Nationally recognised as the definitive guide to clinical nursing skills, The Royal Marsden Manual of Clinical Nursing Procedures has provided essential nursing knowledge and up-to-date information on nursing skills and procedures for over 30 years. Now in its 9th edition, this full-colour manual provides the underlying theory and evidence for procedures enabling nurses to gain the confidence they need to become fully informed, skilled practitioners.

We asked a selection of library staff who work with the NHS from across the UK, to give us their feedback about their experiences using The Royal Marsden Manual online. These are their answers.

If you are interested in using The Royal Marsden for your Hospital or Trust, or just want to find out more, please get in contact.

Contact:

Janet Broome
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Customer Profile

Name: Susan Prosser
Title: Library Services Manager at Singleton Hospital, Abertawe Bro Morgannwg University Health Board

Library Role: I am the library services manager at Singleton, and also have a cross Health Board role reviewing Library strategy, information skills training, partnership working and authentication. I am also on the NHS Wales e-library for Health service board.

How many library users are there at your institution/trust? Approximately 5000 library members.

How long has your institution been using the Royal Marsden Manual Online? Since April 2016 (We had electronic access to previous editions and also used physical copies.)

Value

Is the Royal Marsden Manual important for healthcare professionals? A message we hear back constantly is that The Royal Marsden Manual is the go-to resource for nursing staff for clinical procedures. It is the textbook that educators recommend people should be using on the ward. It is regarded as the premier resource for nurses. I feel it is regarded as such because the content is well written, evidence based, clear, and up-to-date.

What are the ways the Royal Marsden Manual is being used in your trust/institution? It is used by nurses and clinicians for clinical practice, for writing local guidelines and audits, and to educate others.

Are there any features of the online version that you or your institution find particularly valuable? We have been hard at work promoting the ability to add alerts, guidelines, comments and edit the procedures, and have set up meetings to promote those features. The feedback has been positive, people are really impressed by it.

You can visit The Royal Marsden Manual of Clinical Nursing Procedures’ site at www.rmmonline.co.uk
Opportunities

Are there other products that often get used alongside the Royal Marsden Manual?

UpToDate is used by all staff. This is a decision support tool that guides the user through the diagnosis and management of a condition, but I can’t think of anything directly comparable to the online version of the Royal Marsden Manual.

Have you promoted the Royal Marsden Manual in any way?

When it first came out, I let all my library colleagues know we had access, and we emailed nurses and heads of department, as well as putting a news item on our intranet, posters around the hospital, took part in meetings to promote it with presentations, and of course, word of mouth. The office of the Chief Nursing Officer in Wales was notified.

Is there anything that you think the Royal Marsden Manual could improve on?

I think it is an excellent product, very usable, very easy to find things in. A colleague suggested its references could go into more depth, though that might make it too wordy!

Are there any challenges that your trust/institution faces that the Royal Marsden Manual helps address?

Yes, it provides a benchmark in promoting good clinical practice. It is perceived as high quality, and evidence based, and ensures things are done the right way.

What feedback have you received from your users regarding the Royal Marsden Manual?

When the NHS Wales e Library was considering purchasing the latest online version, we had a number of emails in support, saying it is a valuable tool for nurses to support practice.
### Customer Profile

**Name:** Helga J Perry  
**Title:** Electronic Systems and Resources Librarian, University Hospital, Coventry and Warwickshire NHS Trust  
**Library Role:**  
I look after all aspects of electronic resource management, setting up trials and recommendations for those products, and making sure everything works. I need to ensure that all staff and users can get access, and have adequate training for our electronic resources.

**How many library users are there at your institution/trust?**  
We have 2500 registered OpenAthens users.

**How long has your institution been using the Royal Marsden Manual Online?**  
Subscribed to the online version from October 2015.

### Value

**Is the Royal Marsden Manual important for healthcare professionals?**  
It is important. Before we went online we used to (and we still do) have hard copies, which always have a long waiting list. The manual is considered a valuable source of information for qualified nurses and nurses in training; it's useful for allowing us to annotate and upload our own policies and procedures to it locally. It's trustworthy, which is always a good thing.

**What are the ways the Royal Marsden Manual is being used in your trust/institution?**  
We have promoted it for nursing revalidation, because it gives good practical information for nurses to use as part of their reflective practice. It is also used extensively for coursework.

**Are there any features of the online version that you or your institution find particularly valuable?**  
Being able to add our own information to the online manual. In the coming months, we will be working with clinical nurse specialists and working out a plan for using the RMM in that context. We have also found the option to add links and space to advertise forthcoming nursing educational events very useful; in fact, it would be nice to have space to add more!
Opportunities

Have you promoted the Royal Marsden Manual in any way?

To promote it internally, we used Twitter, social media and internal bulletins, QR codes on the posters so users can login using mobile devices, a colleague was also involved with a Royal Marsden webinar. We have formed a Royal Marsden interest group, and held several meetings in which we had an introduction, tips and tricks, and Q & A sessions. We are going to run another to show how to edit and add material to the online version.

Is there anything that you think the Royal Marsden Manual could improve on?

Include a facility to export images for presentations easily, as well as to export bibliographic citations.

What feedback have you received from your users regarding the Online Royal Marsden Manual?

Immediate feedback is that once they’ve seen how it works, and we’ve shown them it, they can see how useful it is. Nurses and student nurses who have tried it, like it.

Value (cont.)

What is the value to healthcare professionals of being able to access the Royal Marsden Manual via mobile devices?

It is mobile-friendly, which is an advantage for some people, but we haven’t reviewed the stats for user access routes.

Has it been a good investment?

We are intending to renew it! We have found it to be a unique resource, we also intend to put our own policies and procedures in it.

If you are interested in finding out if the manual is suitable for your hospital or Trust, please contact: jbroome@wiley.com or rwilkinson@wiley.com
Customer Profile

Name: Jo Whitcombe

Title: Academy Library Manager, University Hospital of South Manchester NHS Foundation Trust.

Library Role: Aside from managing the library and staff, I assess and acquire resources to suit the various needs of our many different user groups, whilst maintaining value for money for the organisation.

How many library users are there at your institution/trust?
4,500 (approx.)

Value

Is the Royal Marsden Manual important for healthcare professionals?

Yes, it is definitely a well-known and trusted resource for a range of health care professionals.

It is a go-to resource which provides trusted, quality information on day-to-day aspects of clinical care as well as a useful reference point when studying or writing guidelines.

What is the value to healthcare professionals of being able to access the Royal Marsden Manual via mobile devices?

The speed and ease of being able to access the information held in the RMM Online is key to its popularity. It serves as a trusted resource right across the spectrum of nursing professionals; it is useful for HCSWs and nursing students undertaking study right through to clinical lead nurses creating care guidelines and procedures.

How much is it being used?

We have healthy usage statistics for both the online and print versions that we hold.

Has it been a good investment?

I would say that it has and we would definitely be looking to renew our online subscription when the time comes.

You can visit The Royal Marsden Manual of Clinical Nursing Procedures’ site at www.rmmonline.co.uk
Opportunities

Are there other products that often get used alongside the Royal Marsden Manual?

Online resources such as NICE guidelines, Dynamed Plus and Anatomy TV seem to complement the RMM well. Additionally, staff undertaking professional study will often use teaching and reflection resources alongside the RMM to help them better understand and describe their professional practice.

Have you promoted the Royal Marsden Manual in any way?

We use inductions, presentations, posters and flyers. We also use our web pages and social media to promote our resources to potential and actual users across the Trust and partner organisations.

Is there anything that you think the Royal Marsden Manual could improve on?

Some online resources support foreign language searching, this is maybe something that can be incorporated into future online editions given the range of overseas staff we have working across the NHS. We have found that many of the new staff coming to the Trust head straight to the RMM Online, so perhaps making it a little easier for them to search could be useful from their point of view.

Are there any challenges that your trust/institution faces that the Royal Marsden Manual helps address?

There are financial challenges across the whole of the NHS right now and NHS libraries have to be shown to be procuring resources which meet user needs and therefore provide a good return on investment. This often makes it difficult to effectively manage subscriptions and resources in line with both Trust financial constraints and user needs. RMM helps us to provide quality health care information for a range of users whilst demonstrating excellent value for money.
Customer Profile

Name: Mary Hill
Title: Library Manager at the Christie NHS Foundation Trust

Library Role: My role is to maintain the smooth running of library services; ensuring that money is well spent and that the Trust gets value for the resources they buy. I also ensure that the resources meet the needs of our library patrons and the Trust board. I review the services we offer, implement ideas to develop the services we offer, whilst meeting the quality standards that are required from us as a Trust.

How many library users are there at your institution/trust?
We have around 1000 Athens users.

How long has your institution been using the Royal Marsden Manual Online?
I've been at the trust for nearly two years and the RMM has been in use at least as long as that.

Value

What are the ways the Royal Marsden Manual is being used in your trust/institution?
It's being used a lot and we're looking at how we can exploit it further. Student nurses definitely all refer to it a lot in their training and professional nurses definitely use local procedures outlined in the Royal Marsden.

Are there any features of the online version that you or your institution find particularly valuable?
We have started adding our own procedures to it. At first this was greeted with slight apprehension, but the nursing quality team is really happy and values the Trust for putting all their procedures in one place, enabling us to monitor it much more effectively than has been done in the past.

Why were they apprehensive about it?
I think it’s because they were worried as to who could see the procedures and if the nurses would know which were ours. They were worried if they put on the actual procedures as a pdf or word document, that they might end up with 2 versions available and there would be problems keeping them up to date.

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Opportunities

Are there other products that often get used alongside the Royal Marsden Manual?

Mostly the NICE website.

Have you promoted the Royal Marsden Manual in any way?

We have promoted the RMM in general by sending emails, including information on our signatures when we send emails out, and we have notices dotted around the Trust.

Are there any challenges that your trust/institution faces that the Royal Marsden Manual helps address?

The RMM provides a better systematic approach for monitoring procedures, which will be really useful once we’ve added all of our own procedure. The library staff can alert people when they need to review a procedure. Previously this was done by a nurse so it is taking work load off of a busy nurse. The library staff have taken over that administrative role.

What feedback have you received from your users regarding the Online Royal Marsden Manual?

They liked the clear layout of the added procedures and it’s been easy to add them. Nurses went from wanting them to just put a link in to being quite happy about putting in the whole document.

Value (cont.)

What is the value to healthcare professionals of being able to access the Royal Marsden Manual via mobile devices?

The Trust hasn’t exploited this yet. I’m not sure that people know they can access it via their mobiles, but I would like more info about it.

How much is it being used?

Usage has improved since I’ve been here (1.5 years). March 2015 saw 278 section requests and now, (September 2016), we’re nearly up to 400. This increase is predominately due to promotion.

Has it been a good investment?

Yes. Value for money? Definitely!

If you are interested in finding out if the manual is suitable for your hospital or Trust, please contact:

jbroome@wiley.com or rwilkinson@wiley.com