



Impact Case Study

Title: Supporting [UHD Cultural Celebration 2023](#) – Literature Search, Quiz and After-Action Review

User testimonial:

“I needed help with searching articles and materials that support my work so that it is evidence based. I also needed help to get fair feedback on UHD cultural Day celebration from the committee members.

I am equipped with better knowledge. Have better awareness on utilising the specialist services from our library team.

I would like to extend my massive thanks to our library team for your continuous non-judgemental support. Amazing friendly support always received from UHD librarians.”

Diversity & Inclusion Lead, University Hospitals Dorset NHS Foundation Trust.

Challenge:

The requester was seeking UHD KLS support to develop a Cultural Celebration at UHD. The Cultural Celebration was a special cross-site event to celebrate all the cultures that make up #TeamUHD through sharing stories, food, and entertainment, connecting with colleagues and building a UHD community.

Solution:

UHD KLS provided a literature search that looked for examples of other similar events in the NHS and public sectors. This helped to provide inspiration and ideas for the organising committee. UHD KLS also devised a quiz for attendees to complete.

UHD also facilitated an After-Action Review (AAR) for the organising Committee over MS Teams. This tool, used following the completion of the Cultural Celebration, is designed to show whether anything could have or should have been done differently.

Using the simple AAR format, the facilitator posed the following questions:

- What was supposed to happen?
- What actually happened?
- What went well and why?
- What could be improved and how?
- Do you feel that you have developed any new skills having been involved in the planning and organising this event?
- Have you had any conversations with colleagues or your team around culture or done anything differently since the event?
- Have you noticed anything different around the Trust since the event?

Immediate and future Impact:

Articles selected from the literature search were used to support the planning and implementation of the Cultural Celebration. This work will also be used when the organising committee write a journal article about the event.

The quiz was also important in developing attendees understanding of the variety cultures that make up #TeamUHD.

Service development improvement was highlighted by the requestor as a key future impact for her work.

Success factors:

UHD KLS were able to provide a broad range of services to support an important Trust-wide event.

Having a KLS staff member facilitate the AAR enabled an honest and open discussion about the Cultural Celebration – to probe why things happened.

Our Lessons learnt:

UHD KLS involvement in Trust-wide projects and initiatives adds value and can have significant impact on their success.

After-Action Reviews are an important aspect of our service, and they are valuable for staff. The AAR review revealed several lessons learnt for the Cultural Celebration organising committee, which will influence future events.

Contact: KLS team: library@uhd.nhs.uk