

# Commissioning Handbook

## Webex meeting

25 July 2011, 11.00am – 12.00noon

### **Present:**

Sue Austin (North East)  
Helen Bingham (Chair)  
Liz Farrell (North West)  
Anne Gray (South Central)  
Alison Millis (South East Coast)  
Alison Price (Board member)  
Phil O'Reilly (West Midlands)  
Sharon Riddle (editor)  
Jill Rutt (Yorks & Humber)

Apologies were received from: Dan Williams (Board member), Richard Wilson (East Midlands), Paula Younger (South West) and Ben Skinner (Ask an Expert pilot)

### **1. Notes from the meeting of 27 January 2011**

Most actions have been completed:

- Anne has contacted Tim Judkins, Kings Fund to enquire about access to information previously held in the Commissioning Specialist Collection. As the content of the Commissioning Specialist Collection is the property of NICE, and therefore not accessible without their permission. Kings Fund are working on this.
- Sharon has not yet sent everyone a summary of publicity activities, or information about adding search strategies

#### **Action:**

- **SR** to share the summary of publicity activities

### **2. Analysis of recent activity**

The main message of the activity analysis report is that activity levels have been fairly steady, with about 50 returned visitors every month. It is possible that this group of visitors represents a large proportion of our target audience, but this cannot be proved unless we ask them.

The value of referring sites was discussed, and it was reported that NHS Networks has been revamped, and the description of the Handbook is not informative.

There was a discussion about publicity and promotional activities.

It was suggested that we convene a Google group for people who have responsibility for commissioning and public health.

#### **Action:**

- **AG** to draft an amended description of the Handbook for NHS Networks
- **Everyone** to identify opportunities for adding a link to the Handbook

- **SR** to explore methods for asking users who they are.
- **AG** to discuss the Google group with Sue Lacey-Bryant, the owner of the Google Primary Care Librarians Group.

### 3. **Content development**

Anne had previously shared some thoughts on content:

- The loss of the Commissioning and Health Management Specialist Collections has had a detrimental effect on the coverage of the handbook – we deliberately did not duplicate contents. Can you suggest ways of filling those gaps?
- Could we develop a resource to sit along side the websites you are developing locally for consortia/clusters? IF so, tell us what you would like it to contain.
- We have asked for sample searches but no one has put any forward – this takes time. Perhaps we can have an Q&A exchange forum to help with difficult questions, then someone pulls together the useful material.
- We are hoping to develop links to the PCC Ask a Librarian resource which is in development. Any other resources we should link in to?
- I wondered about using NHS Networks to grow the handbook – this seems to be one of the best alerting services available now. I see there is a new “Commissioners Information Needs” group pending – I have contacted them to see if we can work together.
- The Handbook structure reflects the commissioning cycle – could we structure the sections better to support your local work?

These points were discussed and the following action agreed:

- **SR** to explore the use of sub-headings and anchor text on pages to improve navigation.
- **AG** to continue to add new additions to the front page.
- **SR** to draft the front page to highlight the search function.
- **SR** to draft a link from the Home page for non librarians to champions
- **SR** to explore setting up a newsletter to inform people of new additions, and see whether it’s possible to create a newsletter archive
- **Everyone** to send SR links to any talks they have done or other communications.
- **SR** to rename the handbook to “Commissioning Handbook for Librarians”
- **AG** to contact Ben about links with Ask and Expert.

### 4. **SHALL briefing**

This will be coming out at the end of July.

**Action:**

- **SR** to draft a piece on the Commissioning Handbook and send to AG and HB for comment.

### 5. **Date of next meeting**

The next meeting will be held at the beginning of October 2011.

**Action:**

- **SR** to arrange a time