

## Our Objectives



**1**  
Provide  
exceptional  
patient care

To enable best practice throughout the Trust by promoting the use of evidence and research to improve clinical outcomes.



**2**  
Look after all  
our people

To equip our service users with the skills and knowledge to develop their lifelong learning by ensuring they have equity and ease of access to our resources and facilities.



**3**  
Support our  
communities

To support our patients, their families and carers, whilst they visit our hospital and fostering lasting relationships with our Higher Education Institutions (HEI's) by supporting all students on placement.



**4**  
Get value from  
all our  
resources

To invest in the right resources and facilities, ensuring they are fit for purpose whilst looking for opportunities to make savings by working with other Library & Knowledge Services.



**5**  
Bring  
improvement to  
life

To work collaboratively with our partners in Derbyshire and Health Education England, to expand and improve services, ensuring they are in line with the HEE Quality and Improvement Outcomes Framework.

## Our Vision

To support our Trust in providing exceptional patient care by delivering an outstanding Library & Knowledge Service encompassing our Trust values & the Together as One strategy.

## Our Mission

To build relationships with all our staff & students to enable them to proactively access the right knowledge and best available evidence to deliver exceptional patient care & to improve clinical outcomes. To support staff & students in their lifelong learning, education & development in an environment which will empower them and foster innovation & intellectual growth.

## Proud to CARE - our values



**Compassion**



**Ambition**



**Respect**



**Encouragement**



## Action Plan - How we will deliver our objectives

1

Provide exceptional patient care

- To provide the latest research and evidence to enable staff to apply the findings to their clinical decision making.
- To promote the use of evidence and research in patient care.
- To empower staff by assisting them to proactively access resources to improve their clinical practice.

2

Look after all our people

- Provide a modern, fit for purpose environment that is inclusive to all and is conducive to learning.
- Provide information skills training enabling staff and students to discover proven best practice to improve clinical outcomes.
- To support Library and Knowledge Service staff in developing their specialist skills to deliver the best possible service.

3

Support our communities

- To expand our collection of patient support resources.
- To look for new opportunities to help support patients to make their stay in hospital more comfortable.
- To support the Trust by providing physical and electronic resources to improve patient care.
- Fully supporting all students on placement with appropriate resources and services.

4

Get value from all our resources

- To continue to invest in our resources and services to provide staff and students with the tools they need for best practice.
- To improve and modernise our physical library space ensuring it is fit for purpose and conducive to learning.
- Working in collaboration with NHS England and our Library partners to provide equity and ease of access to resources for healthcare staff in Derbyshire and to also identify where savings can be made.

5

Bring improvement to life

- Continue to develop our joint Derbyshire NHS Library and Knowledge Service provision to Derbyshire Community Health Services staff.
- Look for further opportunities to share ideas and innovations with other NHS Library & Knowledge Services.
- Attend regional and national networking events and meetings to share good practice and learning.

*Evaluation*

To comply with Health Education England's Quality and Improvement Outcomes Framework for NHS Library & Knowledge Services, which incorporates asking for and reviewing qualitative feedback from service users enabling improvements and changes to services where appropriate and using quantitative data for reporting purposes.