

# Developing a Statistical toolkit

Classification	Title	Count
880	107 Whisky	113
	92 Vino Blanco	97
	92 Vino Tinto	97
	41 Rones	44
	17 Brandies	18
	21 Teq Vampiro	22
	42 Sangrita	44
	14 Tequila Reposado	15
	14 Vodka	15
	21 Baileys	22
	11 Amaretto	11
	14 Cognac	15

Developing people  
for health and  
healthcare

# The Project

“Developing a toolbox together with a recommended minimum dataset to enable Library and Knowledge Services (LKS) staff [providing services to the NHS] to collect local staffing, financial and activity data and make effective use of this for service improvement and reporting to stakeholders”

## **A toolkit is required that will show...**

- What data should and could be collected.
- How to collect it.
- What it could be used for.

And while not mandated for regular national collection –  
are highly valuable at a local level.

# Data Collection

## Information gathering!

- Nationwide focus groups.
- #ukmedlibs chat.
- A survey of experiences and opinions.

# Our pitch to the NHS LKS community

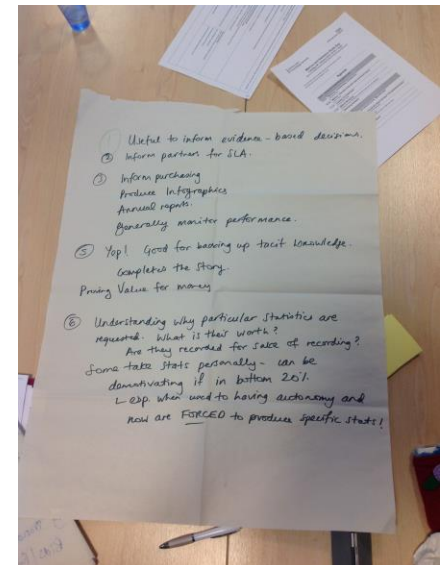
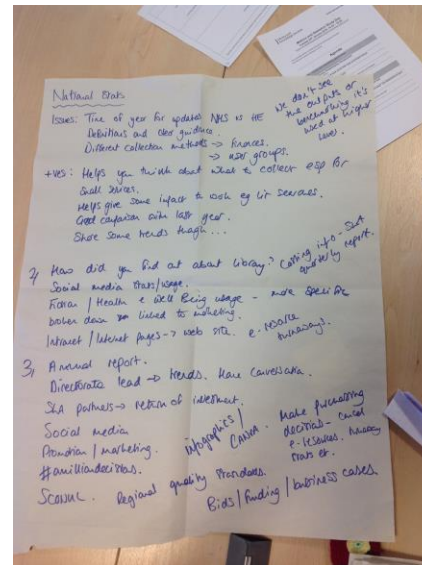
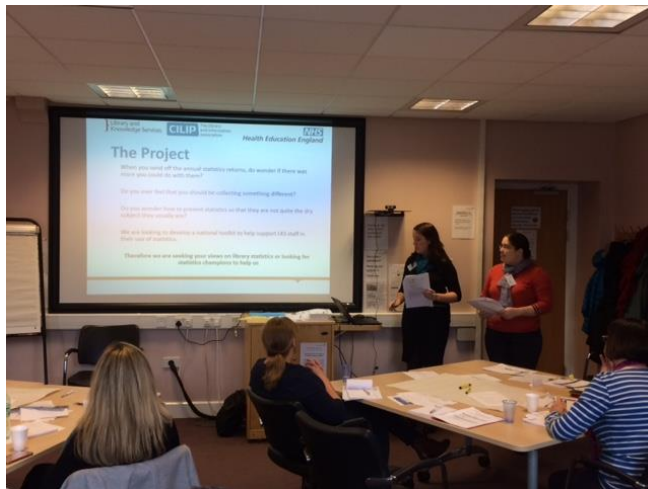
- When you send off the annual statistics returns, do wonder if there was more you could do with them?
- Do you ever feel that you should be collecting something different?
- Do you wonder how to present statistics so that they are not quite the dry subject they usually are?
- We are looking to develop a national toolkit to help support LKS staff in their use of statistics.

**We sought views on library statistics & statistics champions to help us.**

# Focus groups

We held four focus groups across the country;

- Yorkshire and Humber in January 2018.
- In the North West, Midlands and London in March 2018.



# What did we learn from the focus groups?

## Key themes

- Sensitive benchmarking of services.
- Collection of national statistics returns and data should be made more simple and clearer.
- Locally collected statistics collected for service development/impact.
- Training and development for presenting and analysing the statistics was recognised as a resource need.
- Need some way to have quality control of statistics.
- Validity of data.

## #ukmedlibs chat

### Held a #ukmedlibs Twitter chat on 17<sup>th</sup> April 2018

- Based the questions used in the focus groups for consistency.
- Small number joined for the chat which was disappointing.
- Discussion mirrored the themes pulled out of the focus groups.



# Survey

- Please give an example of how you have used statistics in an impactful way.
- What resources would enable you to improve the way you collect local statistics?
- What skills are needed to enable you to collect local statistics?
- What, if any, changes would you like to see in the data collected for the national statistics return?

# HLG session (#nhs1ksstats)

13<sup>th</sup> – 15<sup>th</sup> June 2015

- Presentation of the work carried out
- Interactive session encouraging participants to think about what they would like in a toolkit. Suggestions included:
  - Template spreadsheets
  - Excel training
  - Reasons for collecting statistics
  - Case studies
  - Support to help people to understand and better collect metrics



# Toolkit Development: Case Studies

- Consultation-stats champions, leads from the Metrics Task & Finish group and the Quality & Impact Working group.
- Encourage staff to share their use of metrics from their services to demonstrate the positive impact it can have.
- The toolkit-
  - Amended metrics template with annotations.
  - An example.
  - Links to existing metrics work .

<b>Metric Definition</b> Give your metric a brief descriptive title. Try and explain it in a couple of lines.	<b>Comment (H41)</b> use this field to give your case study a defined title including if applicable / possible. How often do you repeat the process? How would someone else go about repeating your metric?
<b>Why is it important?</b> How does it relate to strategies and business plans for the ICS, Trust or HEE? Which LQAF sections might it evidence? Who is the audience?	<b>Comment (H42)</b> ensure you address what you were aiming to find out from gathering and reviewing the metrics.
<b>Process for compiling the Metric.</b> Where does your data come from? Describe any limits or parameters applied to standard data sets. Include a link to any survey tools if applicable / possible.	<b>Comment (H43)</b> make sure appropriate detailed information is provided for your case study which would allow another service to replicate your case study in principle.
<b>What does it mean?</b> How do you interpret this metric?	<b>Comment (H44)</b> what was the process involved, how did you interpret and analyse the data and were any tools used to assist the process. What was the role of using the metric?
<b>Desired outcomes</b> What would improvement look like? Do you have a level you are required to reach or aiming for in a period? You might consider what would be Red, Amber, Green scores for a dashboard.	<b>Comment (H45)</b> how the metric compared with the previous equivalent period/quarter or national/expected success?
<b>Improvement plans</b> How do you plan to make a difference to this metric in a defined period?	<b>Comment (H46)</b> how frequently will you re-assess? / Are trends shared from the process.
<b>Reporting</b> Where and how do you plan to share the metric? Is it part of a dashboard or regular service monitoring report? You could embed a sample graph.	<b>Comment (H47)</b> no further details
<b>Checklist:</b> Does your metric meet the following criteria?	

# Toolkit Development: Dashboards

On the toolkit:

- Explanation of what a dashboard is
- Examples from health libraries
- Templates that can be adapted for local use

# Toolkit Development: FAQ's

- Based on themes and questions from the results of the survey and focus groups. For example:
  - Why do we collect certain statistics?
  - How are the statistics used nationally?
  - What statistics tools are available to me?
  - How do I figure out cost per access usage figures?
- Difficult to decide how granular to get with the FAQs
- Keen to leave it open to add/remove questions as needed.

# Toolkit Development: Infographics

- Contains guidance on recommended tools.
- We chose: **Piktochart**, **Canva** and the **MS Office/Adobe** packages.
- 'Real-Life' examples of how libraries have used infographics from all of the above selected software.
- Section also contains:
  - Training tools (details of webinars etc)
  - Recommended Reading: Books, Blog posts etc

# Toolkit Development: Additional Dataset

1	Possible additional data for collection by NHS Libraries	
2		
3		
4	1 Stock	Physical items only
5	1.1	Loans from own stock
6	1.2	Loans received from other libraries

**Stock:** Loans from stock gives you an idea over time of how your library is being used. You can use the data to make judgements the budget that should be given to stock, for example, how many times do you get an ILL from another library before you buy the item? Looking at loans of particular things to particular groups can be useful. So loans of items from the class mark for reflective writing etc to staff in nursing roles for example if you were trying to reach that group with those things.

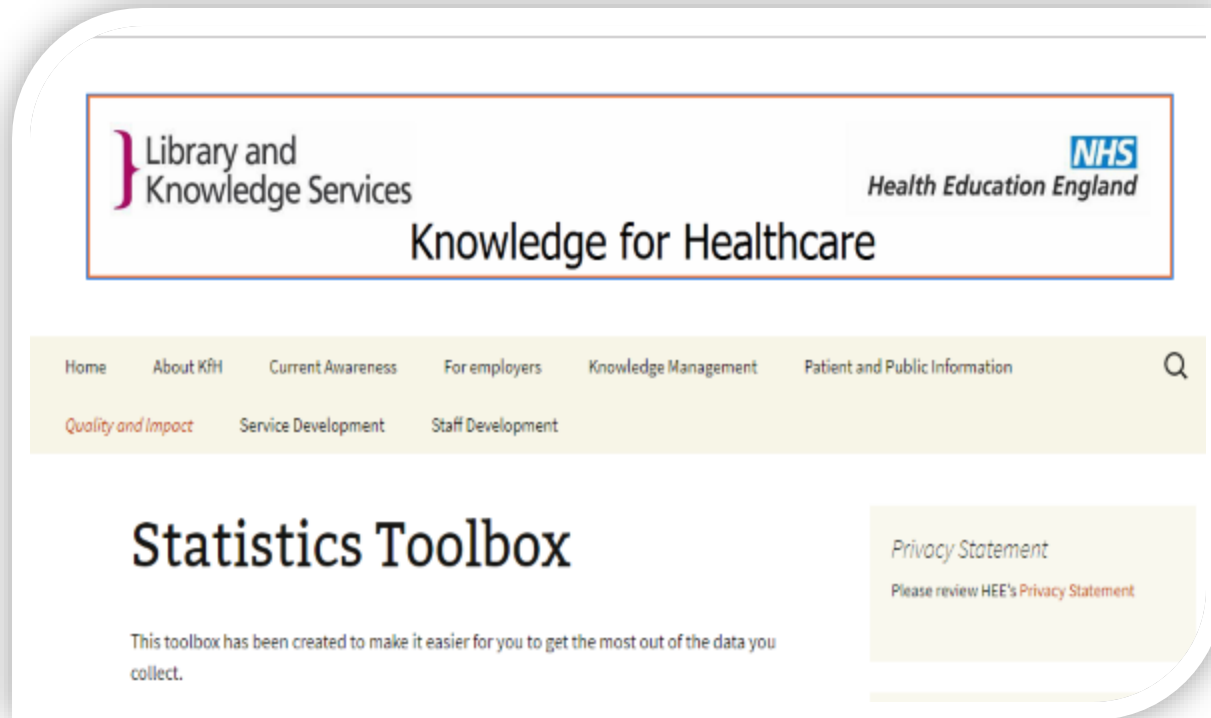
## Future..

- Report written for the HEE LKS Leads bringing together our findings and recommendations.
- Presenting at UHMLG, and other local events.
- Further development of the toolkit?
- Using the knowledge and skills of the champions?



# Toolkit Demonstration

<https://kfh.libraryservices.nhs.uk/statistics-toolbox/>



# Questions?

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