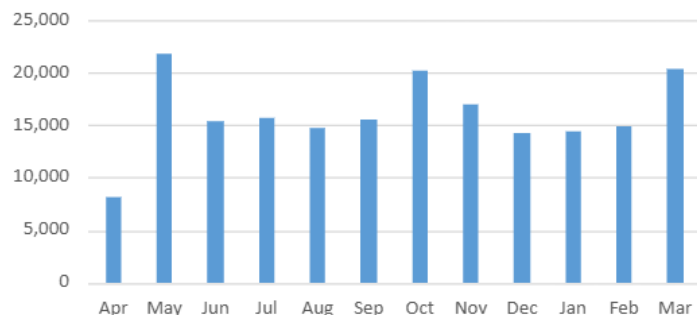
Whiteleaf also continues to be well used, with **7,286 total accesses** during the reporting period. Of these, **3,924 (53.86%) took place between 5pm and 8:55am**, indicating that more than half of all visits occur outside normal staffed hours. This reinforces the value of maintaining extended and flexible access.

2.9 Staffing

- **Sarah Maddock** left her role as Library Manager 22.5 hrs/ 3 days per week in January 2025.
- **Bertha Calles Cartas** stepped up temporarily from Assistant Library Manager 15 hours/2 days a week and Outreach librarian 22.5 hours/3 days a week to a full time Assistant Library Manager. This left 22.5 hours/ 3 days a week Outreach librarian post vacant.
- **Fiona Sutherland** Reduced her hours from .8 FTE to .6 FTE
- **Vicki Farmillo** was recruited as band 6 Outreach Librarian in May 2024 1FTE. Reduced hours to .85 FTE in November 2024.

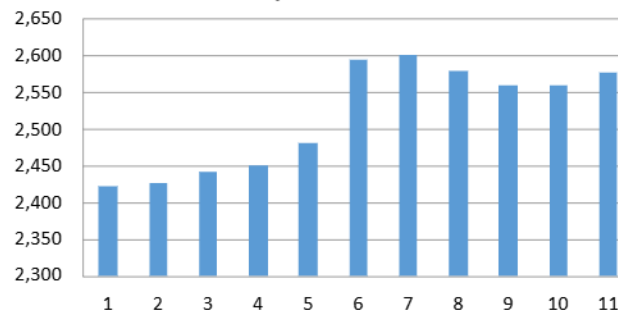
Appendix 1 KPIs 2024-25

**OHFT Knowledge & Library HUB
Sessions, Requests, Log ins 2024 -2025**



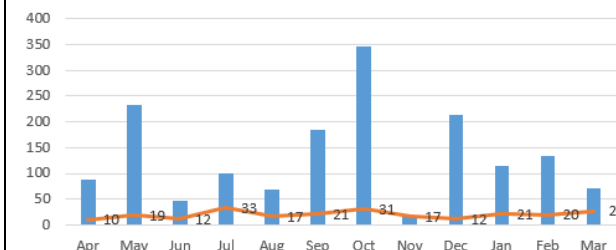
Total sessions: 195,520 (+3.69%)
(23-24: 188,565)

**NHS OpenAthens Registered Staff
Apr 24 - Mar 25**



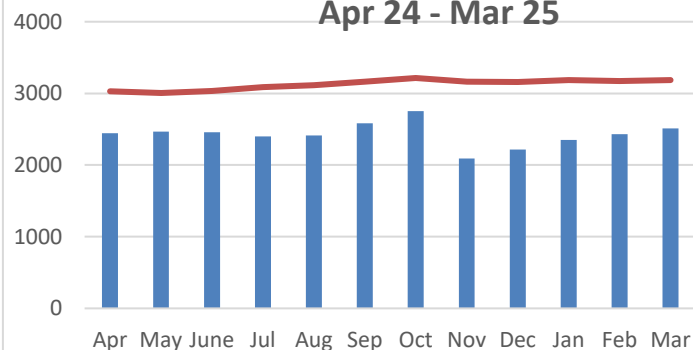
38% of OHFT staff (6790) registered (31.03.24)
Target: 40% OHFT staff registered by March 25

**Information skills training sessions Apr 24 -
Mar 25**



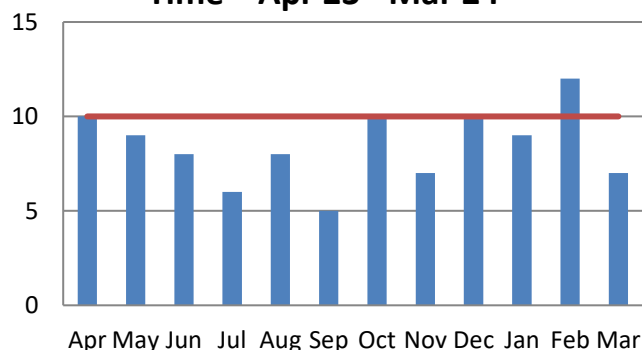
303 sessions 24-25 Target 10% inc. 23-24
(164); attendees 2669 (2583)

**Keeping up to date KnowledgeShare
Apr 24 - Mar 25**



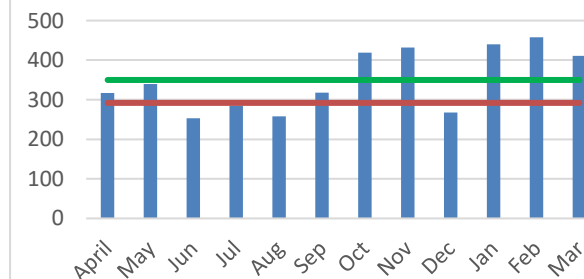
40% receiving KnowledgeShare alerts
Target 60% members receive KnowledgeShare alerts

**Literature Search Turnaround
Time Apr 23 - Mar 24**



Annual average = 7.3 days turnaround
In most cases, we achieved target of 5-10 days average
turnaround
Total Searches = 278 (205 -22-23)

**Total items supplied by OHFT
Libraries 2024-25**



Monthly average = 350 (22-23:266) ; Total = 4199
(3192) Target 292 /month +31%)

Appendix 2 Objectives 2024-5/Quality Indicators 2024-25

We will focus on working towards ensuring that the requirements specified in the Library Quality Outcomes Framework v2 including the 16 Essential Indicators specified below, our Service Improvement Plan, Annual Report and Library Services Strategy are met, in time to support the conversation timetabled for January 2026 with the NHS England Knowledge and Library Services Team.

Outcome No.	Indicator No.	Essential Indicators
Outcome 1		
	1.1	The organisation has identified a member of the Board or the Executive to engage with the knowledge and library services team to ensure that the needs of the organisation are met.
	1.3	The organisation has an approved and documented strategy for the knowledge and library service that is aligned to the Knowledge for Healthcare strategy.
	1.5	The organisation ensures that there is an established identifiable budget to fund knowledge and library services staffing, services and resources for users. It is managed by the knowledge and library services manager.
	1.6	Delivery of the knowledge and library service Improvement Plan is regularly reviewed by the line manager and other senior staff with the knowledge and library service manager.
Outcome 2		
	2.1	The organisation and the knowledge and library services team advocate the use of clinical decision support tools.
	2.2	Knowledge and library specialists provide evidence and literature search services for clinical staff.
	2.3	Knowledge and library specialists provide evidence and literature search services to non-clinical staff.
	2.5	Knowledge and library specialists provide evidence summaries for healthcare staff.
	2.9	Knowledge and library staff promote and deliver personalised alerting services from a range of sources.
Outcome 3		
	3.1	The knowledge and library service is promoted to all staff and learners.
	3.2	The knowledge and library services team use knowledge and evidence needs analysis and feedback from users to consider changes to services and/or resources.
	3.5	The knowledge and library services team work with the organisation to take a targeted and planned approach to marketing the service.
Outcome 4		
	4.1	The organisation ensures that the knowledge and library service is led and managed by a qualified and experienced knowledge specialist, librarian or knowledge manager.

	4.3	Plans for service development and improvement incorporate a review of the capacity, strengths and skill gaps within the team.
Outcome 5		
	5.4	Developments and improvements of the knowledge and library service are informed by the evidence base.
Outcome 6		
	6.3	The knowledge and library services team promote the service using evidence of impact that is analysed and reported.

We will also work with the organisation to ensure that the revised Educational Funding Agreement Library requirements are met:

Section 15.11 'The Provider shall make available to Learners and Staff involved with any of the Programmes pursuant to this agreement (in accordance with Schedule 1) proactive knowledge and library Services and knowledge specialists as well as evidence resources, accessible through suitable technology and appropriate learning space.'

KNOWLEDGE AND LIBRARY SERVICES (PLACEMENT PROVIDERS)

5.1 Clauses 5.1 to 5.10 shall apply to Placement Providers other than Placement Providers that are PIVOs.

5.2 There is an expectation that Placement Provider organisations within every health system will work together to make sure that all NHS Staff and learners can benefit from proactive knowledge and library services. For advice on options and opportunities, please contact NHS England national knowledge and library service team via england.kfh@nhs.net.

5.3 The Placement Provider will ensure that there is a proactive, high-quality knowledge and library service that is available to all Staff and learners, whether this is hosted internally, delivered via a managed service level agreement with another NHS Provider or with a Higher Educational Institute.

5.4 The Placement Provider has an agreed documented strategy for the knowledge and library service aligned to the Knowledge for Healthcare Strategy and to NHS England policies including the NHS England Library and Knowledge Services in England Policy, Funding NHS Knowledge and Library Services in England Policy guidance for NHS Employers, NHS England Knowledge and Library Services Staff Ratio Policy, NHS England Policy for NHS Library Learning Space and NHS England Policy for emotional support for embedded clinical librarians, as well as the organisation's own objectives and priorities.

5.5 The Placement Provider will ensure that the clinical decision support tool, funded and provided nationally by NHS England for all learners and NHS Staff, is actively promoted to underpin clinical decision-making.

5.6 The Placement Provider will participate in agreed quality assurance processes to review progress against the NHS England Education Quality and Improvement Outcomes Framework for NHS Funded Library and Knowledge Services in England, use agreed performance metrics, and submit required reports on financial and activity statistics.

5.7 The Placement Provider will ensure progression through the Quality and Improvement Outcomes Framework maturity model levels for all outcomes. The Placement Provider will ensure that there is an agreed and implemented Service Improvement Plan in place for the knowledge and library service. This plan is required to reflect the requirements of NHS England Education Quality and Improvement Outcomes Framework.

5.8 Where issues or risks are identified, appropriate interventions and a Development Plan must be agreed with NHS England's national knowledge and library services team, with regular updates on implementation provided to agreed timescales.

5.9 The Placement Provider will ensure that there is an appropriate level of Funding¹, both from education tariff and matched employer contributions, to support delivery of proactive, high-quality knowledge services.

5.10 Placement Provider(s) knowledge and library services Information return requirements:

5.10.1 Quality and Improvement Outcomes Framework documentation including service improvement plan and/ or self-evaluation return, as required.

5.10.2 Knowledge and library service statistics workforce Part 1.

5.10.3 Knowledge and library service statistics activity Part 2.

5.11 Clause 5.11 and 5.12 shall apply to a PIVO which is a Placement Provider.

5.12 A PIVO which takes learners on placement each year are required to actively promote to learners on placement: 5.12.1 The clinical decision support tool funded and provided nationally by NHS England for all learners and NHS staff. 5.12.2 The digital knowledge resources available via the NHS knowledge and library services hub which are procured nationally and provided for all healthcare learners and NHS staff.

5.12.3 The knowledge and library services available to learners via their education provider where it applies.