

## Please can you tell us of a specific instance where you used the literature search results to good effect?

*"Literature search to help produce departmental guidelines for management of patients with MRONJ" 10/07/2017*

*"This is still on-going but it will be used to further my and colleagues' knowledge in order to explore our position concerning a particular therapy, but also to formulate an approach that could also be beneficial to our patient group and staff members" 10/07/2017*

*"Provided the background for a case report submitted to an international conference" 07/07/2017*

*"At clinics when dealing with pts" 07/07/2017*

*"To facilitate publication" 11/04/2017*

*"Articles located by literature search were critically analysed as part of an academic essay in order to discuss the benefits of a change in clinical practice" 11/04/2017*

*"Prepared a presentation which was used for staff teaching" 07/03/2017*

*"Guidance for quality improvement project in niche area of dermatology" 15/11/2016*

*"This is still ongoing. At the reading stage" 01/09/2016*

## What did we do well?

*"Very helpful! Stephen Woods got back to me within a few minutes/hours each time I sent an email" 10/07/2017*

*"The amount of literature returned" 10/07/2017*

*"It was a great submission [case report submitted to an international conference] - unfortunately it was not accepted. 07/07/2017*

Search 07/07/2017

*"Prompt, efficient, helpful, good explanation of search strategy"*  
11/04/2017

*"Timely and efficient literature search on my behalf and obtained full journal articles for me which greatly saved me valuable time"*  
11/04/2017

*"Very prompt reply with required information"* 07/03/2017

## How can we do better?

*"Very efficient service. Cannot recommend this highly enough. Will certainly be using again. Perhaps the only area for development may be sending a copy of the PDF file of the paper, rather than a link. As for some of the articles even with a correct link ProQuest didn't always work."* 10/07/2017

*"Really exceeded expectations, nothing comes to mind to improve"*  
07/07/2017

*"No comments"* 07/07/2017

*"Nothing"* 11/04/2017