

NHS Wales e-Library Engagement & Learning Specialist

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As the engagement and learning specialist, I speak with professionals across NHS Wales. I discuss ways in which the e-resources can be exploited to support everyday evidence in addition to continuing professional development and when undertaking research and project work. Thinking creatively about ways that the national e-resources can also be used for the day-to-day evidence can potentially lead to improved patient experiences and improved outcomes. Not everyone feels confident about their digital literacy, and so making the e-Library more accessible and inclusive is key. We work very closely with Library and Knowledge Services across NHS Wales, and many other champions of the e-Library who advocate on our users' behalf to help us reflect and improve in ways that matter to our users.

I love the diversity of professions and backgrounds I work with. I really enjoy hearing about new and innovative projects, initiatives, and collaborative working across health and care in Wales. I'm passionate about raising awareness of the excellent work within NHS Wales with the suppliers of our national e-resources. I like to encourage them to listen and adapt to our needs, improving the services they provide to us.

I also really love seeing the excitement when someone finds out about the e-Library for the first time, and all the potential information that can be used, shared, and integrated into our every-day work.

I certainly did not expect to find myself working in a digital library! Before I joined the e-Library team, I worked in a small team, which supported patients and their representatives through the NHS Wales concerns process, Putting Things Right. It was from that experience I became aware of the patient and public's expectation on health and care professionals. I really enjoy being able to use this knowledge and experience now.

My original area of study was archaeology, and I have a wide and varied job experience from call centres to teaching assistants, but it all seems to piece perfectly together now.



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I pull on knowledge from almost all my jobs and even from my degree in my role now. I grew up in a country without national health services. I personally knew people who couldn't always afford prescriptions for chronic conditions, or couldn't get access to assistive aids and equipment, or even diagnostic tests because their insurance wouldn't cover it.

To me, the NHS is all about people. It is about us, the entire community of health and care professionals and the populations we work to serve, who we, ourselves, are part of. I think that the NHS is one of the most precious institutions we have in this country. There will always be challenges to overcome, always areas to improve and innovate.

The very core and heart of the NHS should be about the people, and to be seen and heard as individuals, creating the best possible outcomes that matter most to them. To me this is worth every challenge we face and work to overcome. I am so very proud to be part of the NHS Wales family.