

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

"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

"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

What did we do well?

"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

*"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

H/ow can we do better?

"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

"Nothing" 11/04/2017