



Spotlight on Knowledge for Healthcare

Wednesday 22 July 2026, Issue 12

Welcome to this issue, 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 this issue of Spotlight on Knowledge for Healthcare. This month we celebrate the difference NHS knowledge and library services make every day — from changing lives through access to trusted information, to supporting resident doctors, improving health literacy and sharing our work with international colleagues.

You'll also find practical updates on BMJ Best Practice, NHS OpenAthens and the Knowledge and Library Hub, helping NHS staff and learners access the evidence they need, when they need it.

Libraries Change Lives

June marked the [Libraries Change Lives initiative](#), highlighting the many ways that all sorts of libraries have an impact on people's lives.

In the NHS there are over 170 knowledge and library services with around 1000 specialist staff who make a difference every day to learners, staff, patients and the public.

This includes:

- Saving NHS staff time and improving evidence-based decision making by expertly identifying,

summarising and synthesising evidence from a variety of sources.

- Avoiding risk by countering misinformation, upskilling NHS staff and the public to apply critical information literacy skills.
- Enabling individuals to reach their full potential through curation of high-quality learning resources and providing tailored research skills training and research methods advice.
- Ensuring the wellbeing of all NHS staff and learners by maintaining library learning environments to enable reflection and life-long learning.
- Driving organisational effectiveness by encouraging knowledge and learning to be shared.

[Contact your local NHS knowledge and library service](#)

to find out how they can help you, your team, patients and the public today.

Contributing to international discourse about health knowledge and library services

Ensuring that the right health information reaches the right person, at the moment it matters most is the mission of global health librarianship. The national NHS Knowledge and Library Services team were proud to share examples of their work, hear from other colleagues working across England and the other home nations, and join the debate with international colleagues at the 14th International Congress on Medical Librarianship this month. Inspired by the host city, Glasgow's official motto was adopted as a theme for the Congress - "Flourish: growing our communities".

Contributions from the national team included:

- Knowledge for Healthcare Evaluation Framework, evaluating progress towards the right knowledge and evidence at the right time for excellent healthcare
- Getting the balance right: evidence and knowledge for national workforce policy and

- planning, and developing tools to measure impact
- Demonstrating Value and Impact: the Knowledge for Healthcare Value and Impact toolkit – validation, collaboration and the benefits
 - Partnership working in NHS Library Services through regional Library Management Systems: experiences from the North of England
 - Growing our own: developing the specialist health library and knowledge specialists of the future
 - Developing the NHS England Knowledge for Healthcare Expert Searcher pathway
 - UnMASKing health misinformation and promoting better healthcare communication: a partnership approach
 - Reaching digitally-excluded communities with health information: a partnership between NHS England and public libraries

The range of presentations indicates the breadth of the team's expertise across knowledge management, development of library system infrastructure and collections, demonstrating impact, talent management and brokering partnerships on high-quality health information for the public.

Please contact us to find out more about the event and these areas of our work england.kfh@nhs.net.

Key resources and services for Resident Doctors

NHS Knowledge and Library Services contribute to delivering the [**10 Point Plan to improve resident doctors' working lives**](#), improving the working environment. To help your resident doctors to benefit from these services please share the following:

1. [Find your local NHS library!](#) Contact them and find out about the resources and services available to you, including spaces to study, reflect and relax.
2. [Register for an NHS OpenAthens account.](#) Its free and will unlock a wide range of resources for you.
3. [Download the BMJ Best Practice app](#) which gives you fast offline access to the clinical information you need. The [web version](#) is great too!

4. Try out the [NHS Knowledge and Library Hub](#) to do a quick search for journal articles, books and more.
5. Check out [Library Resources for Resident Doctors](#) for further information.

NHS Knowledge and Library Services are here to save you time and help you access high quality, evidence-based information.

Resource of the month: BMJ Best Practice App

It is now easier than ever to access high-quality evidence-based information through the BMJ Best Practice app! You can [log-in instantly using your NHS e-mail](#), giving you fast reliable access to evidence-based answers whenever you need them. BMJ Best Practice gives you access to the very latest clinical information:

- Offline access: use the app anywhere, even with limited connectivity
- Trusted guidance: clear, evidence based recommendations
- Practical support: short videos and podcasts

The app is available free to download on both [Apple](#) and [Android](#).

You can also login to BMJ Best Practice [on the web](#) using your NHS e-mail, as well as with [NHS OpenAthens account](#).

To get the most out of BMJ Best Practice book onto a [30-minute training session](#).

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](#)

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

Health Literacy training for Diabetic Eye Screening Staff to improve communications with patients and increase attendance at appointments

A team leader in the diabetic eye screening service recognised that many patients did not understand what diabetic retinopathy is, why eye screening is important, or the different care pathways available. The team had developed posters to explain the service and wanted to make sure they were easy for everyone to understand.

Library staff delivered health literacy and clear communication training to administrative staff who produced posters and leaflets, and later to the clinical team.

The training helped staff understand the challenges patients can face when accessing and understanding health information. It increased empathy by showing how confusing and overwhelming health services can sometimes be.

As a result, the team plans to create a patient information video. They are also working with a national practitioner to review standard letter templates, which may be difficult for people with lower health literacy levels to understand. It is expected that this project to improve communication will encourage more patients who are 2.5 years overdue for screening to attend.

“Patients drive to their appointment ... they say, you didn't tell me not to drive. We say, it's on the letter ... they just didn't understand it. It [the training] helped us have better empathy with our patients as to why they don't seem to follow instructions.”

Chloe Cornes, Team Leader and Health Equity Lead:
Diabetic Eye Screening, Midlands Partnership
University 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

The Library and Knowledge Services team at Sandwell and West Birmingham NHS Trust supported the Trust's talent management programme for future senior leaders. Using the [Knowledge Mobilisation Self-Assessment tool](#), they helped participants identify their evidence and knowledge needs.

The Trust's EDI Lead asked the team to work with a group of Next Generation Senior Leaders who had completed the ICB Leadership programme. The team held one-to-one knowledge mobilisation sessions with participants, helping them identify two areas for future

development. They also helped coordinate inspiring leadership stories from the Executive team and BME colleagues.

This work contributed to the co-production of the Trust-wide Talent Management toolkit, which now includes the Knowledge Mobilisation Self-Assessment tool.

“The information gained has helped me to be more focused on my personal development and provided useful tools to use. It has contributed to the development of a Trust wide Talent Management Strategy that will benefit colleagues over time. A few teams have worked together, Library and Knowledge Services Team, Learning & OD Team and Equality, Diversity and Inclusion. The information and knowledge imparted has helped individuals to be more focused on their next steps. Overtime I think we will see a financial benefit linked to investing in our colleagues. Consequently, we will have a happy, effective and motivated workforce, improved retention and less recruitment needed.”

Equality, Diversity and Inclusion Lead

Demonstrating the impact and value of the Library and Knowledge Services team has now led to further discussions about how the Knowledge Mobilisation Self-assessment tool can be used including work with the iCares Community Physio team to discuss their research readiness.

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.](#)

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