



Spotlight on Knowledge for Healthcare

Wednesday 23 July 2025, Issue 2

Welcome to this month's bulletin providing news and information for NHS staff and learners, helping you to make the most of your NHS knowledge and library service for lifelong learning, research, innovation and everyday decision making. To find out more about the work of the national NHS Knowledge and Library Services team visit library.nhs.uk or take a look at [Knowledge for Healthcare](#).

In this issue:

- **A message from Louise Goswami, Chief Knowledge Officer, NHS England**
- **A fresh look for your NHS Knowledge and Library Hub**
- **Coming up: New role? Make friends with your NHS librarians and knowledge specialists**
- **Resource of the month: The Cochrane Library**
- **Resource Discovery: Have you got your NHS OpenAthens key to unlock knowledge resources?**

- **Partnership perfection: NICE roundtable**
- **Spotlight on the service desk team: Hi how can we help you?**
- **Quality, Improvement and Impact: NHS knowledge and library specialists bringing the evidence you need to inform your decisions**

A message from Louise Goswami, Chief Knowledge Officer, NHS England



It has been positive to see how qualitative evidence, knowledge and learning from experience, alongside data, have been used to inform both the [10 Year Health Plan for England](#) and the [Dash review of patient safety across the health and care landscape](#), which have been published this month.

Evidence and knowledge are the critical business services delivered daily by NHS librarians and knowledge specialists to enable evidence-informed decision making for healthcare. There will be lots more to digest over the next couple of weeks but the shift from analogue to digital and focus on making better use of technology and data, highlights another area where knowledge and library staff are already making a difference and will continue to have a vital role to play.

This issue sees news about the Knowledge and Library Hub, a simple way to search, find and read high quality evidence. We share why making friends with your NHS knowledge and library team can be one of the best investments of your time when you

start in a new role. Plus, information on partnership working with NICE and others; information about the Cochrane Library and a shout-out for the Hub service desk team. We also feature an impact case study about how the work of a clinical librarian has informed an enhanced evidence-based maternity patient pathway at Kingston and Richmond NHS Foundation Trust.

Knowledge and Library Services News

A fresh look for your NHS Knowledge and Library Hub

Now is a great time to try the improved [Knowledge and Library Hub](#) (the Hub). Tailored to meet the needs of NHS staff and learners the Hub is designed to make it quick and easy to locate the evidence. The focus is on high quality articles and eBooks avoiding the noise of a general web search and dubious AI answers with high potential for hallucinations and errors.

Seamless linking removes the frustration that can be a feature of accessing online articles and eBooks. Knowledge and Library Service teams are on hand to provide support, source things not available immediately and to help you work better.

Why not try the new search function? Just toggle on *Natural language searching* and ask a question. The Hub translates your query into a search that will retrieve highly relevant results without you needing to learn complex techniques



Search, find, read with the [NHS Knowledge and Library Hub](#)

Coming up: New role? Make friends with your NHS librarians and knowledge specialists.

The August rotation period, where Resident Doctors settle into new posts, is one of the busiest in the NHS year. This is closely followed by nursing, midwifery and allied health professionals starting out on their preceptorship career development. If you have responsibility for induction of new NHS staff or learners please don't forget to include an introduction to your local NHS knowledge and library service as part of your programme and [share the tailored guides](#).

With so much to learn in the first couple of weeks of any new job it is easy to feel overwhelmed. NHS librarians and knowledge specialists are here to help you get established quickly and are worth including on your list of people to speak with. You can ask for:

- Expertise to help you navigate the trust intranet and any online training
- Help to set-up access on your mobile to the national clinical decision support tool [BMJ Best Practice](#) for access to clinical guidance in your pocket plus CME credits
- A summary of the best research evidence available to answer your questions and help you deliver evidence-informed care – this saves you time too
- Training, so you can find a great paper for your first journal club and assistance when you need to critically appraise what you are reading
- Access to library and learning spaces and [uplifting](#) and [reading well resources](#) that you can make use of from day 1 providing you with respite from the busy work environment

Saving you time to care for your patients



[Contact your local NHS knowledge and library service](#)
to find out more or get in touch with us at
england.kfh@nhs.net.

Resource of the month: The Cochrane Library

The Cochrane Library delivers trusted, evidence-based health information to support clinical decision-making and improve patient outcomes.

Access for free at www.cochranelibrary.com when using a recognised IP address within the UK, thanks to national access funded by NICE for the next two years.

Regarded as the gold-standard in evidence-based information you can access:

- 8,000+ Systematic Reviews
- 1.6 million+ reports of controlled clinical trials
- 2,400+ Protocols
- 2,000+ Clinical answers
- Translated systematic reviews and abstracts

Learn your way with podcasts, plain language summaries, e-journals and Cochrane Clinical Answers to support point-of-care decision making.

Set-up content and topic alerts to stay ahead with the latest research.

Make the most of this valuable resource by [accessing user guides, training webinars, and promotional materials](#).

Resource Discovery: Have you got your NHS OpenAthens key to unlock knowledge resources?

To make the most of the [national collection of e-books, e-journals, databases and clinical decision support tools](#) check you have an active NHS OpenAthens account.

[Sign-up here](#) or [refresh your password](#).

Partnership perfection: NICE roundtable

The regular round table meeting with colleagues from the National Knowledge and Library Services team, NICE and other national bodies on the topic of “maximising the use of evidence and knowledge system-wide” took place on 18 June 2025. This is a regular gathering to ensure those of us working to produce data, knowledge and evidence nationally are sharing our work and looking for partnership opportunities, in the spirit of good knowledge management!

Our focus this quarter

We heard from our colleague John Thompson from the Workforce, Training & Education Data Service on the challenges and opportunities of national data around workforce and how to make this data accessible in a useful way for NHS colleagues to make decisions about workforce planning.

We also heard from Ruth Carlyle, Head of Knowledge and Library Services, on the partnership work with public libraries to train staff to assist the public in using the NHS App, an important way of improving public access to health information.

The group also discussed some of the recent changes to government information available from the USA, meaning some databases and datasets are no longer available or are now charged for, which may

have implications for those of us relying on these sources. All three topics gave much to consider about how to make information accessible and usable by its intended audience, and the common challenges we all face, and the importance of sharing our knowledge.

If you would like further information, please contact england.kfh@nhs.net.

Spotlight on the service desk team: Hi how can we help you?

The NHS Knowledge and Library Hub Service Desk team deal with a wide variety of enquiries relating [to the Hub](#) and supporting all the systems that streamline and simplify access to the national collection of high-quality digital knowledge resources like journals, databases and e-books. The service desk team pride themselves on being able to signpost you through to the right information. Whether that be linking you through to your local NHS knowledge and library service for some help to find a journal article, providing technical support to your local library team or helping you with broader questions such as how NHS staff can publish open access.

“This helpdesk is exceptional - the service we receive is fast and knowledgeable and friendly. My issues are always dealt with quickly and efficiently. Staff are also friendly and approachable. Thank you for your support and making library services more efficient for our staff. This is quite simply the best help desk in the world. Thank you for your help.”

Quality, Improvement and Impact: NHS knowledge and library specialists bringing the evidence you need to inform your decisions

Development of a new evidence-based Maternity Patient Pathway

A Birth Options Midwife wanted to develop a new pathway for women experiencing vulva pain which can affect women's experience of pregnancy, birth choices and outcomes.

The clinical librarian carried out an extensive evidence search which emphasised the need to provide additional support to those affected. The evidence has been used to develop a new pathway providing a positive experience with the maternity service.

"The search did more than save our team time; it was crucial in developing new pathways and guidelines. The work contributes to evidence-based decision making and enables the customisation of care plans as well as enhancing user satisfaction and overall care quality." Birth Options Midwife, Kingston and Richmond NHS Foundation Trust



Find out more about [#AMillionDecisions](#) or watch our [short animation](#) about how NHS Knowledge and Library Services give The Gift of Time.

How to contact your local NHS Knowledge and Library

You can [find details of your local NHS knowledge and library service](#)

Once you've found your service, give them a ring or drop them an email to find out about membership and availability of local NHS knowledge and library services, including help in finding and using resources.

If this bulletin has been forwarded to you...

Our monthly bulletin provides news and information for NHS staff and learners, helping you to make the most of your NHS knowledge and library services for lifelong learning, research, innovation and everyday decision making.

[Subscribe today](#) to find out more about resources and services available.

Explore our email bulletins

We have a range of bulletins covering primary care, nursing, mental health, transformation, NHS IMPACT and other topics.

[Explore and sign up to our email bulletins.](#)



Share your feedback

[Email us and share your views](#) about Spotlight on Knowledge for Healthcare

[View our privacy policy.](#)

[Preferences](#) | [Unsubscribe](#)