

# NHS Survey Report 2011

## Summary of results of NHS user satisfaction survey

April 2011

## St. George's Library NHS Library Services User Survey 2011

### 1. Introduction

St. George's Library provides a multidisciplinary library service to NHS staff and healthcare students in South West London. The library aims to provide high quality knowledge and evidence support for clinical decisions, healthcare planning and commissioning, research and lifelong learning.

The service is available to all staff from the following Trusts: St. George's Healthcare Trust (including Community Services Wandsworth), South West London and St. George's Mental Health Trust, NHS Wandsworth. In addition, NHS staff from the following organisations are also able to access our services: NHS Croydon, NHS Kingston, NHS Richmond and NHS Sutton and Merton.

This document reports on the findings of a survey of NHS users and non-users carried out in Spring 2011. This survey complimented the 2011 LibQual survey of our student user groups that ran at the same time, and will help us plan and shape our strategic and operational plans for future services to healthcare staff across South West London.

This year we received a total of 109 responses. This equates to 3% of the total NHS library membership in April 2011.

64.2% respondents were from St. George's Hospital with South West London and St. George's Mental Health Trust and Community Services Wandsworth making up 22.9 % of total respondents.

Nursing or allied health staff were the highest response group with 44% of the returned surveys being from people in these roles.

Encouragingly 95.4% of all respondents either agreed (51.4%) or strongly agreed (44%) with the statement that St. George's Library overall provided them with a good service.

Sections 3-9 below break down these overall figures to give a more detailed overview of how our respondents perceive our resources and services. Having recognised areas where we can improve, the final section lays out an action plan addressing the issues raised in carrying out this survey.

## 2. Survey Methods

The survey questions were mostly based on Likert style scales (ranging from very satisfied to very dissatisfied), alongside some multiple choice questions. In order to gain a further insight into our users' opinions, we also offered the opportunity for users to add their own additional comments about **library stock and services, staff, environment** and **suggested improvements**. See Appendix 1 for a copy of the questions asked.

An online survey was carried out from 21<sup>st</sup> March -11<sup>th</sup> April 2011 using the Survey Monkey web-based software. Using an online survey had the advantage of being able to reach a wider audience than a printed survey.

The survey was publicised via email mail shots and reminders to current NHS Athens password holders; adverts in e-word and e-G the weekly email staff bulletins of St Georges HealthcareTrust and NHS Wandsworth; posters to wards and clinics; and notices on our NHS intranet pages and library website and blogs. We also posted information on our Library Facebook (<https://www.facebook.com/pages/SGUL-Library/>) and Twitter (@sgullibrary) pages.

### 3. Information Usage and needs

As well as gaining a measure of how satisfied our NHS users are with the Library service, this survey also sought to understand what motivates NHS staff to utilise the Library services and resources. We also wished to discover to what extent our services support these key activities. Question 6 aimed to ascertain this information;

The options centred around 3 areas: 1) supporting NHS core business; patient care and evidence based practice, 2) supporting education, training and life-long learning, and 3) support for research and publication. Respondents were allowed to select all choices that applied to them.

#### *Supporting NHS Core Business*

Questions under this category were intended to measure how far our services support NHS core business in terms of improving patient care through the use of the best available evidence. Indeed, over 80% of respondents said they have used library-provided information resources specifically for the purpose of improving patient care and facilitating evidence based practice. In terms of setting standards, writing guidelines and conducting clinical audits, 40.7% have used Library resources for this purpose, and 39% have used them for planning or service development decisions

#### *Supporting education, training and life-long learning*

Supporting life-long learning in the NHS has always been a central function of Library services. As a reflection of this, over 81% of respondents said they had used the resources for professional training and education; and 74% have used the Library to aid lifelong learning. Similarly, 70.4% selected preparing for teaching or presentations as a reason to use learning resources.

#### *Support for research and publication*

52% of the sample group have utilised library resources to assist with report writing or publication, and 50% (up from 23% in the last survey) cited research as a motivating factor. More specifically, nearly 31% have engaged with library services for systematic review preparation

### 4. Satisfaction with Library Services

Question 2 asked the users how satisfied they were with a range of key services including our literature searching/CARES service, information skills training, photocopying and printing, PC access and the library website and NHS intranet sites (STGH and CSW). A detailed breakdown of responses follows.



### *Literature Searching/CARES*

Librarians are experienced searchers, and are able to quickly locate evidence-based information from a variety of quality resources. Consequently, carrying out research to answer enquiries is one of the ways that information professionals can help inform clinical decision-making and service planning.

The library has carried out hundreds of such information searches for NHS staff as part of its free literature search service CARES (Clinical And Research Enquiry Service, online request form available at <http://www.cares.sgul.ac.uk>). Encouragingly, over 74% of staff who had used CARES were either very satisfied (30.6%) or satisfied (43.5%) with the service. However, 22% selected the “don’t know” option which could signify a lack of awareness of the service. Fewer than 4% were dissatisfied with the service.

### *Information Skills Training*

The majority of respondents, 53.7%, were satisfied with the training on offer, and a further 26% were “very satisfied”. One respondent was dissatisfied, and 19.4% did not know, or felt unable to comment about the library's information skills training programme.

### *Photocopying and Printing*

Over 71% are very satisfied or satisfied with the photocopying and printing facilities, with only 1% expressing dissatisfaction (down from 11.9% in the last survey).

### *Computing Facilities*

There are three computer rooms open 24 hours a day. 53.2% of the users surveyed said they were satisfied with the provision, and a further 20% stated that they were very satisfied. 7.35% were dissatisfied, and 19.3% selected “don’t know” as their answer.

### *Interloans*

St. George's Library can supply non-held books and journal articles through its interloans service. NHS staff are entitled to up to 10 free requests per annum. Over 70% of users of this service were satisfied or very satisfied. 1 respondent was dissatisfied and 28.7% did not know about this service.

### *Library Website and Library Trust Intranet Sites*

The library's internet site is available from any computer connected to the internet at <http://www.sgul.ac.uk/about-st-georges/services/library> sign-posting users to our resources and services. The Library also has a presence on the STGH intranet, and CSW Staff Room, the equivalent portal for Community Services Wandsworth staff. Most people who answered the survey (70%) were satisfied or very satisfied with the internet/intranet sites. 17.4% responded with don't know, and a total of 5.5% were dissatisfied to some degree.

### *Alerts/Health E-news bulletin*

Another component of the CARES literature search service is the ability for users to have email alerts set up on a variety of clinical or academic topics. We also send out Health E-News, a weekly bulletin of summaries of health policy news. 61.3% were either satisfied or very satisfied with these value-added services. 34.9% of respondents did not know about these services, and 4 people said that they were dissatisfied or very dissatisfied with them.

### *Opening Hours*

85.5% of survey responders are satisfied with the library opening hours. (Which have, in fact increased since the survey took place.)

## **5. Electronic Resources Used by NHS Staff**

Question 10 asked which electronic resources were used by NHS staff. This question was to enable us to see how our users are seeking online information to support their jobs.

Again, encouragingly, the NHS Healthcare databases (via Athens) received the most responses with 82.6% of users accessing them, closely followed by general search engines/Google (80.7%). 61.5% of respondents favoured PubMed, the free version of Medline.

The Department of Health website was used by 71.6% of all respondents which is slightly down than on previous years however there is an increased use of NHS Evidence as a search engine with nearly half of all respondents having accessed this site (47%)

NHS or other electronic journals were used by 76.11% and 49.5% of respondents, respectively, an increase from our previous 2008 survey.

NHS e-resources can be accessed via a number of routes. 62.4% used the library website as the main launch-pad to these resources, whilst 31.2% used the library's presence on the Trust intranet pages. This is encouraging as the library has little access to usage statistics from these services.

Several other favourite sites that we had not listed were cited by respondents, including other University resources, the Cochrane Library, NICE's own website and the RCN's webpages showing an increased awareness of online resources in general.

However, some respondents were still less than happy with using online resources reporting that they were "inaccessible" or "confusing" to use

## **6. Satisfaction with Library stock and resources**

Question 4 looked at satisfaction levels with library stock and resources such as healthcare databases, NHS electronic journals, University electronic journals, books, reports and DVDs, electronic books and printed journals.

### *Healthcare databases*

86% of respondents said that they were either satisfied or very satisfied with the range of healthcare databases made available. This is an increase of 6% from our previous survey in 2008. However, 11% were unaware of these databases and a further 2% were dissatisfied with the resource, which indicates that we still need to improve on our



marketing and promotion of these databases to our NHS staff.

### *NHS Electronic Journals*

NHS staff have access to nearly 3,000 healthcare journals via an Athens password at <http://www.library.nhs.uk/booksandjournals/journals/>

82% of users said they were either satisfied (59%) or very satisfied (27%) with the provision of NHS electronic journals. Again this is a marked improvement (c20%) since the previous survey. However, 16% were either dissatisfied (12.3%) or very dissatisfied (3.4%) with the range of journals available to them via their NHS Athens password. A further 7% were unaware of the journals which again tells us we need to step up our communications about these key resources. NHS electronic journals were the subject of most free-text comments about how services could be improved. This will be discussed more fully later in this report.

### *University Electronic Journals*

NHS staff have 'walk-in' access to HE-licensed material on-site in the library or when attached to any computer on the University IT network. 72% were either satisfied (52.3%) or very satisfied (19.6%) with the University electronic journals. 22% however remained unaware of this walk-in access to additional journals, and a further 5% were dissatisfied in some way with them. Again, we recognize the need to further publicise the resources available to NHS staff to improve this perception.

### *Books, reports and DVDs*

We wanted to know staff views on the collection of books, DVDs and reports the library gathers and maintain. Responses showed that 73% were satisfied (56.5) or very satisfied (16.7%) with the physical library loan collection. 20% however responded that they were unaware of this resource which suggests that many of our respondents are more familiar with our online resources. This bias can be explained by the fact that we publicised this survey to our Athens users, many of which may be remote users who never have cause to visit the Library itself.

### *Electronic books*

While the previous section suggests that many of our respondents may rely heavily on our electronic resources, the survey reveals that e-books remain underused. Just under half of our respondents (49.5%) were unaware of the 400+ ebooks available to them via their Athens password. Of the respondents who do use them however 47% were either satisfied (33.3%) or very satisfied (13.3%) with the electronic books available showing the potential of this resource. It is recognised from this report therefore that there is a strong need to further publicise the availability of this collection.

### *Printed journals*

In this digital age, while journal back files are still being converted into electronic format, print journals still remain a popular traditional library resource. 76% were either happy (59.3%) or very happy (16.7%) with the continued provision of print journals. Only 3% expressed dissatisfaction with the range of journals available, this means that 21% of Library users were not aware or did not use this resource perhaps indicating a general move towards electronic journals.

## 7. Satisfaction with Library environment

Question 8 examined level of satisfaction with the Library space itself. The majority of respondents, 82.5 %, said they were either satisfied or very satisfied with the library environment. Those who felt dissatisfied with the service and wished to comment were encouraged to do so. 16 responses were submitted including:

“could do with screened off individual work areas. I like to study alone and having people opposite or next too me is sometimes distracting when they get up and move around.”

“The library would feel better if it had a design makeover. A fantastic job has been done with the main entrance..why can this not be extended to cover the entire ground floor? You walk up to the entrance and it looks very modern and bright..but then a few steps in and it looks very different.”

“Too open plan and can be alot of chatting from other users.”

“Often too noisy in quiet study areas and computer rooms. Many people use mobile phones in these areas”

“Computer room very noisy. I found the library too cold to sit in for an extended period over winter. The air-conditioner seemed to be blasting out cold air despite being in the middle of winter. Even with a winter coat, it was unbearable, so left”

## 8. Satisfaction with library staff

Question 7 examined user opinions of library staff. 94.5% of respondents stated that they were satisfied (29.4%) or very satisfied (65.1%) with the helpfulness of library staff representing a 6.5% improvement since our last survey in 2008. 2% of respondents were less happy with the help provided by library staff while 4% declined to comment, again possibly due to remote users filling out the questionnaire.

This was another area where we asked for further feedback and some of the responses are included below. As the statistics above would suggest the majority of the comments reflected a good experience:

“I greatly valued the one on one sessions for training. I also had a second session to iron out problems I was having. The librarian was very patient and was able to give me the required skills and the confidence to keep trying. Much appreciated.”

" the staff are always helpful."

“The staff are lovely. Always helpful and very patient.”

"I currently have no suggestions for improvement other than to keep the current

high level of service, helpfulness and friendliness”

However, unfortunately there were some exceptions to this. It is to be hoped that we can continue to improve our customer service over the coming months to avoid further experiences such as this;

“There were times as a first time user i felt i was a burden in asking how to operate the search on the computers and then for the photocopying. the body language implied it was too much effort by some staff. On the other hand, there was one lady in a side room who was very helpful and explanatory. i took it for granted that all the library staff would be the same! “

“a small minority of librarians get really agitated when asked a question and they lack communications skills and are generally unfriendly”

## 9. User Suggested Improvements to Library services

Question 12 asked respondents to list a single improvement to library services, and received a total of 45 comments.

In Question 3 we asked for free text comments and ideas on our services and how we could do better: 35 comments were made. Similarly, Question 5 asked for suggestions on how we could develop our resources if users were in anyway dissatisfied: 33 comments were received.

When analysed, these 113 cumulated comments could be streamed into the following themes:

- Access to more electronic journals via NHS Athens
- Improved physical stock in selected specialist areas
- More promotion and advertising of library services and resources to NHS staff
- A more studious atmosphere in the library
- More or improved computing facilities
- Improved photocopying and printing
- More training on offer for NHS users
- Longer opening hours
- Improved joining information for new users
- An online enquiry service for remote users
- Mobile applications for library information

A sample of comments include

“Would like access to more journals on the NHS login - can't get the Lancet or NEJM”

“I should like to be able to access more journals from my desktop computer, I should like my SpRs to have a medical school Athens access”



“Book stocks are old. Need newer stock”

“Need electronic journal training but need it to be at Queen Mary's”

“A re-vamp of the way the library looks would be very good...a more modern feel (which extends beyond the entrance) is for me personally a very big improvement for the people who use the library”

“Provision of individual work rooms, where you can concentrate without disturbance”

“Better behaviour from users in the computer rooms”

“More NHS computers”

“Can never find a free computer!”

“I only have one issue and that there are not enough printers and you can end up waiting for things to come out.”

“Critical appraisal courses or research skills courses

“An idiots guide on how to use/ access the on line services. I would use services more if I was aware of all that was on offer and how to access it electronically”

“It would be fantastic if the library was open for longer than it is currently.”

“able to interact with staff while at home through the internet”

“iPhone applications for downloading library stuff!

## 10. Action points

Taking each of these main themes as action points we would like to outline recent changes and plans for the future that will address these issues

- Access to electronic journals via NHS Athens

It has been announced that from 4<sup>th</sup> January 2012 the Lancet will be available electronically to all NHS staff via Athens. The latest online editions will be available alongside back copies of the past 4 years.

Launched in November 2011, our new [Knowledge Update service](#) is intended to be an aid to our users in finding latest evidence updates in their own specific specialty or field. At the same time the colour coded site shows people how to access the resources they are interested in. (Whether via Athens, or other route.) Set up using Netvibes (<http://www.netvibes.com>) the site is freely available on the internet and also gives links to ebooks, databases and Library services. Knowledge Update is available at <http://www.netvibes.com/knowledgeupdate#welcome>

- Improved physical stock in selected specialist areas

The NHS Liaison team is refreshing the book stock by targeting areas where titles are more than 10 years old.

- More promotion and advertising of library services and resources to NHS staff

The NHS Liaison team now run a monthly "Pop Up Library" which aims to bring library services to those who don't have the time to visit the Library and to raise awareness amongst staff who might not be aware of our services. This service is advertised across the trust and aims to help with everything from library registration, help with Athens and accessing resources right through to help and advice on more complex literature searching. So far the Library has visited the reception in Atkinson Morley but sessions in the canteen and in the foyer in Grosvenor wing are planned for 2012.

- A more studios atmosphere in the library

Summer 2012 will see phase 2 of the Library's refurbishment being completed. Please watch Library webpages/blog for further information.

- More or improved computing facilities

This will be encapsulated in the refurbishment plans. We would hope to increase our capacity by providing more space for laptops in the library.

- Improved photocopying and printing

September 2011 saw the implementation of new printers/photocopiers across the whole University including the library and computer rooms. These multi-functional devices provide photocopying, scanning and printing in one machine. NHS Users' printing accounts are linked to their Library ID, which allows users to log in to a Library computer, send items to print and then release their print jobs from any of the 5 printers in the Library. Print jobs are released by logging into the printer with Library username and password.

Users can also now top up their printing balance online at <https://printpayments.sgul.ac.uk/> as well as at the Library helpdesk

Colour printing and photocopying is now available in the Library and computer rooms.

<b>Charges</b>	<b>A4</b>	<b>A5</b>
B&W	4p	7p
Colour	14p	21p

- More training on offer for NHS users

The Library runs a range of information literacy sessions, including a weekly introduction to databases, regular Evidence based resources, Pubmed and Critical appraisal course. See full programme and dates on the library website's training pages <http://www.sgul.ac.uk/about-st-georges/services/library/training/information-skills-1>

We are happy to arrange bespoke sessions for groups and individuals who cannot make our advertised times.

However the responses to this survey show that there is a need to publicise these services to our users. We hope that our new Pop Up Library service will increase awareness of our library services across the trust.

We also intend to increase our presence at trust events to ensure our services are advertised more

widely.

We are currently piloting a taught information literacy skills course with a group of neonatal nurses. We hope to offer this course to groups across the trust later in the year.

- Longer opening hours

From mid 2011 the Library opening hours changed. We now offer longer opening hours in the evenings and at weekends.

The Library opening hours are

Mon-Fri 8am-11pm\*

Sat, Sun 9am-9pm

\*Please note that staffed hours are from 8am -6pm Monday to Friday. Outside of these hours the Library operates as self-service only.

- Improved joining information for new users

Since changing the opening hours we have been sending welcome emails to new users detailing how to get a username and password, times when staff are available to help and advise, and where to go to for further help.

We attend fortnightly trust inductions and hand out Library information packs to attendees. All attendees with a valid email address receive follow up welcome emails from the Library detailing the services we have available for NHS staff.

- Mobile applications for library information









In response to increased use of mobile technologies to access the web and other resources we have created a mobile resources page that acts as an introduction to using mobiles in this way and provides some useful links to mobile webpages and apps. The page can be viewed at <http://www.sgul.ac.uk/about-st-georges/services/library/databases/resources-on-your-mobile-phone>

We also have a “mobile technologies” week scheduled for February 2012. During this week we will be staffing a stand outside the Library in order to answer users’ questions on how to get the most out of their mobile device.

## Appendix 1 Survey Summary and Questions

### St. George's Library NHS Library Services User Survey 2011



1. How did find out about St. George's Library services?			
		Response Percent	Response Count
Trust or departmental Induction		55.0%	60
Colleague		9.2%	10
Trust intranet		3.7%	4
University intranet		7.3%	8
Library website		3.7%	4
Leaflets or posters		0.9%	1
Emails		2.8%	3
Didn't know about the library		0.0%	0
Can't remember		17.4%	19
<b>answered question</b>			<b>109</b>
<b>skipped question</b>			<b>0</b>

## 2. How satisfied are you with NHS Library services? Which of the following best describes your views?

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Response Count
Literature searching/CARES service	30.6% (33)	<b>43.5% (47)</b>	3.7% (4)	0.0% (0)	22.2% (24)	108
Information skills training	25.9% (28)	<b>53.7% (58)</b>	0.9% (1)	0.0% (0)	19.4% (21)	108
Photocopying and printing	23.4% (25)	<b>47.7% (51)</b>	0.9% (1)	0.0% (0)	28.0% (30)	107
Computing facilities	20.2% (22)	<b>53.2% (58)</b>	7.3% (8)	0.0% (0)	19.3% (21)	109
Interloans/document delivery service	33.3% (36)	<b>37.0% (40)</b>	0.0% (0)	0.9% (1)	28.7% (31)	108
Library website/intranet pages	22.9% (25)	<b>54.1% (59)</b>	4.6% (5)	0.9% (1)	17.4% (19)	109
Alerts/Health E-news current awareness	23.8% (25)	<b>37.7% (40)</b>	1.9% (2)	1.9% (2)	34.9% (37)	108
Opening hours	38.0% (41)	<b>47.2% (51)</b>	2.8% (3)	0.0% (0)	12.0% (13)	108
					<b>answered question</b>	<b>109</b>
					<b>skipped question</b>	<b>0</b>

## 3. Your ideas, suggestions or any other comments about current library services or future services you'd like to see would be welcomed.

	Response Count
	35
	<b>answered question</b> <b>35</b>
	<b>skipped question</b> <b>74</b>











**4. How satisfied are you with our stock and resources? Which of the following best describes your views?**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	Response Count
Healthcare databases	27.5% (30)	<b>58.7% (64)</b>	1.8% (2)	0.9% (1)	11.0% (12)	109
NHS electronic journals	27.4% (29)	<b>50.0% (53)</b>	12.3% (13)	3.8% (4)	6.6% (7)	108
University electronic journals	19.6% (21)	<b>52.3% (56)</b>	4.7% (5)	0.9% (1)	22.4% (24)	107
Books, reports and DVDS	16.7% (18)	<b>56.5% (61)</b>	6.5% (7)	0.0% (0)	20.4% (22)	108
Electronic books	13.3% (14)	33.3% (35)	2.9% (3)	1.0% (1)	<b>49.5% (52)</b>	105
Printed journals	16.7% (18)	<b>59.3% (64)</b>	2.8% (3)	0.0% (0)	21.3% (23)	108
					<b>answered question</b>	<b>109</b>
					<b>skipped question</b>	<b>0</b>





**5. If you are in any way dissatisfied with the choice of resources or have ideas on how we could improve our service, please let us know.**

	Response Count
	33
<b>answered question</b>	<b>33</b>
<b>skipped question</b>	<b>76</b>

**6. How do you use the information provided by NHS Library services? Please tick all that apply.**

		Response Percent	Response Count
Improving patient care/evidence based practice		80.6%	87
Planning and service development/decision-making		38.9%	42
Lifelong learning		74.1%	80
<b>Professional training and education</b>		<b>81.5%</b>	<b>88</b>
Preparing for teaching/presentations		70.4%	76
Writing reports or publications		51.9%	56
Setting standards/audit/guidelines		40.7%	44
Systematic reviews		30.6%	33
Research		50.0%	54
Don't Use		2.8%	3
	Other (please specify)		6
		<b>answered question</b>	<b>108</b>
		<b>skipped question</b>	<b>1</b>

### 7. How satisfied are you with the helpfulness of Library staff?

		Response Percent	Response Count
Very satisfied		65.1%	71
Satisfied		29.4%	32
Dissatisfied		1.8%	2
Very Dissatisfied		0.0%	0
Don't Know		3.7%	4

If you are dissatisfied with library staff in anyway how can we improve our service?

5






answered question

109

skipped question

0

### 8. How satisfied are you with the Library environment (for example study space, facilities, temperature, ambience)?

		Response Percent	Response Count
Very Satisfied		33.9%	37
Satisfied		48.6%	53
Dissatisfied		6.4%	7
Very Dissatisfied		1.8%	2
Don't Know		9.2%	10

If you are dissatisfied with the library environment please give us your comments below:

16

answered question







109

skipped question






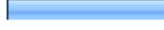



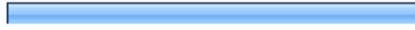
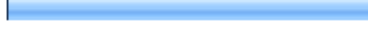


0







**9. How often do you use NHS Library services remotely? (for example, NHS Athens databases and ejournal resources, using the library website or intranet pages and catalogue, phone calls, emails).**

		Response Percent	Response Count
Several times a week		15.6%	17
Once a week		22.9%	25
More than once a month		19.3%	21
Once a month		11.9%	13
Less than once a month		25.7%	28
Never		4.8%	5
Please add any comments you may have about remote access to library services			18
<b>answered question</b>			<b>109</b>
<b>skipped question</b>			<b>0</b>

### 10. Which Electronic Resources have you used? Tick all that apply









		Response Percent	Response Count
Healthcare databases (Medline, Cinahl etc) via Athens website		82.6%	90
NHS electronic journals via Athens website		76.1%	83
Other electronic Journals (for example, through professional body, freely available)		49.5%	54
St. George's Library website		62.4%	68
University intranet library pages		13.8%	15
Trust intranet library pages		31.2%	34
HILO website ( <a href="http://www.hilo.nhs.uk">http://www.hilo.nhs.uk</a> )		11.9%	13
NHS Evidence website ( <a href="http://www.evidence.nhs.uk">http://www.evidence.nhs.uk</a> )		47.7%	52
NHS Evidence Health Information Resources website ( <a href="http://www.library.nhs.uk">http://www.library.nhs.uk</a> )		34.9%	38
General search engines/Google		80.7%	88
Department of Health website		71.6%	78
Intute subject gateway		4.6%	5
PubMed		61.5%	67
	Other (please specify)		6
		<b>answered question</b>	<b>109</b>
		<b>skipped question</b>	<b>0</b>

### 11. Overall, the library provides a good service to me?

		Response Percent	Response Count
Strongly Agree		44.0%	48
Agree		51.4%	56
Disagree		2.8%	3
Strongly Disagree		0.0%	0
Don't Know		1.8%	2
<b>answered question</b>			<b>109</b>
<b>skipped question</b>			<b>0</b>

### 12. Which single improvement to the library and its services would be most useful to you?

	Response Count
	45
<b>answered question</b>	<b>45</b>
<b>skipped question</b>	<b>64</b>

13. Which South West London NHS trust do you belong to?			
		Response Percent	Response Count
NHS Croydon		5.2%	19
NHS Kingston		1.7%	6
South West London and St. George's Mental Health Trust		13.8%	50
St. George's Healthcare Trust		65.2%	236
St. George's Healthcare Trust-Community Services Wandsworth Division		1.4%	5
NHS Richmond and Twickenham		0.8%	3
NHS Sutton and Merton		2.2%	8
NHS Wandsworth		9.7%	35
answered question			362
skipped question			0

#### 14. What is your job role? Click on the drop-down menu.

	Response Percent	Response Count
Admin or Managerial Staff	7.7%	28
Allied Health Professional	16.0%	58
Consultant	9.7%	35
Dental Staff	0.6%	2
Junior Doctor	13.8%	50
General Practitioner	2.5%	9
Estates and Facilities Staff	0.0%	0
<b>Nurse/Midwife/Health Visitor</b>	<b>34.3%</b>	<b>124</b>
Other	2.8%	10
Paramedic/Ambulance Staff	0.3%	1
Pharmacist	3.0%	11
Scientific or Technical	5.5%	20
Social Services/Social Care	0.8%	3
Support Staff (HCA, Therapy Assistants, Operating Theatres Assistant etc)	1.7%	6
Student on Placement	1.4%	5
	<b>answered question</b>	<b>362</b>
	<b>skipped question</b>	<b>0</b>

#### 15. What is your department or specialty?

	Response Count
	330
	<b>answered question</b>
	<b>330</b>
	<b>skipped question</b>
	<b>32</b>