

**Knowledge for Healthcare** highlights the importance of strengthening working relationships across the library community. "Patient satisfaction is linked to the quality of information. Healthcare library and knowledge services will work in partnerships with key stakeholders to enrich the information offered to patients and carers..." (p11 *Knowledge for healthcare: a development framework for NHS library and knowledge services in England 2015 – 2020*)

**Framework 15** LKS can help healthcare staff "to meet the demands of fully informed and engaged patients and support and advise patients and carers who are not informed or active" (p69 *Framework 15: Health Education England Strategic Framework 2014 – 2029*)

**Outcomes...**

**...for the Library Team**

- 40 Recordings ranging from 1 minute to 20 minutes; to be loaded onto donated iPods which will form part of BHLs Dementia Collection
- Fostered library staff working relationships- future joint initiatives?
- Fostered relationship with Dementia Team
- Raised profile in Trust- attendance of Trust MD and in-house coverage
- Widespread local media (and social media) coverage
- Celebrity endorsement
- Evidence for BHL 2017-18 LQAF Submission in Criteria 1.1c/1.2c/5.3l/5.4a

**...for the Dementia team**

- Resource display/spoke to at least 60 people about dementia, being an impatient and local support networks
- 2 people with memory concerns advised to make a GP appointment
- 4 potential hospital volunteers
- 3 volunteers to knit twiddle muffs
- Dementia Friends session booked for public library staff
- Distributed copies of BTUH patient information leaflet- "**How to access good quality information online**" - created by library team

**Voices United against Dementia**

A collaborative event at Basildon Public Library organised by Basildon Healthcare Library, BTUH Dementia Team and Basildon Public Library.

**Purpose-**

- To enhance the care of dementia patients by creating localized, personalized recordings of local memories, archived newspaper articles, classic poetry and prose to be used in reminiscence therapy.
- To develop effective working relationships in the local library community
- To develop working relationships with the Dementia Team
- To successfully promote Dementia Awareness Week 2017.
- To create community involvement in patient care.
- To enhance local awareness of dementia and its effects.

