

**SUFFOLK
LIBRARIES**

**WHERE
I BELONG**

DISCOVER MORE

LIBRARY NETWORKS: TRANSFORMING COMMUNITY WELLBEING THROUGH DIGITAL INNOVATION

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October 2024

Topics

- **Brief introduction Tim, Bruce and Suffolk Libraries**
- **Why libraries?**
- **The social prescribing revolution**
- **Tech plus people – the Hub approach**
- **Using AI**
- **The Discover More platform**
- **A PCN pilot plan**
- **The near future**

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Why Libraries? Context

Public libraries in 'crisis' as councils cut services



GETTY IMAGES

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Why Libraries?

Heart of the community

Safe, trusted, neutral space

Already delivering huge social value

For every £1 invested, £6.07 returned



The Social Prescribing Revolution

- 20% of GP visits involve a non-medical need [Low Commission]

“The traditional model of primary care will continue to evolve, with more focus on digitally enabled, multidisciplinary care and preventative support, based in the right place for local populations.” ICB strategy document

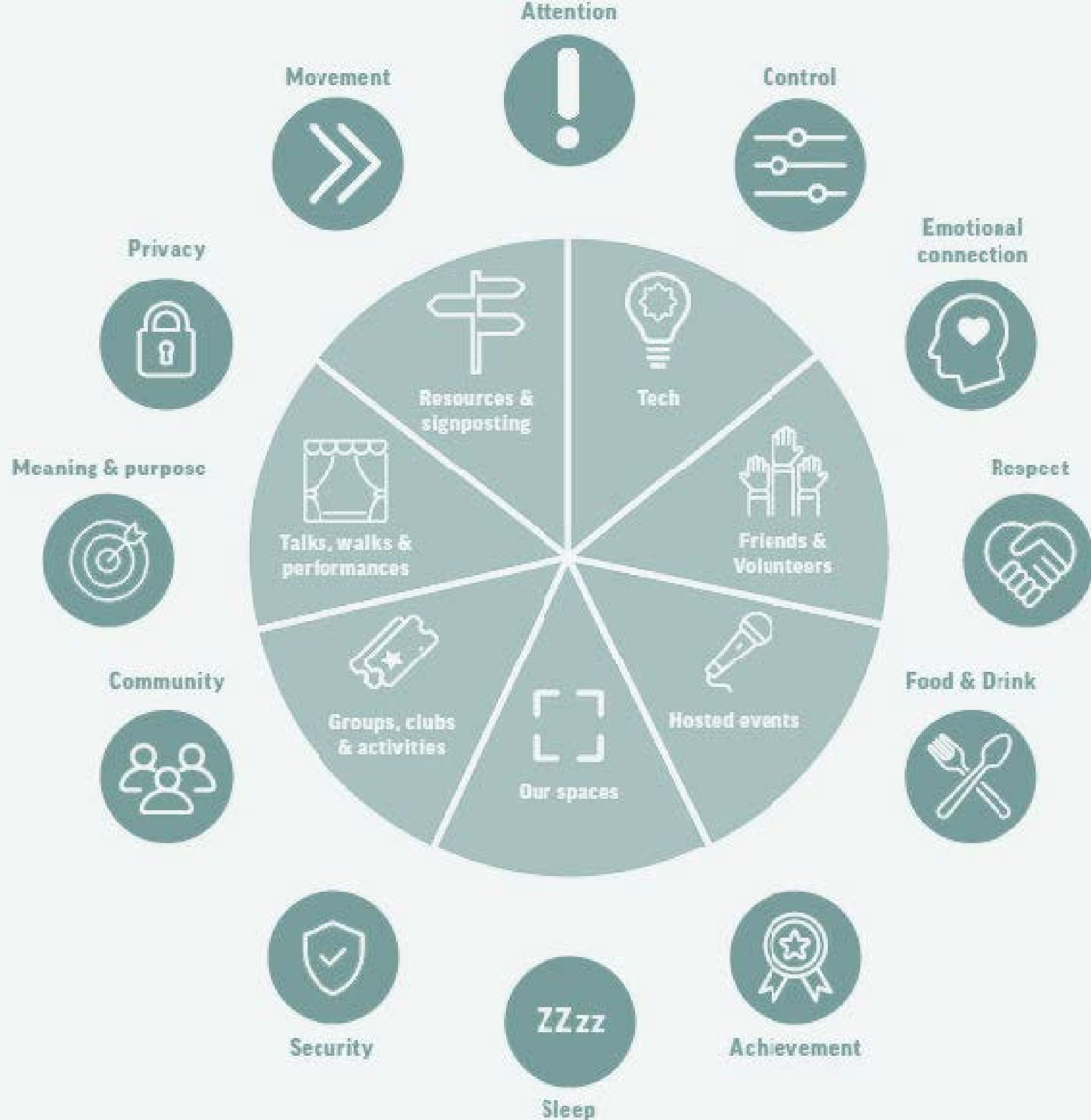
“By embedding social prescribing within our primary care framework, we aim to transform healthcare delivery, creating a healthier, more connected and empowered community.” Forest Heath PCN

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The Social Prescribing Revolution: Libraries are already part of it!

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**But.... the NHS has
challenges to
overcome to deliver
an effective social
prescribing solution**



Limited
assessment time
& capacity



Admin processes
fragmented &
inefficient



Lack of system-
wide directory for
non-medical
referrals



Time could be
more effectively
utilised if there
was a digital,
system-wide,
personalised
solution



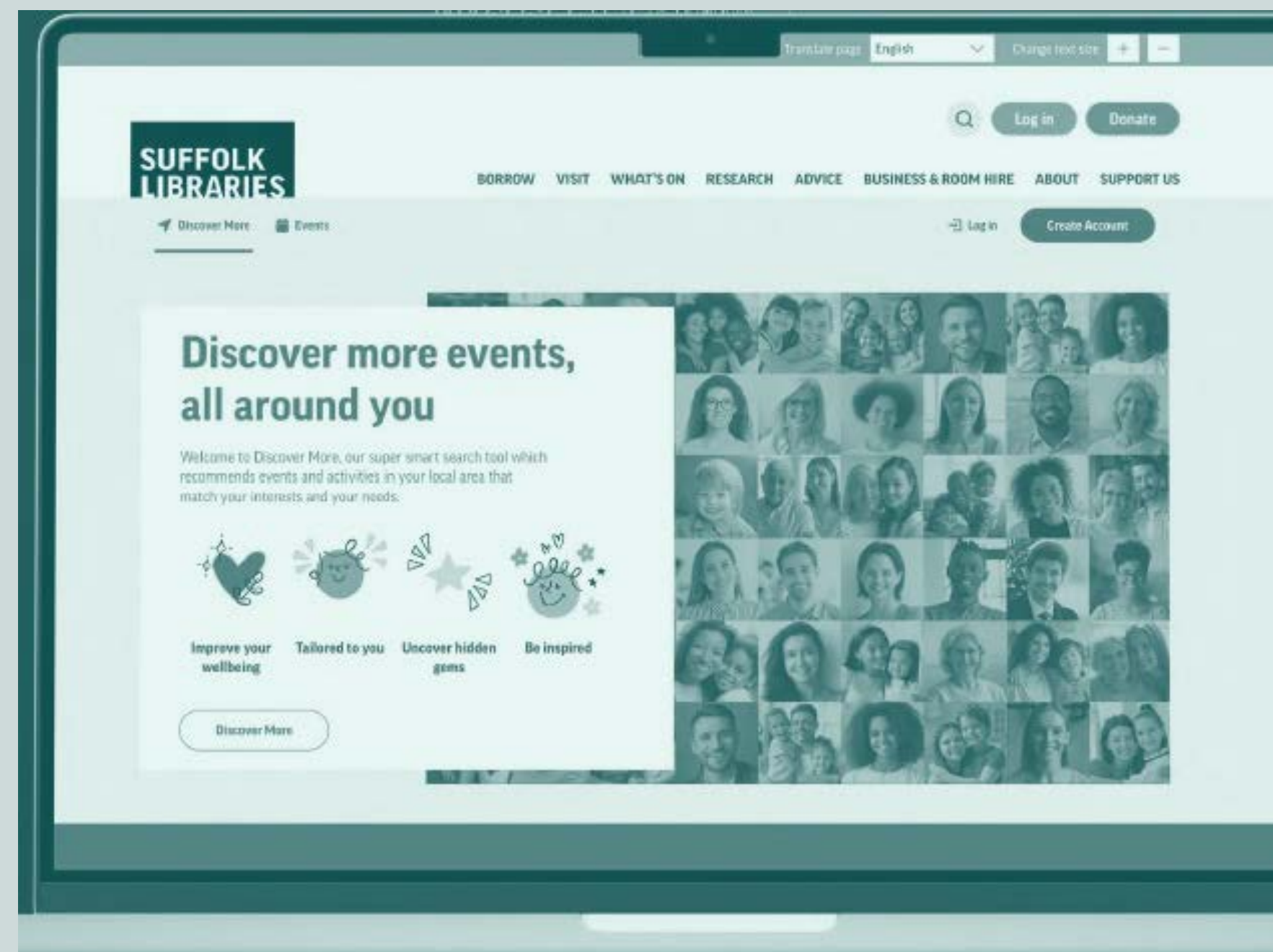
The idea that the
patient is in control
is not optimised by
prompting from a
third party

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Tech Plus People - the Hub approach



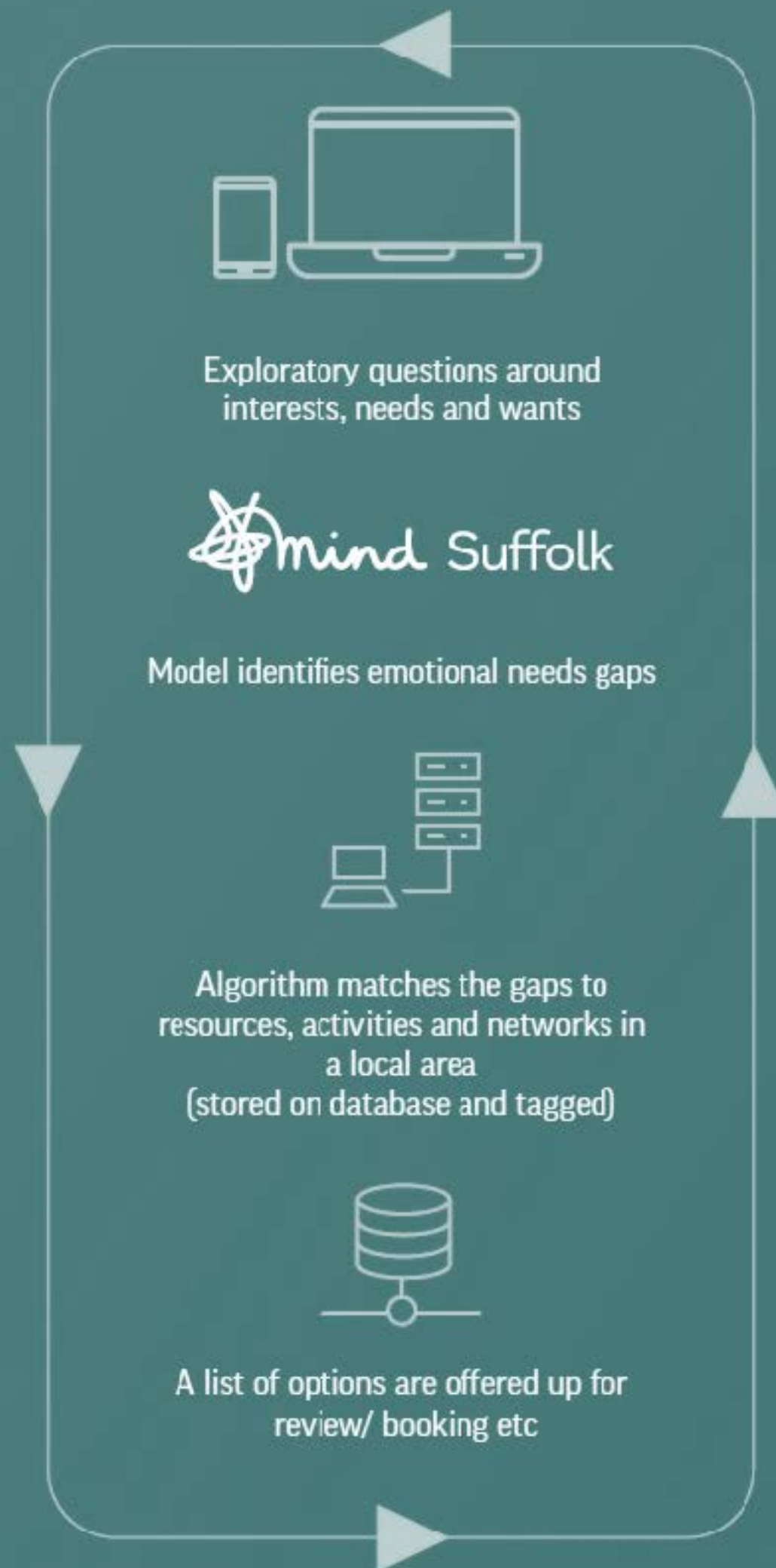
USING AI: OUR TECH PARTNER - ORBITAL GLOBAL

- Lead commercial partner on the government's £80m Generative AI hub initiative
- Over 30 industry awards including Consumer Healthcare Innovation award
- A strong advocate and supporter of Discover More

A leader in the use of AI and digital within the health sector

Using AI - the heart of the process

- Questionnaire identifies where emotional needs are not being met
- Algorithm {AI} maps those missing needs to events activities / resources in the local community
- Recommendations are made based on those outcomes
- User, alone or with assistance from library staff or link worker can review and bookmark / book activities
- Events attended are rated and fed back into the system
- Next time the recommendations are made they are based on the learnings - and screen habits - of the user



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The Discover More Platform

A short video.

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A PCN PILOT - THE PLAN WITH FOREST HEATH PCN, SUFFOLK

- Central Wellbeing hub in Brandon library with 'spokes' at 4 satellite locations
- Nominated library staff & link workers trained on Discover More
- Visitors can 'self serve' in branch or remotely
- Data sources centralised through Discover More
- Integration with GP systems
- User can track and monitor changes in their wellbeing over time
- Monitoring and evaluation over 2 years through research team from UoS

8 GP surgeries, 72,000 registered patients



The near future

- Working closely with the local Integrated Care Board the aim is to turn the pilot into an on-going service scalable across the county and with the potential to expand nationwide.
- Success means not only efficiency gains for the NHS and the freeing up of GP's for more targeted or specialist care, but also improved outcomes for the community.
- Success also provides a new area of focus and opportunity for libraries, demonstrating their true value and potential - and hopefully securing their future.

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A BIG THANK-YOU

**for watching.... and watch this space for the next
phase of Discover More!**