Digital Health and Care Wales

Research, Innovation and Knowledge Management Annual Report 025/2026



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Purpose of Report

This annual report provides a concise overview of 2025-26 performance, achievements and challenges across the NHS Wales e-Library and DHCW Research and Innovation services within Mission 4.1.

It summarises progress against strategic priorities, Service Level Standards, Key Performance Indicators, annual plans and key projects, and demonstrates how these services supported better outcomes for DHCW, NHS Wales and the wider health and care system.



Scope of Report

This annual report covers two related but distinct service areas within Mission 4.1: the NHS Wales e-Library and the DHCW Research and Innovation service. While both contribute to improving outcomes through knowledge, evidence, research and innovation, they have different scopes, priorities and strategic aims.

The NHS Wales e-Library focuses on the planning, procurement, delivery and promotion of national digital library and knowledge services. Its vision is to 'provide a high-quality, user-led service to promote evidence-based practice and empower NHS Wales to improve and innovate.'

This is supported by four (4) strategic aims, which set the direction for the development of the e-Library service.

1. **Provide** value for money through competitive tenders, continuous review of e-resources and working towards 'Once for Wales'.

2. **Promote** the e-Library Service and its e-resources through new and existing engagement opportunities.

3. **Empower** NHS Wales by providing learning and education opportunities for our e-resources, and systems of which they can rely.

4. **Innovate**, develop and grow our collections and systems so they continue to align with library and information and digital health technologies practices.

The DHCW Research and Innovation service has a broader strategic role in leading and enabling high-quality, impactful data and digital research and innovation across DHCW and in collaboration with partners across Wales. Its vision is to 'Lead and enable high quality and impactful data and digital research and innovation, empowering people to live healthier lives.'

This is supported by four (4) strategic aims, which guide the development priorities for Research and Innovation.

1. **Contribute** to the expansion of DHCW infrastructure, assets, and resources that underpin the Research and Innovation environment across Wales, with a particular emphasis on enabling safe, secure, and efficient access to high-quality health and care data for research.

2. **Advance** the quality, relevance, and demonstrable impact of our Research and Innovation activities by aligning them with the most pressing needs of health and care services in Wales.

3. **Champion** collaborative working across the health and care ecosystem, formalising partnerships with academia, industry, and other stakeholders to accelerate the co-design, development, and adoption of innovative digital health solutions that deliver measurable benefits for people in Wales.

4. **Continue** to embed a culture of innovation across DHCW that actively cultivates creativity, continuous learning, and cross-functional collaboration - building on our established foundations of support and encouragement through targeted training, strategic partnerships, and knowledge-sharing practices.

Introduction

This report sets out the key achievements, developments and challenges across the NHS Wales e-Library and DHCW Research and Innovation services during 2025-26.

During the year, both services made strong progress against their priorities. Delivery included governance development, procurement, research support, learning and engagement, digital innovation, Open Access, and the continued development of national knowledge services.

Important work also took place to strengthen collaboration across NHS Wales and with external partners, while maintaining a focus on value, access and the responsible use of emerging technologies such as artificial intelligence.

The report highlights performance against Service Level Standards and Key Performance Indicators, progress against IMTP, Business Plan and annual plan commitments, and examples of activity that demonstrate the value of research, innovation and knowledge management in supporting organisational and national priorities.

e-Lyfrgell GIG Cymru
NHS Wales e-Library

IGDC • DHCW

Ymchwil ac Arloesi
Research and Innovation

IGDC • DHCW

Strategic Update

During 2025-26, the DHCW Research and Innovation and NHS Wales e-Library services continued to make strong progress against their priorities, delivery plans and governance arrangements. The DHCW Research and Innovation team delivered eleven (11) of its fourteen (14) DHCW IMTP and Business Plan milestones, while the NHS Wales e-Library delivered twelve (12) of its thirteen (13) DHCW IMTP and Business Plan milestones and completed most of the actions set out in its annual plan.

Overall, this reflects a year of sustained delivery across both service areas, with progress in governance, procurement and contract management, research support, learning and engagement, Open Access, digital innovation and service improvement. While some activity was re-profiled or stopped in response to capacity, dependencies or changing priorities, overall delivery remained strong and aligned to the needs of DHCW, NHS Wales and the wider health and care system.

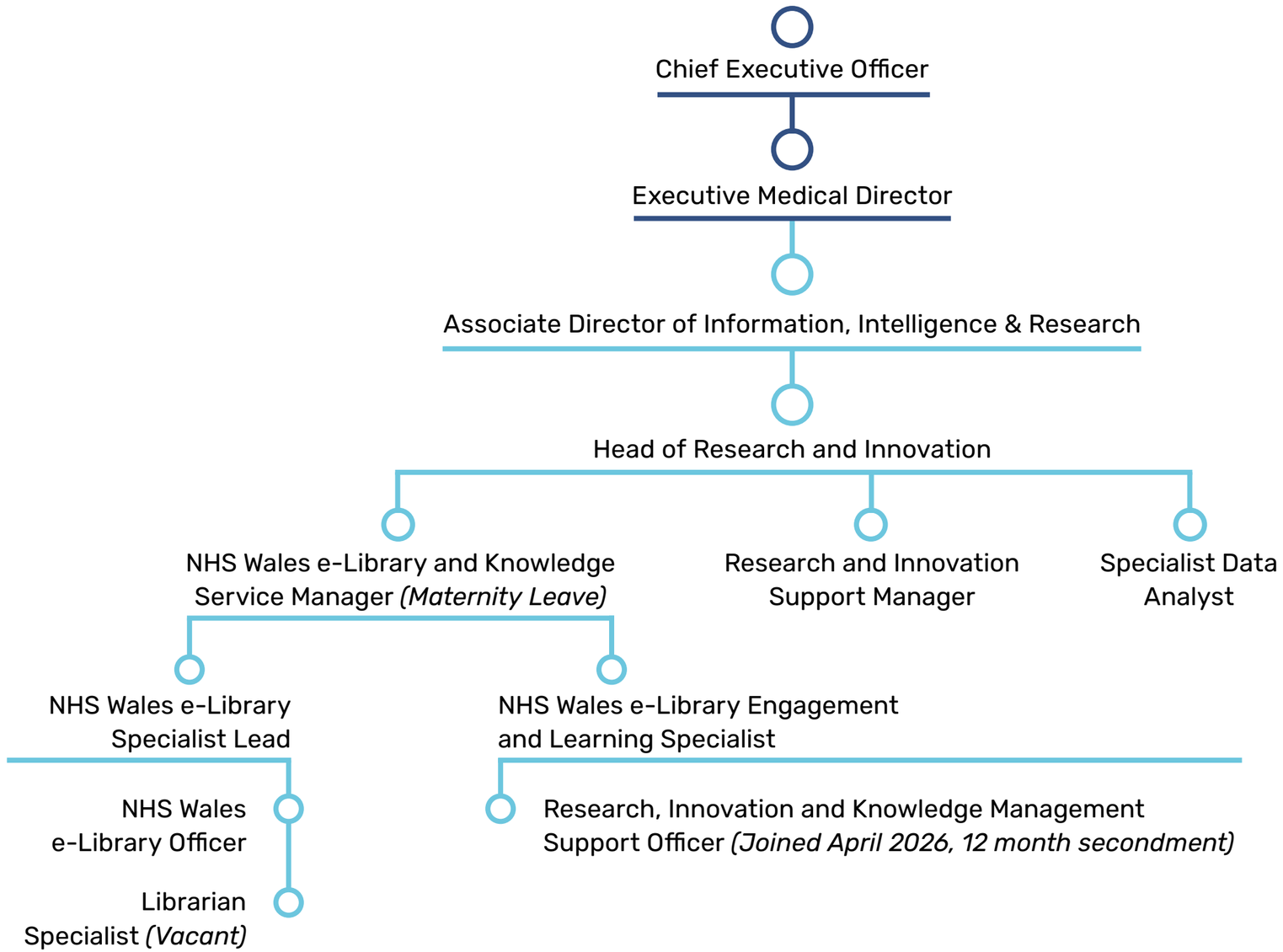


Governance

Workforce

During 2025-26, work began to bring together the NHS Wales e-Library and Research and Innovation teams within a new sub-department, Research, Innovation and Knowledge Management.

This work is intended to support closer alignment, strengthen capacity and ensure the service continues to meet organisational priorities. Interim arrangements were put in place to maintain service delivery, and further development of the team structure is planned for 2026-27.



Governance Development and Engagement

The NHS Wales e-Library Service Board continued to provide oversight of the service during 2025-26, meeting regularly to review progress, consider key proposals and support decision-making on service development, policy and procurement activity. The Champions network also continued to support engagement with stakeholders and service users, providing a valuable route for feedback, discussion and shared learning. Together, these arrangements helped ensure that governance remained responsive to organisational priorities and user needs.

During 2025-26, these arrangements were further developed to strengthen oversight and engagement. The DHCW Research and Innovation Board moved to monthly meetings from January 2026, providing more regular oversight, supporting timely decision-making and creating greater visibility of progress, risks and opportunities. As part of this development, the Operational and Engagement Group was stood down, with agreement to move to a new Community of Practice and Interest model from quarter one of 2026-27.

This change is intended to provide a more flexible and inclusive forum for collaboration, shared learning and stakeholder engagement as the service continues to evolve.

DHCW IMTP Business Plan and e-Library Annual Plan Progress

During 2025-26, progress against the DHCW IMTP and Business Plan milestones, alongside the NHS Wales e-Library annual plan actions, was closely monitored through established governance arrangements. Across both service areas, delivery remained focused on strategic priorities, with regular review helping to identify where work had been completed, re-profiled or stopped in response to changing priorities, dependencies and available capacity.

DHCW IMTP milestones:

Six (6) of nine (9) milestones were completed during 2025-26. The remaining three (3) were cancelled following review of overlap with other activity and changes in service priorities.

DHCW Business Plan milestones:

Sixteen (16) of eighteen (18) milestones were delivered during the year, with the remaining two (2) re-profiled into 2026-27.

The NHS Wales e-Library annual plan sets out the actions that support delivery of the DHCW IMTP and Business Plan milestones, alongside the priorities in the three-year strategy.

NHS Wales e-Library annual plan actions:

Thirty-one (31) of forty-seven (47) actions were completed, two (2) were partially completed, twelve (12) were re-profiled and two (2) were cancelled.

Achieved

Activity delivered in 2025-26 showed sustained progress across governance, service development, procurement, research support, learning and workforce capability. Detailed evidence is provided in **Appendix A**.

Governance, strategy and service development

- **The refreshed Research and Innovation Strategy** (Digital Health and Care Wales, 2026) sets out DHCW's direction for 2026-2029, with a clear focus on strengthening research and innovation infrastructure, improving quality and impact, deepening collaboration across the health and care ecosystem, and embedding a culture of innovation and continuous learning across the organisation. It aligns DHCW's work with national strategies including A Healthier Wales, the Digital and Data Strategy for Health and Social Care, Wales Innovates and the recommendations of the Sudlow Review (Sudlow, 2024) providing a coherent framework for future delivery.

- **In June 2025, the e-Library hosted its inaugural national conference**, bringing together librarians, educators, clinicians, and digital knowledge specialists. The event highlighted new developments in knowledge services, showcased best practice in evidence use, and included sessions on AI, digital literacy, equitable access and the changing role of knowledge services within the health system. This has paved the way for a flagship annual event for professional development, collaboration and service improvement with plans developed for the 2026 Research, Innovation and e-Library conference.

- **Marketing, engagement and anniversary** plans developed and delivered.

- **Enhanced KPI reporting and usage analytics** with usage dashboards further developed in collaboration with the DHCW Power BI team to improve data processing efficiency and reporting capability. Existing dashboards were enhanced to ingest and process COUNTER 5.1 data in its native format, this being the standard format for the majority of e-Library usage data. Previously, significant staff time was required to manually reformat and consolidate data from over 20 supplier platforms into a consistent and usable structure. The enhanced solution automates this process: raw data files can now be uploaded directly to a SharePoint repository, where Power BI processes, standardises, and visualises the data automatically. This has significantly reduced manual handling, improved consistency of reporting, and released staff time for higher-value analytical work.

Procurement and collections

- **Major re-procurements completed**, including bibliographic and full-text databases, Cochrane Library, STAHL Online, OpenAthens, Trip Pro, the Royal Marsden Manual of Clinical and Cancer Nursing Procedures and Great Ormond Street Manual

- **LibKey NoMad** was procured as a resource linking tool to improve access to full text by connecting users directly from discovery sources such as PubMed, Google and publisher websites to content available through the NHS Wales e-Library. Tools of this kind help reduce unnecessary paywalls, remove barriers to access, save time for clinicians and researchers, and increase the value realised from nationally procured resources by making it easier for users to discover and use the content already available to them. Case studies from Third Iron (Third Iron, 2021) highlight additional benefits including smoother research workflows, improved equity of access through managed deployment across organisation devices, and better visibility and use of library subscriptions.

- **Collection development policy** reviewed and updated to include scope for Artificial Intelligence tools

- **MedicinesComplete contract extension** supported through usage review and change controls



Open Access, AI and digital development

- **The Strategic review and feasibility study of Open Access models** (Roberts, et al., 2026), commissioned by the NHS Wales e-Library and delivered in partnership with **Wales Higher Education Library Forum (WHELF)** and the **Wales Institute of Digital Information (WIDI)**, provided the first strategic review of publishing models for health and care research in Wales. It found that NHS Wales outputs are much less likely to be openly available when staff publish without academic co-authors, and highlighted the particular challenge of preserving and sharing grey literature such as service evaluations, audits and guidance. The study recommended building an NHS Wales repository as the most practical first step, alongside developing the capacity and policy foundations needed for longer-term options such as Diamond Open Access publishing models. In 2025-26, this gave DHCW and partners a stronger evidence base for the next phase of implementation, including business case development and future service design.

- **The Policy for Using AI for Information Discovery and Use** (Digital Health and Care Wales, 2025) provided NHS Wales with a practical framework for the safe, ethical and appropriate use of artificial intelligence to support information discovery. During 2025-26, the policy was published and promoted alongside wider guidance, review and engagement activity, helping to clarify expectations around responsible use, support staff confidence, and reinforce the role of evidence-based information sources alongside emerging AI tools. It also supported DHCW's responsibilities as licence holder for the NHS Wales copyright licence by making clear that the use of AI tools must remain consistent with copyright law, licence terms and wider legislative requirements, evidence-based information sources alongside emerging AI tools. It also supported DHCW's responsibilities as licence holder for the NHS Wales copyright licence by making clear that the use of AI tools must remain consistent with copyright law, licence terms and wider legislative requirements.

- **AI review**, guidance and engagement activity progressed through workshops and national collaboration

- **Website maintenance**, webpage development and digital content improvements completed

Learning, engagement and partnerships

- **Strategic partner workshops** delivered on procurement and professional development
- **MedicinesComplete, nursing outreach and Open Access** engagement activity delivered
- **Five Nations e-books collaboration** led through consultation and policy development
- **Welsh Health and Care Library and Information Bursary** established and awarded

Workforce and capability

- **Business case and Procurement Act** training completed
- **All e-Library team members completed the CILIP PKSB** and identified development priorities.
- Collaboration remained central to the team's approach during 2025-26 with work alongside Health and Social Care Innovation Wales and Innovation Leads across NHS Wales contributing to the national digital innovation agenda and strengthening relationships across sectors. A significant milestone was completing the **ISO 56001 Innovation Management System training**, demonstrating DHCW's commitment to excellence in innovation practice and culture and reflecting a maturing research and innovation environment with growing staff engagement across the organisation.
- **Procedures manual and business continuity arrangements** reviewed and tested
- **Learning resources** created to support access to and use of the e-Library

Research and innovation delivery

- **Secure data environment** governance and assurance arrangements strengthened
- **Open Access publication** activity increased by 50%
- Partnership working continued across major collaborative studies and exemplar projects.
  - **Paramedic3**, a large multi-centre study evaluating the best way to administer medications following out-of-hospital cardiac arrest. The Welsh Ambulance Service and partner hospitals played a key role in delivering this study. By enabling access to high-quality linked datasets, DHCW supports the follow-up of Welsh participants and contributes to the evidence base needed to assess outcomes and inform clinical practice.
  - **The SIROC study** funded by Health and Care Research Wales. This contributed to national efforts to improve our understanding of the risk and significance of antibody deficiency in individuals with schizophrenia, and to better inform future service design to widen safe access to antipsychotics such as clozapine
  - DHCW also led a **Bevan Commission exemplar project** on health confidence and mental health in older adults, which was presented at the Senedd as an example of research informing public and policy discussion.
- **Together, these projects demonstrate the value of secure, well-governed Welsh health data** in supporting research that can improve services and outcomes for patients.
- **DHCW also retained its UK Statistical Authority Digital Economy Act (DEA) 2017 Accreditation**, underscoring continued compliance as a Trusted Third Party working through Swansea University's SAIL Databank. This reaccreditation provides assurance that DHCW continues to meet the required standards for information governance, security and data handling, giving research partners confidence in the organisation's ability to support secure, well-governed access to data for approved research activity.

Not Achieved

Actions and milestones not fully delivered in 2025-26 were reviewed through established governance arrangements. Most were re-profiled to future years to reflect capacity, dependencies or changes in priority. Detailed evidence is provided in **Appendix B**.

Re-profiled to 2026-27

- Establish an R&I Community of Practice
- NHS Wales e-Library Engagement, Learning and Training Playbook
- Open Access feasibility study next steps
- Sign-in webpage re-design
- Social Care webpage re-design and e-Library for Busy People guides
- e-resource guides and marketing materials review
- AI literacy guidance, workshops and framework development

Re-profiled to 2027-28

- NHS Wales e-Library benchmarking literature review
- NHS Wales e-Library return on investment methodology
- Annual return on investment reporting
- Open Access e-journal review
- Open Access e-book review
- E-resource integration with clinical workflow
- User satisfaction survey

Cancelled

- Secure Data Environment milestone
- R&I learning and development framework
- Clinical trials data element milestone
- Retrospective NHS Wales e-Library annual reports
- Digital engagement training

Partially completed

- NEWT guidelines promotion
- About Us webpage redevelopment

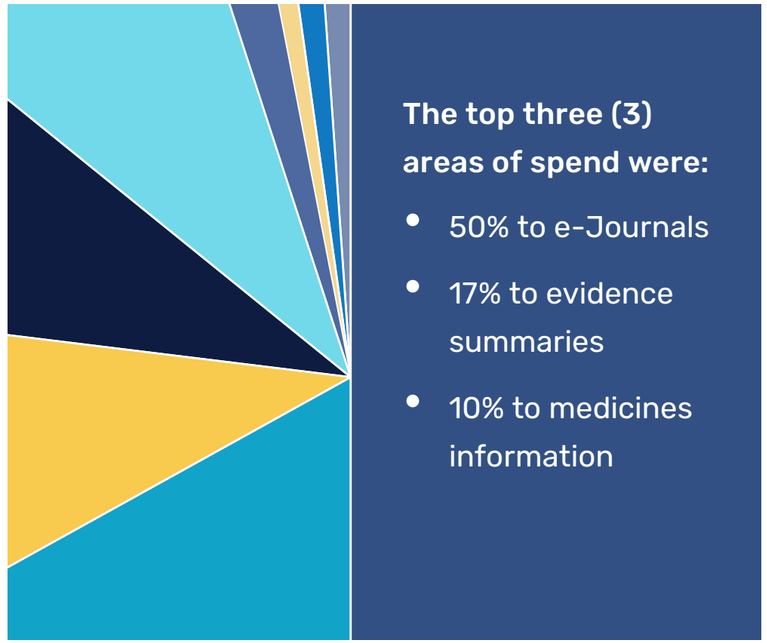
2025 - 2026 Financial Report

The NHS Wales e-Library maintained a balanced financial position in 2025-26. This was supported by competitive procurement, careful budget management and close working with DHCW Commercial Services and Finance colleagues, strategic partners, stakeholders and end users. Together, this activity continued to support the e-Library's strategic aim to provide value for money through a national, Once for Wales approach to digital knowledge services.

Through competitive procurement and active contract management, the e-Library also delivered its required savings in 2025-26 while maintaining access to core services and resources. The chart below shows expenditure by resource type, with the largest areas of spend continuing to be e-journals, evidence summaries, and medicines information.

2025–26 Spend by Expenditure Type (% of Allocated Budget)

Budget Area	Percent
e-Journals	50%
Evidence Summaries	17%
Medicines Information	10%
Databases	9%
Licences	9%
Guidelines	2%
e-Learning	1%
Authentication Services	1%
e-Books	1%



The top three (3) areas of spend were:

- 50% to e-Journals
- 17% to evidence summaries
- 10% to medicines information

Due to commercial sensitivity, a detailed breakdown of the Research and Innovation budget cannot be reported here.

However, the service continued to apply its cost recovery model to collaborative research activity, generating income to support service capacity, including the recruitment of a dedicated Research and Innovation Specialist Data Analyst.

NHS Wales e-Library Service Level Standards and Key Performance Indicators

Service Level Standards

All twelve (12) of the NHS Wales e-Library Service Level Standards that support excellent customer service were met in 2025-26.

Service Level Standard	Achieved	Commentary
Technical enquiries sent to elibrary@wales.nhs.uk are acknowledged within 1 working day.	Yes	1,159 technical enquiries were acknowledged within 1 working day, representing an increase of 9.75% on 2024-25.
90% of technical enquiries will be resolved within 5 working days.	Yes	92% of technical enquiries were resolved within 5 working days, exceeding the 90% target.
Technical enquiries identified as third-party, escalated to suppliers within 1 working day	Yes	57 technical enquiries identified as third-party were escalated to suppliers within 1 working day, representing an increase of 19.30% on 2024-25.
Technical enquirers will be updated as to progress within 1 working day of receipt from the third-party supplier.	Yes	All technical enquirers were updated on progress within 1 working day of receipt from the third-party supplier.
General enquiries sent to elibrary@wales.nhs.uk are acknowledged within 2 working days.	Yes	478 general enquiries were acknowledged within 2 working days, representing an increase of 49.79% on 2024-25.

Service Level Standard	Achieved	Commentary
95% of general enquiries and concerns will be resolved within 7 working days.	Yes	96% of general enquiries and concerns were resolved within 7 working days, exceeding the 95% target.
General enquiries identified as third-party, escalated to suppliers within 2 working days.	Yes	34 general enquiries identified as third-party were escalated to suppliers within 2 working days, representing an increase of 61.76% on 2024-25.
General enquirers will be updated as to progress within 2 working day(s) of receipt from the third-party supplier.	Yes	All general enquirers were updated on progress within 2 working days of receipt from the third-party supplier.
During e-Library core operating business hours (09:00 – 16:00) there will be access to professionally qualified staff 95% of the time.	Yes	At least one professionally qualified member of staff was available 100% of the time during core business hours, exceeding the 95% target.
e-resources and digital systems procured by the e-Library will be available 24/7 for 99.8% of the time.	Yes	Suppliers confirmed through contract review meetings that all procured e-resources were available 24/7 for 99.8% of the time, excluding planned or scheduled maintenance.
All (100%) e-Library contracts will be reviewed with suppliers annually to ensure compliance with key performance indicators and contractual obligations is maintained.	Yes	All 28 e-Library contracts received at least one annual review. Some contracts also received six-monthly or quarterly reviews where this was appropriate.
All (100%) content published by or in partnership with the e-Library will be available in Welsh and English.	Yes	The e-Library is committed to ensuring that all public-facing content created by the team, or hosted on behalf of suppliers, is available in both Welsh and English. This includes the e-Library website, marketing and promotional materials, social media posts, reports, policies and procedures.

Usage

The following graphs and commentary provide further detail on usage by resource type, alongside examples of the most accessed titles, platforms and publishers. Together, they add context to the KPI results reported above and help identify where changes in collection development, promotion, learning and training, or system integration may support future improvement.

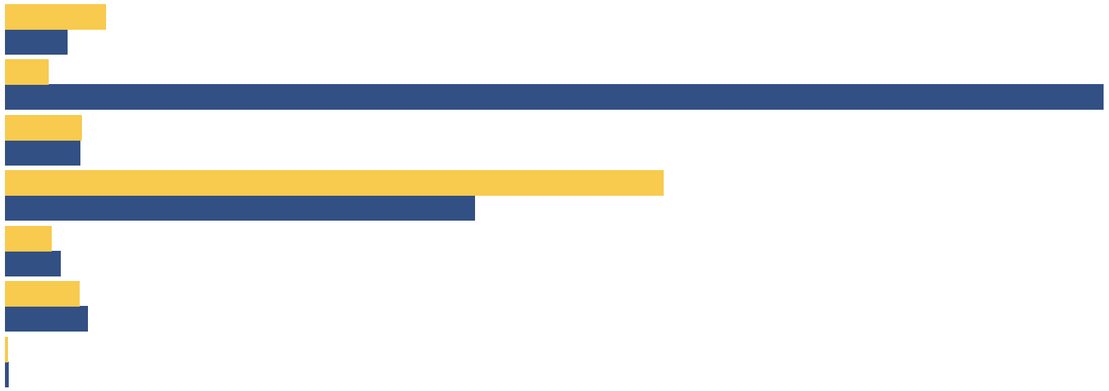
E-Books

Usage of e-Books increased by 84.3% which can be attributed to new titles and editions being added to the collection and the change from COUNTER 5 to COUNTER 5.1 reporting. For e-book usage, reporting is now at chapter level rather than title level, which has increased recorded activity. In addition, targeted e-book campaigns helping to raise awareness of the collection has also supported usage growth.

Texts with significant usage include:

1. **The Renal Drug Handbook: The Ultimate Prescribing Guide for Renal Practitioners**
2. **Goldman-Cecil medicine**
3. **Ferri's Clinical Advisor 2026**
4. **Meyler's side effects of drugs : the international encyclopedia of adverse drug reactions and interactions**
5. **Robbins, Cotran & Kumar pathologic basis of disease**

e-Book usage by platform	2024-25	2025-26
Browns	2,600	**1,601**
EBSCO	1,113	**28,295**
Cambridge University Press (STAHL Online)	1,979	**1,925**
Elsevier - ClinicalKey	1,6964	**12,110**
ProQuest	1,195	**1,433**
Wiley (Maudsley Prescribing and Deprescribing (March 2025))	1,921	**2,136**
Wolters Kluwer	65	**91**



E-Journals

With 511,011 articles accessed in 2025-26, e-journal usage decreased by 210,416 articles compared with 2024-25. The transition from COUNTER 5 to 5.1 has led to lower reported usage because free-to-read content is now excluded or separately identified, resulting in more accurate metrics that better reflect use of licensed resources. RCNI has not yet moved to COUNTER 5.1, and usage previously shown against ACSO is now counted within Ovid (Atypon).

e-Journal usage by publisher	2024-25	2025-25
American Academy of Pediatrics	2,065	**1,293**
American College of Physicians	234	**92**
American Diabetes Association	2,217	**180**
American Psychiatric Association	1,693	**1783**
American Society of Clinical Oncology	6,240	**0**
British Medical Journal (all titles)	74,733	**48,026**
Bristol University Press/Policy Press	104	**94**
Cochrane Library Database	5,433	**4,436**
Cambridge University Press	8,103	**3,770**
Duke University Press	8	**3**
EBSCO Platform	3,612	**3,096**
Elsevier - ClinicalKey Platform	41,790	**37,041**
Elsevier - ClinicalKey Nursing Platform	104,819	**59,854**
Elsevier - Science Direct Platform	3,687	**2,447**
Emerald	11,811	**50,88**

e-Journal usage by publisher	2024-25	2025-25
Journal of the American Medical Association (all titles)	12,350	**8,606**
Mark Allen	44,398	**29,307**
Nature	35,045	**21,236**
New England Journal of Medicine	43,341	**36,009**
Ovid (LWW and OUP)	0	**16,899**
Oxford University Press (OUP)	159,595	**85,643**
ProQuest Platform	4,450	**3,734**
RCNi (Royal College of Nursing Journals)	13,469	**10,767**
Radiological Society of North America	7,271	**3,679**
Sage	35,313	**28,568**
Springer	28,219	**30,011**
Taylor & Francis	11,692	**6,430**
Wiley	104,296	**60,661**

Database / Citation databases

Use of databases and citation databases increased by 6.5% in 2025-26, with 28,522 additional searches recorded compared with the previous year. Growth was particularly evident for MEDLINE and Scopus. This area of the collection also saw a number of changes during the year, including the move from CINAHL Plus with Full Text to CINAHL with Full Text from January 2026 to deliver savings while maintaining access to the core bibliographic database and highly used full-text journals. The sociology collection was cancelled from January 2026 due to low usage and high cost per use, although ASSIA was retained because of its good usage. A new Public Health Database was also introduced, providing both bibliographic and full-text content across topics including biostatistics, epidemiology, environmental health, maternal and child health, health services administration and occupational safety.

There were also important changes to platforms and reporting. AMED moved from Ovid to the ProQuest platform during the year, and the British Library has confirmed that the database will become a static, non-updated resource after December 2026. Usage for the Cochrane Library increased significantly, although this partly reflects a change in reporting rather than demand alone; supplier reporting previously covered NHS Wales rather than the wider Wales-wide access model funded through the e-Library.

As noted in the previous annual report, MEDLINE continues to account for a high proportion of searches and remains a crucial tool for literature searching and systematic review activity. To support transparency, excluding MEDLINE usage, the number of searches across all other databases increased by 10.9% with the cost per use decreasing by 9.9%.

Database usage	2024-25	2025-26
CINAHL Plus with Full Text until Dec 2025 and CINAHL with Full Text from Jan 2026	21,380	**19,896**
British Nursing Index	1,018	**1,898**
British Nursing Database	3,114	**1,703**
HealthCare Administration Database	1,563	**1,138**
Sociology Collection	1,374	**776**
Applied Social Sciences Index and Abstracts	552	**2,475**
Social Services Abstracts	6	**19**
Sociological Abstracts	0	**774**
Sociology Database	3	**9**
Public Health Database	-	**916**
Cochrane Library Database	2,868	**29,608**
Allied and Complementary Medicine	7,392	**8,557**
EMBASE	99,103	**96,048**
Health Management Information Consortium	11,791	**8,451**
MEDLINE	225,236	**237,704**
PsycINFO	29,480	**27,804**
Maternity and Infant Care Database	4,888	**6,169**
Scopus	7,663	**10,158**
Social Policy and Practice	6,570	**5,710**
Trip Pro	5,285	**5,962**

Evidence Summaries / Clinical Decision Support Tools

Usage of evidence summaries and clinical decision support tools presented a mixed picture in 2025-26, particularly for BMJ Best Practice, where performance varied depending on the metric used.

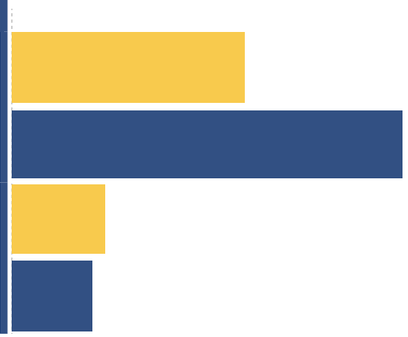
Topic views increased substantially, exceeding the usage target and reducing cost per use, while session growth was more modest and searches decreased. This reflects the way these tools are increasingly used in practice: evidence summary tools are increasingly designed around structured topics, clinical pathways and embedded guidance within the clinical workflow, which may reduce reliance on traditional keyword searching alone. As a result, search counts are becoming a less reliable indicator of overall engagement than sessions or topic views.

There are also wider contextual factors that may be influencing use. Emerging evidence suggests that generative AI is beginning to change information-seeking behaviour by offering rapid, synthesised answers to clinical questions, which may reduce reliance on traditional search-led use of evidence tools (Future Ready Healthcare, 2026). At the same time, UpToDate is also procured locally in five of the ten NHS Wales organisations, and some usage is therefore likely to be directed through those local subscriptions rather than the nationally procured tools.

Despite these changes, evidence summaries remain a trusted and important source of evidence-based information for diagnosis, management, follow-up and guideline-linked care, and continued promotion and AI literacy support will be important to sustain their use.

Evidence summaries remain an important source of trusted, evidence-based information for diagnosis, management and follow-up. In response to changing user behaviour, the e-Library and its partners will continue to promote these tools and support staff to use them confidently alongside emerging technologies, including through AI literacy activity.

Evidence summaries by product (content accessed)	2024-25	2025-26
BMJ Best Practice	140,663	**235,589**
ClinicalKey	56,473	**48,355**



Medicines Information

MedicinesComplete has been available across NHS Wales since September 2024 following a competitive procurement process. Given the scale and value of the contract, usage and cost data have been monitored closely to assess value for money and ensure the service is meeting user need.

A six-month review identified two low-use modules, Dale and Appelbe's Pharmacy and Medicines Law and Pharmaceutical Excipients, which were removed from the collection from January 2026. This change reduced costs while maintaining access to the most used and relevant content. Overall, use increased by 49.2% requests during the year, while cost per use fell by 14.7%, although this did not meet the more ambitious 40% target set for the year the e-Library team are working closely with the supplier to promote the resource through in-person and online learning and training opportunities.

To note: as of October 2025, Dietary Supplements and Herbal Medicines were merged into one module titled 'Herbal Medicines and Dietary Supplements' hence the new addition in the above table.

Medicines Information (content accessed)	2024-25	2025-26
MedicinesComplete (From September 2024)	21,098	**38,471**
Micromedex (Until August 2024)	4,695	-



MedicinesComplete usage by module	Sept 2024 - Mar 2025	2025 - 2026
AHFS Drug Information	1,190	1760
ASHP Injectable Drug Information	252	426
BNF	1,577	6,894
BNF for Children	81	463
Clarke's Analysis of Drugs and Poisons	110	67
Critical Illness	933	1,689
Dale and Appelbe's Pharmacy and Medicines Law	48	53
Dietary Supplements	383	568
Drug Administration via Enteral Feeding Tubes	1,649	2,203
Drug Monitoring Checker	246	147
Drugs in Pregnancy and Lactation	1,756	2,226
Extended Stability for Parenteral Drugs	56	35
Herbal Medicines	680	772
Herbal Medicines and Dietary Supplements	-	365
Injectable Drugs Guide	278	347
Martindale: The Complete Drug Reference	3,386	4,662
Palliative Care Formulary	2,668	5,810
Pediatric Injectable Drugs	99	125
Pharmaceutical Excipients	230	271
Psychotropic Drug Directory	2,132	3,491
Stockley's Drug Interactions	2,686	5,115
Stockley's Herbal Medicines Interactions	664	929
The MHRA Green Guide	42	32
The MHRA Orange Guide	16	12

Guidelines

Usage of guideline resources, including the Royal Marsden Manual of Clinical and Cancer Nursing Procedures and iRefer, decreased during 2025-26, resulting in a 49.5% increase in cost per use. Reported cost per use also includes NEWT Guidelines, although supplier usage statistics for that resource are not available.

In response to the continued decline in usage of the Royal Marsden Manual, the NHS Wales e-Library monitored monthly activity and worked with senior nursing leaders, educators and national partners to better understand how nurses access information in practice. This included engagement through leadership forums, a national survey of frontline staff and nurse leaders, and discussion with universities and Health Education and Improvement Wales to explore how trusted digital resources can be better embedded in learning and clinical training.

Alongside this, the team delivered a coordinated programme of promotion through the e-Library for Busy People resources for **nurses** and **midwives**, webinars, partnerships with national organisations, and work to improve access in clinical settings. Together, this activity has strengthened understanding of information needs in nursing practice and provided a stronger foundation for improving access to evidence-based guidance at the point of care.

Guidelines by product (content accessed)	2024-25	2025-26
Royal Marsden Manual of Clinical and Cancer Nursing Procedures	4,162	2,790
iRefer	4,272	2,850



e-Learning

The number of modules completed increased by 26.6%, reducing cost per use by 18.6% and making BMJ Learning one of the e-Library's strongest performing resources in 2025-26. This is a positive indicator of staff engagement with flexible, self-directed learning that can support continuing professional development, refresh knowledge and strengthen confidence in clinical practice.

Increased use of BMJ Learning also helps maximise the value of the nationally procured subscription by making high-quality educational content more accessible across NHS Wales.

BMJ Learning	2024-25	2025-26
Completed modules	8,223	**10,414**
Number of users (by March)	21,010	**21,308**



Authentication

Authentication patterns continued to change during 2025-26 following the move to Microsoft Entra for Single Sign On (SSO). By March 2026, the number of SSO accounts had increased by 197.5% compared with March 2025, returning to a level broadly in line with pre-Entra migration activity.

OpenAthens is only one part of the e-Library's access model, alongside IP authentication and direct linking from NHS Wales networks. As a result, authentication account numbers should not be treated as a direct measure of the total number of active authorised users, as many users access resources without signing in or by going straight to supplier platforms from local systems, websites or bookmarked links.

With IP-based access becoming harder to manage, the 2025-28 strategy includes a review of authentication arrangements in 2026-27 to explore future options and support a more sustainable approach to access management.

OpenAthens	SSO Accounts
Jan-25	**10,595**
Feb-25	**2,095**
Mar-25	**3,390**
Apr-25	**4,419**
May-25	**5,349**
Jun-25	**6,056**
Jul-25	**6,678**
Aug-25	**7,278**
Sep-25	**7,955**
Oct-25	**8,588**
Nov-25	**9,177**
Dec-25	**9,574**
Jan-26	**10,047**
Feb-26	**10,093**
Mar-26	**10,085**

Promote KPIs

The following Key Performance Indicators (KPIs) relate to the e-Library's engagement and promotion activity.

Of the six (6) KPIs, four (4) were achieved and two (2) were not achieved. Strongest performance was seen in procurement engagement and social media activity. Targets not achieved were mainly linked to slower-than-expected growth in mailing list recipients and e-Library Champion numbers, although both measures still increased during the year.



KPI	Commentary
All competitive tender Task and Finish Groups and evaluation panels have met quorum according to the e-Library's procurement process. **Achieved**	All competitive tender panels were quorate in line with the e-Library procurement policy.

KPI	Commentary
100% of procurement activity included a procurement task and finish group with stakeholder and subject matter expert representation. **Achieved**	All six (6) procurement activities started or completed in 2025-26 included a task and finish group with stakeholder and subject matter expert representation, supporting a Once for Wales approach to procurement. Thirty-eight stakeholder and subject matter experts took part in procurement task and finish groups.

KPI	Commentary
30% increase in the number of recipients of the opt-in e-Library mailing list.	Mailing list recipients increased by 7.33%, although this was below the 30% target.
Not Achieved	

KPI	Commentary
10% increase in number of e-Library Champions	Champion numbers increased by 7.14%, although this was below the 10% target.
Not Achieved	

KPI	Commentary
100% of all qualitative survey responses reviewed in line with procurement timelines.	Forty (40) qualitative survey responses were reviewed within procurement timelines. This was 20% fewer than in 2024-25, reflecting lower procurement activity during the year.
Achieved	

KPI	Commentary
10% increase in social media engagement	Social media engagement increased by 42.5%. This reflected a more active and diversified approach across LinkedIn, BlueSky and Viva Engage.
Achieved	

Empower KPIs

The following Key Performance Indicators (KPIs) relate to the learning, training and educational opportunities delivered by the NHS Wales e-Library and its partners to support effective use of procured e-resources and systems.

Of the seven (7) KPIs, five (5) were achieved and two (2) were not achieved. Strong performance was seen in the production of e-Library for Busy People guides, compliance with DHCW service management requirements, participation in supplier-led webinars, and increased attendance at stakeholder workshops and NHS Wales health and care conferences and events. Targets not achieved were mainly affected by reduced engagement with video-based learning resources and lower delivery or attendance in some webinar activity compared with the previous year.

KPI	Commentary
A minimum of 12 new ‘e-Library for Busy People’ guides produced. **Achieved**	The e-Library for Busy People series was delivered throughout the year, with 15 resources completed. These included Travel Health, Patient Safety, Resident Doctors and Learning Disability Week.

KPI	Commentary
20% increase in the number of e-Library and supplier led demonstration videos viewed. **Not Achieved**	Views of e-Library and supplier-led demonstration videos decreased by 31.5% compared with 2024-25.

KPI	Commentary
100% compliance with Digital Health and Care Wales service management report. **Achieved**	All ServicePoint calls were responded to and resolved within DHCW KPI requirements, in addition to the separate Service Level Standards set by the e-Library.

KPI	Commentary
15% increase in the number of participants at supplier-led webinars. **Achieved**	Participation in supplier-led webinars increased by 43.78%, exceeding the 15% target. This was supported in part by the NHS Wales e-Library conference, where suppliers delivered updates and training sessions to attendees.

KPI	Commentary
5% increase in the number of participants at e-Library-led stakeholder workshops. **Achieved**	Attendance at e-Library-led stakeholder workshops increased by 391%, driven mainly by a large-scale workshop delivered to Five Nations library and information professionals on the Five Nations e-book collection development policy and invitation to tender requirements.

KPI	Commentary
10% increase in the number of participants at e-Library-led or supported webinars. **Not Achieved**	Attendance at e-Library-led or supported webinars decreased by 73.8%, with nine sessions delivered compared with 16 in 2024-25. However, the team gave more focus to stakeholder workshops to support their CPD and engagement with peers.

KPI	Commentary
20% increase in the number of NHS Wales health and care conferences or events attended with an exhibition stand or in-person/online presentation. **Achieved**	Attendance at NHS Wales health and care conferences and events increased by 29.4% in 2025-26, exceeding the 20% target.

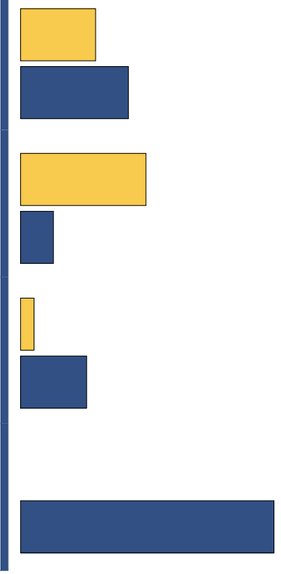
Learning and Training

During 2025-26, the NHS Wales e-Library led or supported nine (9) webinars, including the Finding Information series delivered by the NHS Wales Library and Knowledge Service Training Group and administered by the NHS Wales e-Library.

In addition, twenty-three (23) supplier-led webinars and twelve (12) stakeholder workshops were delivered, while the wider Research, Innovation and e-Library team attended twenty-three (23) NHS Wales health and care conferences and events to present or exhibit. The following graph summarises participation across these different types of learning and training activity.

A full list of events is provided in **Appendix C**, **Appendix D** and **Appendix E**.

Learning and Training Number of Participants	2024-25	2025-26
Supplier led webinars	201	**289**
e-Library led or supported webinars	336	**88**
e-Library stakeholder workshops	36	**177**
Exhibitions/presentations delivered to NHS Wales audiences	-	**679**



Innovate KPIs

The following Key Performance Indicators (KPIs) relate to how the e-Library continued to develop its collections, systems, policies and innovation activity during 2025-26. All seven (7) KPIs were achieved.

Strong performance was seen across innovation review, policy development, stakeholder engagement, collection development, national collaboration and professional development, demonstrating continued service improvement alongside maintenance of core governance and website processes.

KPI	Commentary
100% of recommended e-resources reviewed as per the collection development policy. **Achieved**	Of 99 recommended resources, 93 were reviewed in line with procurement timelines. Six were not yet due for review. Sixty-four resources were procured, 29 were not procured because they did not meet technical, value or policy criteria, and 31 remain under active review from previous years.

KPI	Commentary
A minimum of three (3) new digital innovations or new e-resources investigated and reported on. **Achieved**	Five innovations or new resources were investigated or reviewed during the year: ProQuest eBook Central AI, Ovid LWW AI, Sanford Guide, the Open Access feasibility study and a library linking tool.

KPI	Commentary
A minimum of 6 Champions meetings per year to review recommendations regarding developments to the e-Library service. **Achieved**	All Champions meetings were held to schedule, supporting review of service developments and recommendations.

KPI	Commentary
100% of e-Library strategies, policies and procedures reviewed according to their review timeline. **Achieved**	The Collection Development Policy was reviewed and a new AI policy for library, information and research purposes was approved.

KPI	Commentary
100% of all website user experience feedback reviewed and actioned. **Achieved**	All end-user website feedback was recorded in the website action log and reviewed weekly by the Librarian Specialist.

KPI	Commentary
E-Library team attend and report on a minimum of 5 industry events, conferences, learning and training opportunities. **Achieved**	The team attended or presented at twenty-nine (29) industry events, conferences and learning opportunities during 2025-26, supporting professional development, networking and service improvement. A full list can be found in **Appendix F**.

KPI	Commentary
Collaborate with national digital library services from across the Five (5) nations on a minimum of one (1) project or programme. **Achieved**	The team continued to lead the NHS Five Nations e-Books Task and Finish Group, including consultation, testing and policy development to support shared approaches across the five nations.

References

Index Number	Document Name
DHCW-ToR-51	DHCW_Terms_of_Reference_NHS Wales e-Library Service Board
DHCW-ToR-52	DHCW_Terms_of_Reference_NHS Wales e-library Champions
ELIB-BCP-1	e-Library Business Continuity Plan
ELIB-SOP-20	NHS Wales e-Library Support Model
ELIB-POL-1	DHCW Policy Open Access Publishing
	DHCW_Strategy_NHS Wales e-Library Three Year Plan April 2025 - March 2028
	DHCW_Policy_NHS Wales e-Library Authorised Users
	DHCW_Policy_NHS Wales e-Library Collection Development
	DHCW_Plan_NHS Wales e-Library Disaster Recovery
	DHCW_Terms_of_Reference_Research and Innovation Board
	DHCW_Strategy_Researchh and Innovation_April 2026 - March 2029

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Third Iron (2021) Central Installation of LibKey Nomad to Improve Equity of Access. Available at: **https://thirdiron-assets.s3.amazonaws.com/webassets/NHS-Chesterfield-Case-Study-Apr-2021.pdf** [Accessed 06 July 2026].

Appendices

Appendix A: Detailed breakdown of milestones and actions achieved in 2025-26

Action / Milestone	Details	Milestone ID	Reportable	Commentary
Milestone	Supporting the Secure Data Environment and linking to our existing R&I governance arrangements for data access requests for R&I programmes, including a centralised front door for DHCW R&I activities	5580	DHCW Business Plan	The team worked closely with the secure data environment programme to align governance arrangements for collaborative research requests, including regular joint review of incoming requests and shared oversight through relevant governance groups.
Milestone	R&I Learning: develop a learning plan for DHCW staff with academia and assess impact	5579	DHCW Business Plan	A learning plan was developed. Implementation has been paused while engagement, learning and training activity is aligned across research, innovation, e-Library and knowledge management services to avoid duplication.
Milestone	Ongoing agreements with academic research and industry partners, including the Bevan Committee to collaborate on R&I projects - Forging partnerships and collaborations with partners to grow DHCW presence in national R&I space- linked to prioritised commitments including monitoring of outcomes and impact. Ensure a sustainable business model and funding model including delivery funding, income generation opportunities and grants as well as publications	5578	DHCW Business Plan	A cost recovery model was reviewed and approved by the Research and Innovation Board, providing a basis for a more sustainable approach to partnership activity, funding and income generation.

Action / Milestone	Details	Milestone ID	Reportable	Commentary
Milestone	Scope and develop a marketing and engagement plan	4760	DHCW Business Plan	The marketing and engagement plan was developed and delivered.
Milestone	NHS Wales e-Library 2024-25 Annual Report published	5574	DHCW Business Plan	The NHS Wales e-Library 2024-25 Annual Report was published: **NHS Wales e-Library Annual Report 2024-2025-Eng.pdf**
Milestone	NHS Wales e-Library Annual Conference Complete	5575	DHCW Business Plan	The annual conference was delivered, bringing together speakers and participants to share learning, developments and priorities across research, innovation and library services.
Milestone	Procure e-Library resource linking system	3432	DHCW Business Plan	A national resource linking system was procured in February 2026 for implementation from March 2026, improving access from search results to available full text content.
Milestone	Open Access Feasibility study in partnership with WIDI and Wales Higher Education Libraries Forum	5572	DHCW Business Plan	The **feasibility study on Open Access** publishing in NHS Wales was completed in partnership with sector stakeholders, providing an evidence base to inform future development.
Milestone	Re-procurement of STAHL Online (e-Book collection)	5568	DHCW Business Plan	The STAHL Online e-book collection was successfully re-procured, supporting continued national access.
Milestone	Re-procurement of databases	5570	DHCW Business Plan	The database re-procurement exercise was completed, supporting continued access to core resources and introducing service improvements where appropriate.
Milestone	Re-procurement of Royal Marsden Manual of Clinical and Cancer Nursing Procedures	5569	DHCW Business Plan	The re-procurement of the Royal Marsden Manual was completed, alongside inclusion of the Great Ormond Street Hospital manual to broaden support for clinical practice.

Action / Milestone	Details	Milestone ID	Reportable	Commentary
Milestone	Continue to deposit DHCW published content to the institutional repository and deliver the Open Access Service maximising public access to DHCW research and knowledge	5226	DHCW Business Plan	The Open Access service continued to support deposit of DHCW publications in the institutional repository, helping improve visibility, preservation and public access to research and knowledge outputs.
Milestone	Re-procurement of Cochrane Library Database	5571	DHCW Business Plan	The Cochrane Library database was successfully re-procured, supporting continued national access to high-quality evidence resources.
Milestone	Develop and maintain data dashboards for NHS Wales e-Library digital resources	5576	DHCW Business Plan	A dashboard for e-book usage was delivered and collection of COUNTER 5.1 data was automated, improving reporting efficiency and supporting future development of e-journal analytics.
Milestone	Develop collections and increase uptake and usage of the NHS Wales e-Library	5225	DHCW Business Plan	Collections and services were developed through procurement activity, service improvements and policy development, helping broaden access to resources and support increased use of the NHS Wales e-Library.
Milestone	Increase the number of DHCW authored and co-authored works published Open Access by 50%	5227	DHCW Business Plan	The target was achieved, with Open Access publication activity showing a sustained increase compared with the baseline period.
Milestone	Refresh R&I Strategy	5566	DHCW IMTP	The Research and Innovation Strategy was refreshed and prepared for launch at the June 2026 Research and Innovation and e-Library conference.
Milestone	SAIL Databank Annual preparation and enhanced capabilities to meet Digital Economy Act re-accreditation.	5224	DHCW IMTP	DHCW retained UK Statistics Authority Digital Economy Act 2017 accreditation as a Trusted Third Party through Swansea University's SAIL Databank, providing assurance on information governance, security and data handling.

Action / Milestone	Details	Milestone ID	Reportable	Commentary
Milestone	Delivery of R&I engagement plan including publications and events	5222	DHCW IMTP	The engagement plan was delivered in partnership with the NHS Wales e-Library, including Open Access Week activity, publication support and updated information on how to engage with the service.
Milestone	Deliver new Beven exemplar project on health inequalities associated with ageing	5221	DHCW IMTP	The Bevan exemplar project was delivered, providing Wales-specific evidence on the relationship between health confidence and mental wellbeing in older adults and highlighting groups most likely to benefit from targeted support.
Milestone	Maintain ongoing agreements with academic research and industry partners to collaborate on R&I projects - linked to prioritised commitments including monitoring of outcomes and impact	5220	DHCW IMTP	Partnership activity continued across major collaborative studies, strengthening DHCW's contribution as a national data partner and supporting research with potential benefits for patients, services and innovation practice.
Milestone	Embed the DHCW R&I function and operational governance and continue the ongoing generation of new income sources.	5218	DHCW IMTP	The Research and Innovation function and its operational governance continued to mature, with improvements to approval and data provisioning timescales helping strengthen the efficiency of the digital research environment in Wales.
Action	Will review MedicinesComplete usage to support contract extension and complete the required change controls.	N/A	NHS Wales e-Library Annual Plan	Usage was reviewed to support the MedicinesComplete contract extension and associated change controls, delivering a cost saving.
Action	Will complete the e-book procurement exercise and review the e-book collection.	N/A	NHS Wales e-Library Annual Plan	The e-book procurement exercise and collection review were completed, supporting continued development of the national collection.
Action	Will complete the OpenAthens re-procurement process.	N/A	NHS Wales e-Library Annual Plan	The OpenAthens re-procurement process was completed, supporting continuity of access management services.

Action / Milestone	Details	Milestone ID	Reportable	Commentary
Action	Will complete the Trip Pro re-procurement process.	N/A	NHS Wales e-Library Annual Plan	The Trip Pro re-procurement process was completed, supporting continued access to evidence search tools and new functionality such as AskTrip.
Action	Will review the collection development policy, including consideration of Five Nations e-books approach, artificial intelligence content and the coverage of US resources.	N/A	NHS Wales e-Library Annual Plan	The collection development policy was reviewed, including consideration of the Five Nations e-books approach, artificial intelligence content and the coverage of international resources.
Action	Will complete the annual testing of the business continuity plan.	N/A	NHS Wales e-Library Annual Plan	Annual testing of the business continuity plan was completed, including live testing during a wider AWS outage.
Action	Will deliver quarterly updates to the procedures manual.	N/A	NHS Wales e-Library Annual Plan	Quarterly updates to the procedures manual were completed.
Action	Will complete business case training to strengthen value for money capability.	N/A	NHS Wales e-Library Annual Plan	Business case training was completed, and three team members achieved Better Business Cases certification.
Action	Will complete Procurement Act training.	N/A	NHS Wales e-Library Annual Plan	Procurement Act training was completed.
Action	Will deliver an authorised user workshop.	N/A	NHS Wales e-Library Annual Plan	An authorised user workshop was delivered to stakeholder partners.
Action	Will deliver a copyright licensing and document delivery workshop.	N/A	NHS Wales e-Library Annual Plan	A copyright licensing and document delivery workshop was delivered to stakeholder partners.

Action / Milestone	Details	Milestone ID	Reportable	Commentary
Action	Will deliver a procurement workshop.	N/A	NHS Wales e-Library Annual Plan	A procurement workshop was delivered to stakeholder partners involved in procurement task and finish groups.
Action	Will deliver an OpenAthens administrator workshop and issue de-duplication guidance for OpenAthens administrators.	N/A	NHS Wales e-Library Annual Plan	An OpenAthens administrator workshop was delivered to stakeholder partners, alongside guidance on account de-duplication.
Action	All team members will complete the CILIP PKSB and identify priorities for further training and development.	N/A	NHS Wales e-Library Annual Plan	All team members completed the CILIP PKSB and identified priorities for further training and development.
Action	Will establish key performance indicators for 2025-26.	N/A	NHS Wales e-Library Annual Plan	Key performance indicators for 2025-26 were established.
Action	Will report quarterly on KPIs through DHCW's performance report, collect national usage statistics and implement a workflow for gathering local quarterly usage data.	N/A	NHS Wales e-Library Annual Plan	Quarterly KPI reporting was delivered through DHCW performance reporting, alongside collection of national usage statistics and implementation of a workflow for gathering local quarterly data.
Action	Will lead the Five Nations e-books task and finish group, including consultation, a focus group and publication of policy requirements.	N/A	NHS Wales e-Library Annual Plan	The Five Nations e-books task and finish group was led through consultation, user engagement and development of shared policy requirements.
Action	Will deliver nursing outreach activity, supported by an engagement and communication plan and promotion of qualitative survey feedback, including for the Royal Marsden Manual.	N/A	NHS Wales e-Library Annual Plan	Nursing outreach activity was delivered in collaboration with the Chief Nursing Officer's office, supported by engagement activity and user feedback, including in relation to the Royal Marsden Manual.
Action	Will deliver MedicinesComplete engagement activity, supported by an engagement and communication plan and promotion of qualitative survey feedback.	N/A	NHS Wales e-Library Annual Plan	MedicinesComplete engagement activity and related learning and training were delivered in partnership with the Royal Pharmaceutical Society, supported by promotional materials and communications activity.

Action / Milestone	Details	Milestone ID	Reportable	Commentary
Action	Will identify the learning and training videos required and create a suite of resources to support access to and use of the e-Library.	N/A	NHS Wales e-Library Annual Plan	Learning and training needs were identified, and a suite of supporting resources was developed to help users access and use the e-Library.
Action	Will establish the Welsh Health and Care Library and Information Bursary and administer the awards process.	N/A	NHS Wales e-Library Annual Plan	The Welsh Health and Care Library and Information Bursary was established with support from Cardiff University colleagues and awarded through a competitive process, enabling 15 professionals to attend ICML 2026.
Action	Will submit an abstract with NHSWLKS for ICML in July 2026.	N/A	NHS Wales e-Library Annual Plan	An abstract was submitted for ICML 2026, and NHS Wales e-Library will present collaborative work on the Five Nations e-book collection development policy and wider partnership activity.
Action	Will develop plans for the 2026 e-Library and R&I conference, with Open Access as the proposed theme.	N/A	NHS Wales e-Library Annual Plan	Plans for the 2026 e-Library and Research and Innovation conference were developed, with Innovation, Access and the Evolution of Knowledge in NHS Wales as the central theme.
Action	Will develop an engagement and communication plan to mark the NHS Wales e-Library 20th anniversary.	N/A	NHS Wales e-Library Annual Plan	An engagement and communication plan was developed to mark the NHS Wales e-Library anniversary, with activity to be launched at the 2026 conference and continue through 2026-27.
Action	Will deliver the e-Library for Busy People series monthly.	N/A	NHS Wales e-Library Annual Plan	The e-Library for Busy People series was delivered throughout the year, with 15 resources completed including **Travel Health**, Patient Safety, **Resident Doctors** and **Learning Disability Week**.
Action	Will monitor the impact of health and care resources effected by worldwide government, keep abreast of developments and engage suppliers where concerns are identified.	N/A	NHS Wales e-Library Annual Plan	Developments affecting United States health and care resources were monitored throughout the year, with implications reviewed and supplier engagement undertaken where appropriate.
Action	Will develop guidance for NHS Wales on publishing Open Access and update the relevant webpages.	N/A	NHS Wales e-Library Annual Plan	Guidance for NHS Wales on publishing Open Access was developed, and the relevant webpages were updated to improve access to information and support.

Action / Milestone	Details	Milestone ID	Reportable	Commentary
Action	Will support Open Access Week in October through events, webinars and related activity providing learning and training opportunities on getting published.	N/A	NHS Wales e-Library Annual Plan	Webinar's on 'What is Open Access', 'How to choose a Journal' and 'How to publish' were delivered in partnership with NHS Wales Library and Knowledge Service
Action	Will undertake regular website maintenance and webpage development following team page reviews.	N/A	NHS Wales e-Library Annual Plan	Regular website maintenance and webpage development were completed.
Action	Will publish and promote the Policy for Using AI for Information Discovery and Use	N/A	NHS Wales e-Library Annual Plan	The Policy for Using AI for Information Discovery and Use was published and promoted, providing a clear framework for safe, ethical and appropriate use of AI tools.
Action	Will review AI tools, update guidance, implement tools where appropriate and support learning through workshops and conferences.	N/A	NHS Wales e-Library Annual Plan	A range of AI tools and developments were reviewed, guidance was updated, case study and feedback work was progressed, and learning activity was supported through workshops, events and engagement with national networks.

Appendix B: Detailed breakdown of milestones and actions not achieved in 2025-26

Action / Milestone	Details	Status	Milestone ID	Reportable	Commentary
Milestone	Establish and R&I Community of Practice	Re-profiled	5577	DHCW Business Plan	Re-profiled to 2026-27 to align with revised R&I governance arrangements and the introduction of a DHCW R&I/KM community of practice, helping reduce duplication and improve access to the R&I/KM service.
Milestone	NHS Wales e-Library Engagement, Learning and Training Playbook Complete	Re-profiled	5573	DHCW Business Plan	Re-profiled to 2026-27 to reflect team capacity and to enable incorporation of R&I within the playbook.
Milestone	Delivering insights and analytics from the Secure Data Environment acting as a service provider of oversight, governance and assurance.	Cancelled	5223	DHCW IMTP	This activity will be taken forward through the Secure Data Environment programme governance arrangements.
Milestone	Implementation of R&I learning and development framework (including digital fellowships)	Cancelled	5219	DHCW IMTP	This work has been incorporated into milestone 5573 and will be taken forward in 2026-27.
Milestone	Clinical Trials Data Element: Agreement and implementation plan for scoping of a 'Find, Recruit, Follow up' service to support clinical trial scoping, recruitment and data provision in Wales through the VPAG funding	Cancelled	5567	DHCW IMTP	This work will be taken forward through a Welsh Government-led approach in 2026-27, in partnership with Health and Care Research Wales, SAIL Databank and Swansea University, informed by options developed in 2025-26.

Action / Milestone	Details	Status	Milestone ID	Reportable	Commentary
Action	Will promote access to the NEWT guidelines through case studies for the 25th anniversary.	Partially completed	N/A	NHS Wales e-Library Annual Plan	Promotional activity took place, although delivery was more limited than planned due to major redevelopment of the system user interface.
Action	Will consider the recommendations arising from the Open Access feasibility study and plan the next steps for implementation.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2026-27 following the later-than-planned completion and publication of the feasibility study, allowing time to develop a business case and preferred next steps.
Action	Will complete the sign-in webpage re-design following the authorised user review.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2026-27 to reflect team capacity.
Action	Will complete the Social Care webpage re-design and the Social Care e-Library for Busy People guides.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2026-27 to reflect team capacity.
Action	Will complete the re-design of the e-resource guides and marketing materials webpage, including a review of supplier materials for currency and branding.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2026-27 to reflect team capacity.
Action	Will develop plans for AI literacy guidance, workshops and a framework with the NHSWLKS Training Group.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2026-27 to reflect team capacity.

Action / Milestone	Details	Status	Milestone ID	Reportable	Commentary
Action	Will complete the literature review and incorporate comments into the benchmarking paper.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2027-28 to reflect current team capacity and the pause in recruitment activity to increase capacity across the service.
Action	Will develop the return on investment methodology following the literature review and incorporate it into the benchmarking paper.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2027-28 to reflect current team capacity and the pause in recruitment activity to increase capacity across the service.
Action	Will report annually on return on investment of the NHS Wales e-Library.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2027-28 to reflect current team capacity and the pause in recruitment activity to increase capacity across the service.
Action	Will review the Open Access e-journal collection and plan updates to Alma.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2027-28 to reflect current team capacity and the pause in recruitment activity to increase capacity across the service.
Action	Will review Open Access e-books for potential inclusion in Library Search, subject to agreement from NHSWLKS.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2027-28 to reflect current team capacity and the pause in recruitment activity to increase capacity across the service.
Action	Will progress integration of MedicinesComplete with EPMA and maintain regular liaison with the RPS and EPMA teams.	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2027-28 to reflect current team capacity and the pause in recruitment activity to increase capacity across the service.

Action / Milestone	Details	Status	Milestone ID	Reportable	Commentary
Action	Will develop and launch the user satisfaction survey	Re-profiled	N/A	NHS Wales e-Library Annual Plan	Re-profiled to 2027-28 to reflect team capacity.
Action	Will complete an overhaul of the About Us webpage, including content on strategy, SLAs, KPIs and annual reporting.	Partially completed	N/A	NHS Wales e-Library Annual Plan	The redesign of the About Us section was completed in part, with further work required to add the SLA and KPI reporting pages.
Action	Will retrospectively deliver the 2022-23 and 2023-24 annual reports.	Cancelled	N/A	NHS Wales e-Library Annual Plan	This action was cancelled following review of team capacity and priorities; comparative data remains available to support year-on-year analysis.
Action	Will complete digital engagement training	Cancelled	N/A	NHS Wales e-Library Annual Plan	This action was not progressed as a suitable training offer was not identified during the reporting period.

Appendix C: Exhibition stands and presentations

Title	Date	Format
Sioe Teithiol Ymchwil - Diogelu drwy'r cyfnod pontio - Bangor / Research Roadshow - Transitional Safeguarding - Bangor	03/04/2025	Exhibited and presented
Introduction to e-Library for Platfform	28/04/2025	Presentation
DHCW Staff Conference 2025	25/06/2025	Exhibited
NHS Wales e-Library Conference 2025	09/07/2025	Exhibited
DHCW Corporate Induction	23/07/2025	Presentation
HEIW workshop	24/07/2025	Presentation
DHCW Corporate Induction	19/08/2025	Presentation
Specialty Training Programme Induction 2025 - PHW	03/09/2025	Presentation
PHW R&E Division (in person) meeting	16/09/2025	Presentation
ORIENT Presentation	17/09/2025	Presentation
Wrexham University Librarians	19/09/2025	Presentation
STEME Conference and Medical Trainer Induction	23/09/2025	Exhibited
e-Library spotlight for DHCW POD	30/09/2025	Presentation
Clinical Directorate Show & Tells: Who are we?	02/10/2025	Exhibited
Deputy Directors of Nursing meeting	23/10/2025	Presentation
North Wales Health Librarians	09/11/2025	Presentation
e-Library visit to Glangwili Hospital	25/11/2025	Exhibited
DHCW SHA Board – Spotlight on Open Access	27/11/2025	Presentation
BCUHB Senior Nurses Presentation	05/01/2026	Presentation
DHCW Corporate Induction	21/01/2026	Presentation
CEDAR Presentation	23/02/2026	Presentation
DHCW Corporate Induction	25/02/2026	Presentation
Transitional Safeguarding road show - Cardiff	12/03/2026	Exhibited and presented

Appendix D: Learning and training for end users

e-Library led or supported webinars	Date
Dod o hyd i wybodaeth/ Finding Information: Social Policy and Practice	20/05/2025
Dod o hyd i wybodaeth/ Finding Information: CINAHL	04/06/2025
Dod o hyd i wybodaeth/ Finding Information: EMBASE	03/07/2025
Dod o hyd i wybodaeth/ Finding Information: Medline	08/09/2025
Beth yw Mynediad Agored / What is Open Access	20/10/2025
Cyflwyniad i Adolygiadau Tystiolaeth/ Introduction to Evidence Reviews	21/10/2025
Dod o hyd i wybodaeth/ Finding Information: Medline	27/10/2025
Dewis ble i gyhoeddi / Choosing where to publish	05/11/2025
Dod o hyd i wybodaeth/ Finding Information: MIDIRS	27/11/2025

Supplier led	Date
Getting Published: Publisher's Perspective (Elsevier)	Jun-25
Cynhadledd e-Lyfrgell GIG Cymru - Sesiynau Arddangos / NHS Wales e-Library Conference Showcase Session - Wolters Kluwer OvidGO!	07/07/2025
Cynhadledd e-Lyfrgell GIG Cymru - Sesiynau Arddangos / NHS Wales e-Library Conference Showcase Session - iRefer	07/07/2025
Cynhadledd e-Lyfrgell GIG Cymru - Sesiynau Arddangos / NHS Wales e-Library Conference Showcase Session - Gronfeydd Data ac e-Lyfrau / Databases and eBooks	08/07/2025
Cynhadledd e-Lyfrgell GIG Cymru - Sesiynau Arddangos / NHS Wales e-Library Conference Showcase Session - Gwella'r Profiad Darllen Digidol / Enhancing the Digital Reading Experience	08/07/2025

Supplier led	Date
Cynhadledd e-Lyfrgell GIG Cymru - Sesiynau Arddangos / NHS Wales e-Library Conference Showcase Session - Ask Trip	08/07/2025
BMJ Group session at e-Library conference	09/07/2025
Ebsco session at e-Library conference	09/07/2025
Elsevier Showcase at e-Library conference	09/07/2025
RPS session at e-Library conference	09/07/2025
Cynhadledd e-Lyfrgell GIG Cymru - Sesiynau Arddangos / NHS Wales e-Library Conference Showcase Session - Royal Marsden Manual of Clinical and Cancer Nursing Procedures	10/07/2025
Cynhadledd e-Lyfrgell GIG Cymru - Sesiynau Arddangos: Springer/Nature ar e-Gyfnodolion / NHS Wales e-Library Conference Showcase Session: Springer/Nature on e-Journals	11/07/2025
Cynhadledd e-Lyfrgell GIG Cymru - Sesiynau Arddangos / NHS Wales e-Library Conference Showcase Session - Stahl Online & Cambridge University Press e-Gyfnodolion / e-Journals	11/07/2025
Great Ormond Street Hospital Manual of Children and Young People's Nursing Practices - Sesiwn Hyfforddi / Training Session	15/09/2025
Cyflwyniad i AMED ar ProQuest/ Introduction to AMED on ProQuest (AMED translation workshops)	18/11/2025
Cyflwyniad i AMED ar Dialog/ Introduction to AMED on Dialog (AMED translation workshops)	24/11/2025
e-Lyfrgell Mewn Ffocws/ e-Library in Focus: Scopus Database	26/11/2025
Cyflwyniad i AMED ar ProQuest/ Introduction to AMED on ProQuest	09/12/2025
Cyflwyniad i Public Health Database / Introduction to Public Health Database	11/12/2025
Cyflwyniad i AMED ar ProQuest/ Introduction to AMED on ProQuest	04/02/2026
Cyflwyniad i AMED ar Dialog/ Introduction to AMED on Dialog	10/02/2026
Clinical Answers in Primary Care: Navigating Evidence-Based Practice in the Age of AI	11/03/2026
Egluro Hawlfraint/ Unravelling Copyright	26/03/2026

Appendix E: Learning and training for strategic partners and stakeholders

Strategic Partner and Stakeholder Workshops	Date
Medicines Complete Community of Interest Meeting	01/01/2025
Procurement training	13/05/2025
e-Library spotlight for DHCW POD	30/09/2025
A Five Nations Workshop: Introduction to the e-Book Policy	01/10/2025
A Brave Spaces Session: Data and Evidence Removal in the US	21/10/2025
DHCW Research repository workshop with NHS Scotlanf	13/11/2025
Open Access Feasibility Study Workshop with Research Consulting	01/12/2025
Openathens and authorised users (circulated recording)	Feb-26
CLA licence (circulated recording)	Oct-25
Invitation to Workshop: Review of Open Access Feasibility Study Findings	19/02/2026
Health Library and Information Professional Registration Workshop	16/03/2026

Appendix F: Continuing professional development

Title	Date
NICE Evidence Conference	01/05/2025
TRIP AI	06/05/2025
Copyright Conference 2025	22/05/2025
Making the case: Demonstrating the impact of our work	10/06/2025
Westminster Health Forum The future for AI and copyright in the UK	01/07/2025
Bevan Commission Adopt, Spread and Embed: Programme and Project Showcase	02/09/2025
CILIP Cymru Wales AGM & Neurodiversity and Neurodivergence in the library workforce CPD	17/09/2025
KMGN Knowledge Sharing Events 2025: Round Table 5 (Europe)	25/09/2025
Health and Care Research Wales Conference 2025	16/10/2025
SAFER: Exploring Federation and Innovation Conference	21/10/2025
New intellectual property (IP) guidelines for the National Health Service (NHS) in England	03/12/2025
Karger in Conversation - From Price to Principles: The Future of Publishing Deals	04/12/2025
RCN Nursing Librarianship Conference 2025 (presentation)	10/12/2025
Knowledge Management Job Role Workshop	08/01/2026
Hiring Manager Interview/ Recruitment Training	15/01/2026
Developing the Digital Profession in NHS Wales	20/01/2026
Bevan Exemplar Cohort 9 Showcase Event	22/01/2026
Westminster Health Forum policy conference: Next steps for clinical trials and research in the UK	27/01/2026

Title	Date
Putting CPD at the heart of our practice: aligning Revalidation and Appraisals	28/01/2026
The Open Access – AI Conundrum: Does Free to Read Mean Free to Train?	05/02/2026
Information Literacy, data and evidence removal in the US	26/02/2026
EBSCO Open Day Bristol (presentation)	10/03/2026
Everything You Ever Wanted to Know About the CILIP PKSB	04/09/2026
ISO56001 Innovation Management Training	10/12/2025 and 28-29/01/2026
Better Business Cases	12-13/03/2026
LILAC Conference 2026 (presentation)	30/03/2026 - 01/04/2026
UKSG Conference 2026	30/03/2026 - 01/04/2026
Advanced Collaborative Leadership Programme (4 sessions)	Feb-March 2026
MLA - US administration discussion (monthly)	Multiple