

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

*"The searches for the BASHH VVC guideline were very professionally done and acceptable to NICE and BASHH and will help us writing the guideline"* 22/05/2018

*"Use for developing patient pathways who have mesh complications"* 09/05/2018

*"For developing my knowledge in a new speciality"* 18/11/2017

*"Preparation of literature review for 'journal club'"* 06/09/2017

*"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

## What did we do well?

*"Everything! You came around to our meetings, you helped to tweak the search terms and searches, you did a few test runs and finally cleaned the results off duplicates. Perfect service!"* 22/05/2018

*"Specific and timely reply"* 05/09/2018

*"Quick in responding and good amount of quality research"* 18/11/2017

*"Prompt provision of required literature"* 06/09/2017

*"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*

## **How can we do better?**

*“You don't need to! Just keep doing as well as you do!” 22/05/2018*

*“NA” 05/09/2018*

*“Nil” 18/11/2017*

*“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*