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## Spotlight on Knowledge for Healthcare

Wednesday 25 February 2026, Issue 9

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.

Find out more about the work of the [national NHS Knowledge and Library Services team](#) or take a look at [Knowledge for Healthcare](#).

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



Welcome to the February edition of *Spotlight on Knowledge for Healthcare*.

As we head into **National Careers Week**, this feels like a great moment to celebrate the contribution of NHS knowledge and library staff.

Every day, colleagues across our knowledge and library services support learning, career development and evidence-based decision making – helping people across the NHS do their jobs well and deliver the best possible care.

In this issue, you'll find practical ideas and resources to help you access evidence more easily, including tips on getting the most from the **NHS Knowledge and Library Hub**. We're also sharing real examples of how knowledge and library specialists enable quality improvement, shaping policy and improving patient experience and outcomes by mobilising evidence and knowledge.

You'll also see tools to help teams capture and share valuable knowledge, particularly at times of change, so that learning and experience aren't lost.

I hope you enjoy exploring this month's content. And as always, I'd encourage you to have a conversation with your local NHS knowledge and library service to find out how they can support your learning, decisions and development.

Thank you for reading.

## **Are you making the most of the expertise in your NHS knowledge and library services team?**

As we approach National Careers Week (2 to 7 March 2026), we recognise and celebrate the vital contribution of NHS knowledge and library staff. Working across all healthcare settings, this small, specialised workforce delivers a key role, enabling healthcare staff, educators, learners and healthcare organisations to deliver high quality, evidence-based care.

NHS knowledge and library specialists turn research evidence, organisational knowledge and know-how into insight. They find, appraise and summarise the best available evidence, enabling confident decision making, service improvement and safer care. Their work underpins everything from clinical practice and policy development to service redesign and quality improvement.

They are central to learning and career development. Knowledge and library teams support apprentices, students and staff at every stage of their NHS journey, helping people build information skills, navigate digital resources and develop confidence to apply evidence and knowledge into practice.

As the NHS continues to evolve, knowledge and library staff help organisations learn, share knowledge and retain expertise. By connecting people with evidence and experience, they strengthen learning

cultures and support better outcomes for patients and staff alike.

Have a conversation [with your NHS knowledge and library service](#) team to find out how they can assist with your learning, career development and delivery of high-quality, evidence-informed care.

## Resource of the month: Search in your own words

Accessing the evidence you need does not have to involve grappling with specialist searching techniques. The [Knowledge and Library Hub](#), available to all NHS staff and learners in England, offers a single search across a wide range of topics and seamless links to read what you find.



### Natural language search

For the simplest search, on the Hub, click on the Natural Language Search. Enter your question exactly as you would ask it in real life. For example, instead of searching “*CBT AND anxiety*”, you can simply type “*What’s the evidence for using CBT to help with anxiety?*” and the system works out the meaning and finds relevant results for you.

## 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](#).



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

### Spotlight on Knowledge Retention and Transfer Tools

#### **Knowledge Retention and Transfer Tools**

With much organisational change taking place across NHS systems currently, colleagues may be moving on, changing roles or transitioning to new opportunities.

Any member of staff leaving of course brings a risk that knowledge and experience may be lost, and your thoughts may turn to how to capture this, helping colleagues prepare for their departure, structure their handover and leave on a positive note.

The [knowledge retention and transfer toolkit](#) is available to all and contains templates and tips to help elicit knowledge of departing colleagues, helping them focus on key knowledge areas, their unique knowledge and priority information to capture. It includes documents for the leaver to complete, and ideas for interviews or 'audience with' sessions between the leaver and their team.

**Visit the [knowledge retention and transfer toolkit](#) to view the tools and download copies of templates.**

Don't forget, the wider [Knowledge Mobilisation Framework](#) contains tools to help capture team learning at the end of a project or piece of work.

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

### Review of protected mealtimes policy

A literature search was carried out to support a review of the Trust's protected mealtimes policy and to assess how well it supported patients' emotional and physical wellbeing.

As a result, the Trust updated its policy, which had previously required family members, friends and carers to leave wards during mealtimes. Allowing visitors to remain with patients during meals is expected to improve emotional wellbeing and provide better support for patients and their families.

*"Allowing family members to participate in protective mealtimes significantly enhances the comfort and emotional well-being of our frail, delirious and confused patients. This initiative not only promotes a more relaxed and supportive atmosphere but also provides essential support to our staff, enabling them to focus on delivering high-quality care." Ward Manager, Bolton 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](#)

## Quality, Improvement and Impact: Celebrating good practice

### **Executive sponsorship and leadership enable impactful evidence-based practice**

The Library and Knowledge Services team at Buckinghamshire Healthcare NHS Trust deliver significant impact across their Trust, powered by exceptional senior level advocacy. With the Chief Executive acting as a visible “Library Ambassador” and the Chief People Officer providing strategic oversight, the service benefits from strong sponsorship that amplifies its reach and influence. This leadership support ensures the library is fully embedded within the Education department, has clear visibility through key Trust governance structures, and is recognised for its contribution to organisational priorities such as digital literacy, wellbeing, and transformation.

Alongside this executive backing, the service’s clinical outreach model is delivering real, measurable value. Embedded librarians proactively engage in clinical meetings, where around 20% of evidence search requests now originate. A strengthened, systematic approach to producing evidence summaries has led to a 66% increase in output, enabling timely, high-quality information to support both clinical and corporate decision making. This is leading to improved practice such as informing a Trust wide move to automated blood pressure monitoring.

Now is the perfect time to engage with your [local NHS knowledge and library service](#). Explore what it can offer, champion its work within your teams, and help strengthen the culture of evidence-based practice across your organisations.

### **Other news**

**Autism Central: A free NHS service for professionals to add to their autism signposting**

## toolkit

Families and support networks of autistic people often need guidance and connection. Autism Central offers exactly that – and you can help more people access it by signposting the people you treat and support to this free NHS-commissioned service.

Delivered by Anna Freud, Autism Central provides peer education for parents, carers, partners, siblings, adult children, friends, colleagues and neighbours of autistic people of all ages in England.

The service offers group learning events, one-to-one coaching and online resources – all led by peer educators with lived experience.

One parent said: "I felt heard and respected and I came away with ideas to help my son, and the feeling that I am not alone in my journey."

The programme has already supported more than 30,000 families, with 1,000 group learning sessions and over 7,000 one-to-one coaching sessions to be delivered this year. 95% of attendees recommend it to others.

Visit [Autism support for parents, families and support networks: information for professionals | Autism Central](#) to learn more and share with families you support.

## 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.

No access to a local service? [Contact us to discuss options](#).

## If this bulletin has been forwarded to you...

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