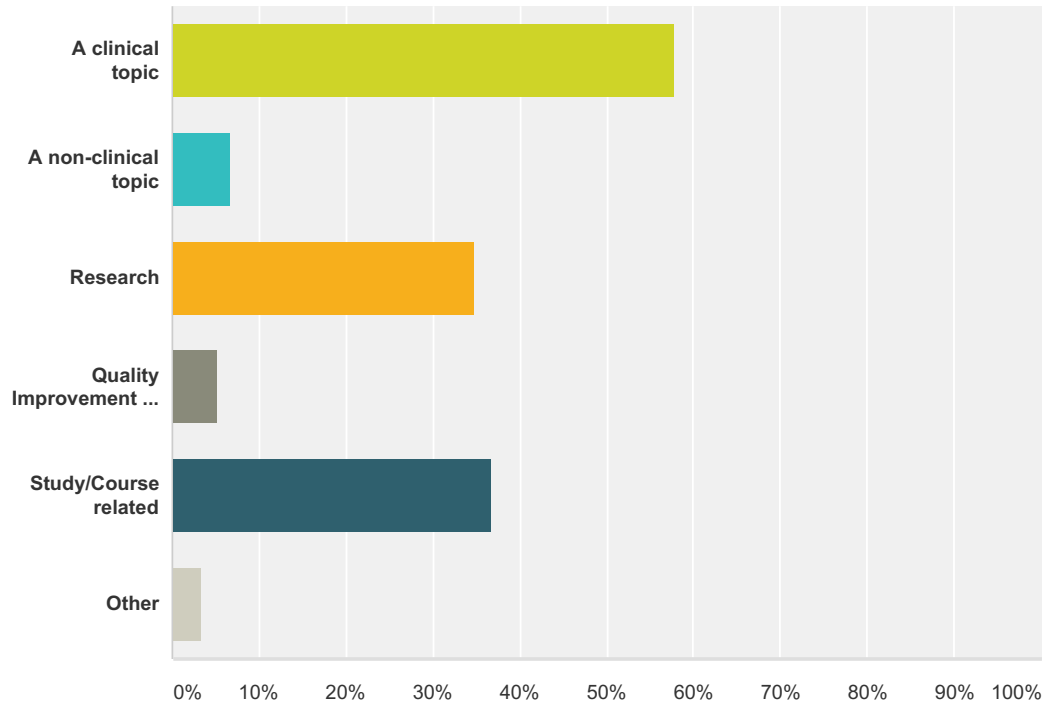


Q1 What was the reason for your last visit or contact with Hampshire Healthcare Library Service (HHLS) ? Please tick all that apply.

Answered: 152 Skipped: 0



Answer Choices	Responses
A clinical topic	57.89% 88
A non-clinical topic	6.58% 10
Research	34.87% 53
Quality Improvement / Audit	5.26% 8
Study/Course related	36.84% 56
Other	3.29% 5
Total Respondents: 152	

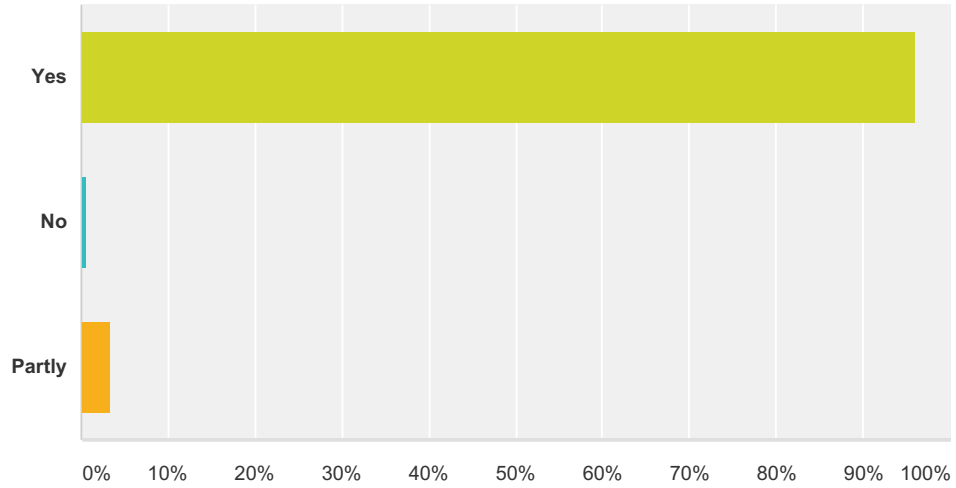
#	Other (please specify)	Date
1	Support for Medical Undergraduate Psychiatry students Education	7/14/2015 8:52 AM
2	Provided talk and support for training event we were running	7/9/2015 8:39 AM
3	Seeking support for Kintampo Project workers	7/8/2015 9:09 AM
4	For publication information	7/8/2015 9:09 AM
5	I using the books from library for study and improving my professional level in learning desability area.	7/7/2015 7:23 PM

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6	Suport post graduate education	7/6/2015 3:33 PM
7	to join the library!	7/6/2015 1:49 PM

**Q2 Did the HHLS library service provide the information you needed on this occasion?
Tick one box only.**

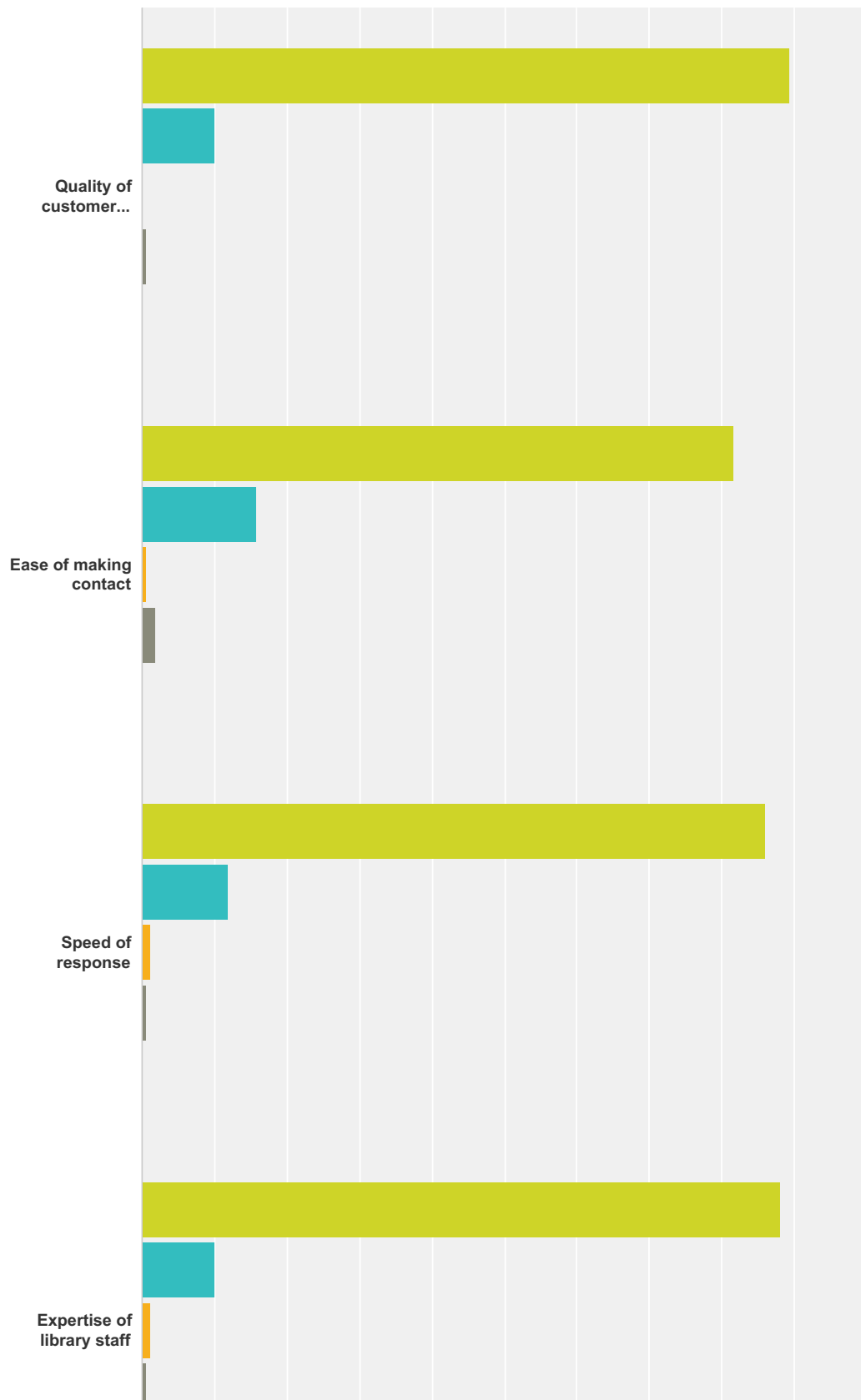
Answered: 152 Skipped: 0



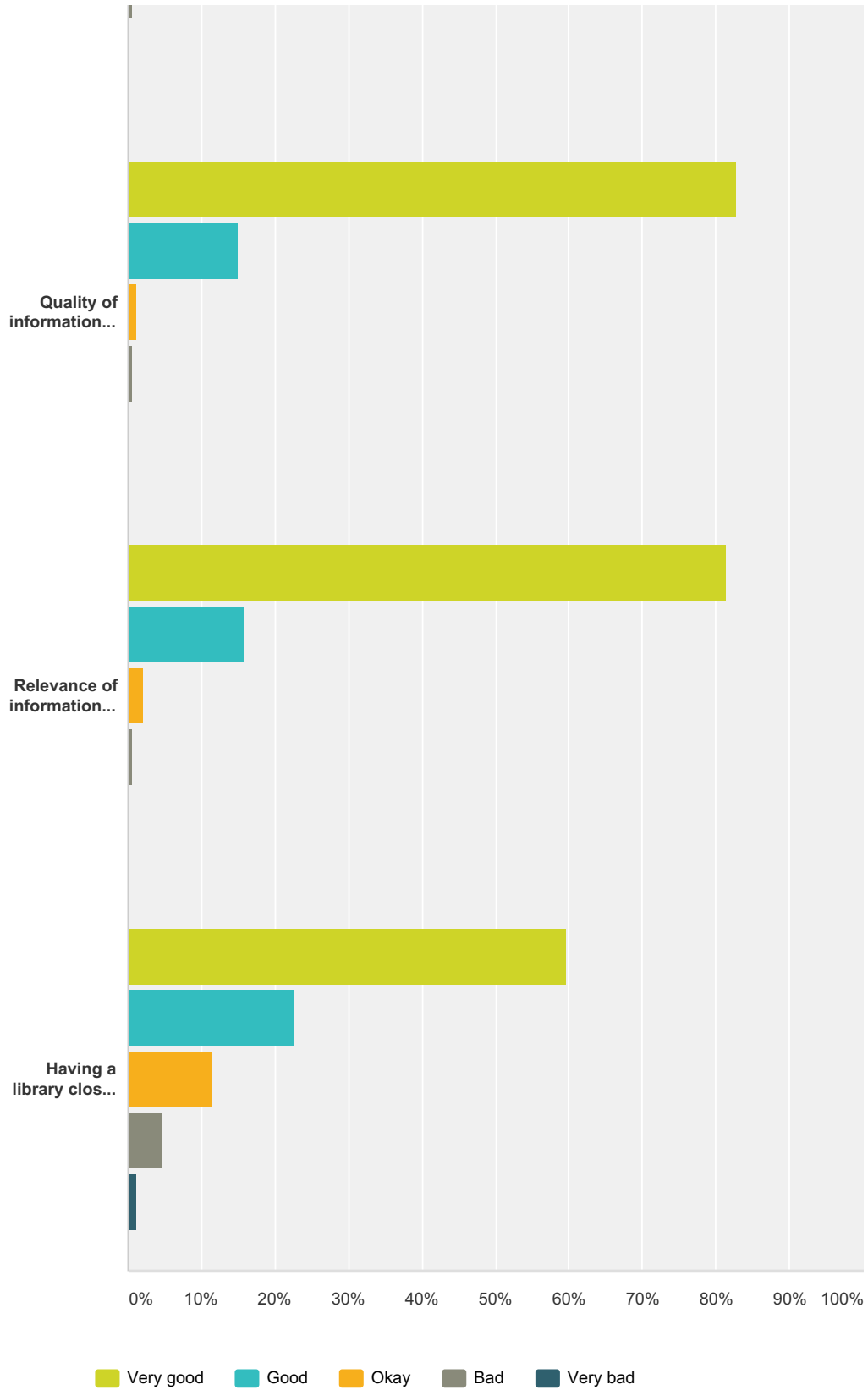
Answer Choices	Responses	
Yes	96.05%	146
No	0.66%	1
Partly	3.29%	5
Total		152

Q3 Please rate the following aspects of service provided by HHLS

Answered: 152 Skipped: 0



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	Very good	Good	Okay	Bad	Very bad	Total
Quality of customer service	89.40% 135	9.93% 15	0.00% 0	0.66% 1	0.00% 0	151

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Ease of making contact	81.58% 124	15.79% 24	0.66% 1	1.97% 3	0.00% 0	152
Speed of response	86.09% 130	11.92% 18	1.32% 2	0.66% 1	0.00% 0	151
Expertise of library staff	88.08% 133	9.93% 15	1.32% 2	0.66% 1	0.00% 0	151
Quality of information provided	82.89% 126	15.13% 23	1.32% 2	0.66% 1	0.00% 0	152
Relevance of information provided	81.46% 123	15.89% 24	1.99% 3	0.66% 1	0.00% 0	151
Having a library close to where you work	59.73% 89	22.82% 34	11.41% 17	4.70% 7	1.34% 2	149

HHLS Library Feedback June 2015 SHFT

Q4 Please suggest at least one improvement we could make to the HHLS library service

Answered: 79 Skipped: 73

#	Responses	Date
1	Unable to think of a specific improvement, but maybe locally continue to promote physical existence on site and surrounding local area.	7/14/2015 8:52 AM
2	None - i have always found the staff to be very helpful when i use the library, which is generally when i am doing a course/training	7/13/2015 3:39 PM
3	Can't think of any - works great as a healthcare library.	7/13/2015 12:50 PM
4	works well for me, struggle to identify one!	7/13/2015 12:19 PM
5	PLEASE keep our excellent library service. They are so responsive and helpful	7/13/2015 11:50 AM
6	I don't visit a library, just use contact via email.	7/12/2015 4:33 PM
7	I would like to see more e-books in HHLS	7/12/2015 8:32 AM
8	Mark and his team are fab. I'm not sure they could improve!	7/10/2015 9:38 AM
9	Ensure that we still have access to Mark and Liz's knowledge and support when Learning Disabilities teams are no longer run by Southern Health	7/10/2015 8:58 AM
10	cant think of any..is excellent	7/9/2015 2:57 PM
11	Library staff available in person/ service to enable staff to take books out themselves	7/9/2015 2:40 PM
12	open for longer	7/9/2015 12:20 PM
13	maintain an LD library in Oxford for staff - teh staff here is Oxford are amazing - really efficient,pro-active and always willing to help	7/9/2015 11:57 AM
14	more books on spirituality and mental health, although staff have been excellent at getting whatever I need from other sources.	7/9/2015 11:38 AM
15	One more staff member as they appear very busy and could be stressed but they came over very professional,	7/9/2015 9:55 AM
16	Some of the books are out dated.	7/9/2015 9:43 AM
17	Can't think of an improvement, was really pleased with service provided	7/9/2015 8:42 AM
18	nil	7/9/2015 8:34 AM
19	Better on line journal access	7/9/2015 7:59 AM
20	Increased numbers of books, limited range	7/9/2015 7:54 AM
21	Can't think of anything!	7/8/2015 7:39 PM
22	Great service that needs greater visibility ie sell yourselves more actively	7/8/2015 7:24 PM
23	I do not feel it needs improving	7/8/2015 1:52 PM
24	Current location of library is a bit isolated for mental health nurses would be better located in central Southampton	7/8/2015 11:30 AM
25	Online access to the Journal of the American Medical Association (JAMA)	7/8/2015 11:28 AM
26	Nothing the service I recieved was excellent	7/8/2015 10:09 AM
27	extended opening time	7/8/2015 10:09 AM
28	I really have no further requirements other than those we access already. Thank you.	7/8/2015 10:05 AM

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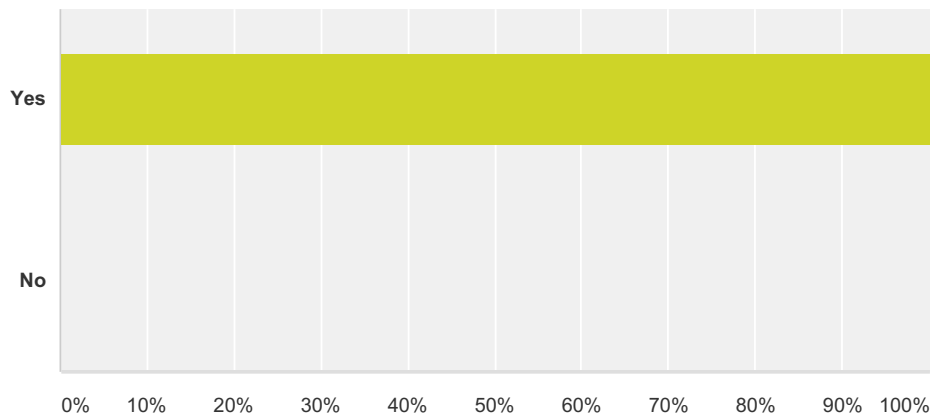
29	Would liek to have libarry close to work	7/8/2015 9:54 AM
30	Have one at Cannon House	7/8/2015 9:30 AM
31	I can't think of any given my experience of the service so far	7/8/2015 9:10 AM
32	More accessibility to the excellent staff	7/8/2015 9:09 AM
33	Sorry can't think of one currently.	7/8/2015 9:09 AM
34	The offered a superb service- very prompt and responsive	7/8/2015 9:09 AM
35	more easily accessed and info on intranet	7/8/2015 8:55 AM
36	Physiotherapy books limited.	7/8/2015 8:46 AM
37	more topics related to School Nursing.	7/8/2015 8:29 AM
38	To have the service more available.	7/8/2015 8:22 AM
39	Chocolate brownies with my coffee!	7/8/2015 8:00 AM
40	Cant think of anything	7/7/2015 11:42 PM
41	Books for longer than 2 weeks if no one waiting for them	7/7/2015 10:23 PM
42	security doors to corridor at Lymington hospital are locked at weekends and nights so have to get porter to get access	7/7/2015 9:05 PM
43	Winchester Health Care Library is excellent - can't think of any improvements to their customer service	7/7/2015 7:54 PM
44	LIBRARY DROP BOX for giving books back.	7/7/2015 7:23 PM
45	Really want to say how amazing June and all the staff at the Ark have been. So friendly, so helpful. Very thankful for all their help. 5*****	7/7/2015 7:19 PM
46	Promote awareness of services among students	7/7/2015 6:22 PM
47	Maybe link into LEaD for reading lists for Foundation Degree courses in advance of the start of each module?	7/7/2015 5:32 PM
48	None. The Librarians in Oxford are great!	7/7/2015 5:28 PM
49	Nothing it is fine.	7/7/2015 5:25 PM
50	longer opening hours, dont lock the door to libarys need to access them before and after working hours	7/7/2015 5:25 PM
51	Give them a raise!!	7/7/2015 5:21 PM
52	More locations, as it can be difficult to return books, especially if running a full clinic.	7/7/2015 5:15 PM
53	In an ideal world it would be staffed more hours, but generally I am very happy with the service I receive.	7/7/2015 5:06 PM
54	I like to look at hard copy journals just to browse and when I last looked I didn't think there were many. I know that journals are now online but often they are not all accessible.	7/7/2015 5:03 PM
55	re open library on RSH site	7/7/2015 4:51 PM
56	I have found the library staff extremely helpful, but I don't go to my closest library (Winchester Hospital) because I know the parking is a nightmare and expensive. This means I have to travel to one further away	7/7/2015 12:57 PM
57	Literature searches have been excellent in the past- does this still continue. On line list of books	7/7/2015 10:55 AM
58	Find ways to encourage all doctors to do literature searches, e.g. attend medical staff meetings, such as the senior medical staff meeting, and do a short presentation.	7/7/2015 9:54 AM
59	no improvements- an excellent service	7/7/2015 9:02 AM
60	No improvement	7/7/2015 8:59 AM
61	Head librarian less helpful than others - Maz is brilliant	7/7/2015 8:57 AM
62	I think they are already trying really hard but we really should have the service more embedded in our daily work.	7/7/2015 8:35 AM
63	Have a librarian visit different venues to have a library clinic - i.e. come to Hythe Hospital	7/6/2015 11:50 PM

HHLS Library Feedback June 2015 SHFT

64	hard to say - they are excellent	7/6/2015 7:04 PM
65	more areas to sit and study	7/6/2015 4:21 PM
66	Better Publicity on the range of services offered you do a brilliant Job !	7/6/2015 3:33 PM
67	I cant suggest anything_ I always receive an outstanding service with a wonderfully helpful approach. The best ever!	7/6/2015 2:45 PM
68	Opening times - Library is not always open during my house of work.	7/6/2015 2:16 PM
69	can't think of one - the staff were excellent and very knowledgeable/experienced. they provided a friendly and comprehensive service.	7/6/2015 1:49 PM
70	No - I am really grateful to all the fabulous work that the library do.	7/6/2015 12:51 PM
71	None	7/6/2015 12:51 PM
72	More sites-but I realize that this has financial implications	7/6/2015 12:37 PM
73	I cant suggest one as I have always been very happy with the service they have offered me	7/6/2015 12:36 PM
74	-	7/6/2015 12:23 PM
75	It is a shame RSH Library closed	7/6/2015 12:21 PM
76	N/A	7/6/2015 12:18 PM
77	N/A	7/6/2015 12:17 PM
78	Every time I think I need some information I forget my password for athens and forget how to email you for help!! CAN you send out regular updates for each division with you details on? E.g latest for LD or MH etc?	7/3/2015 9:52 AM
79	Perhaps the request service could include a section for policys/publications as currently it only has books or journal articles, hence I sent an email requesting the publication rather than using the request service.	7/3/2015 9:12 AM

Q5 Would you recommend HHLS to a colleague?

Answered: 151 Skipped: 1



Answer Choices	Responses
Yes	100.00% 151
No	0.00% 0
Total	151

#	Please state your reasons.	Date
1	The Tatchbury staff where so helpful and no request was too difficult for them.	7/17/2015 1:38 PM
2	Very helpful and knowledgeable staff	7/16/2015 10:40 AM
3	I work about 20 miles away from the library and feel the fact that I can phone / email them to make an enquiry and then for them to post the books via the brake system is brilliant.	7/14/2015 2:33 PM
4	gave verbal advice to resolve my queerie	7/14/2015 10:00 AM
5	I have seen the huge support given for staff that find computer searches difficult. I personally have had exemplary results from search requests when I have found it difficult to find information. I have also been offered other avenues of information which has benefited both students in education and my other team members, both clinical and non clinical for teaching.	7/14/2015 8:52 AM
6	i have always found the staff to be very helpful when i use the library, which is generally when i am doing a course/training	7/13/2015 3:39 PM
7	Supports my clinical work with relevant up to date information	7/13/2015 12:19 PM
8	I have contacted Marion Taylor via email several occasions to get help with finding journals. She has always been extremely helpful and provided and quick and efficient service. If Maz has been unable to find the journal I have been trying to get hold of she has provided a quick response and often a alternative.	7/12/2015 4:33 PM
9	staff very helpful and friendly	7/12/2015 12:39 PM
10	Friendly, approachable and knowledgeable.	7/12/2015 12:27 PM
11	It is very good service for health care professionals to improve their knowledge	7/12/2015 8:32 AM
12	Efficient effective and friendly!	7/9/2015 2:57 PM
13	Librarians are helpful	7/9/2015 2:40 PM

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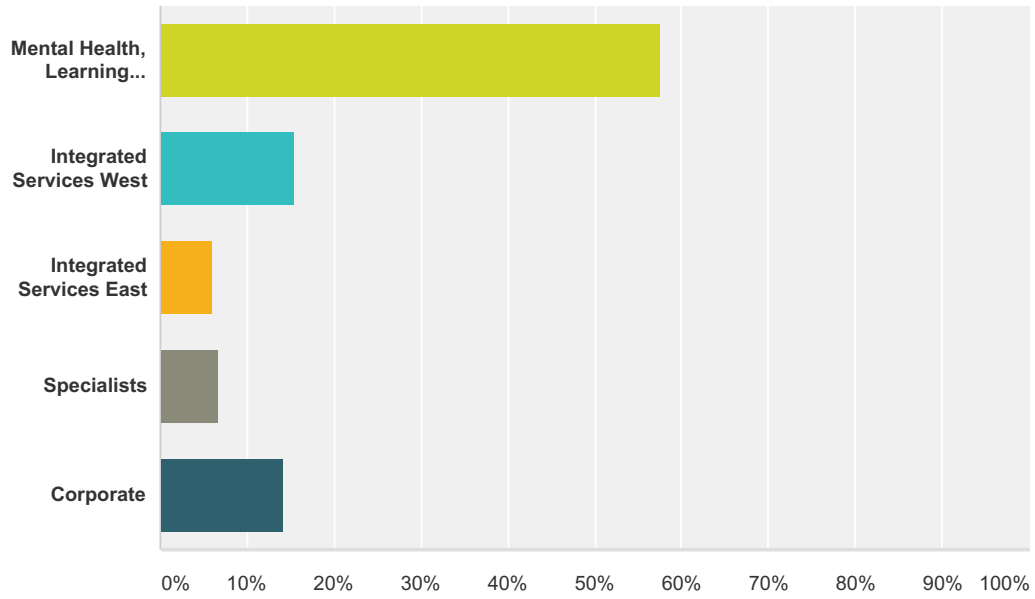
14	i would recommend slade house library - i can't comment on any others. they are always very helpful, efficient and welcoming	7/9/2015 12:21 PM
15	Library in Oxford is fantastic	7/9/2015 11:57 AM
16	Excellent service, helping me to improve the care I give. Such an important resource, so glad they are there.	7/9/2015 11:38 AM
17	I think that despite the cuts you all still do a great job	7/9/2015 10:12 AM
18	The service is great and the staff helpful.	7/9/2015 9:55 AM
19	Incredibly helpful staff who helped me find relevant articles for my research piece.	7/9/2015 9:43 AM
20	Really helpful staff and able to access a range of resources	7/9/2015 8:42 AM
21	prompt and efficient service	7/9/2015 8:34 AM
22	Very helpful, informative staff.	7/9/2015 7:59 AM
23	Helpful, knowledgeable.	7/8/2015 7:24 PM
24	Basingstoke hospital library is fantastic!! Staff are amazing especially June who is always happy to help any way she can! The library makes essay writing a little more bearable with its friendly staff.	7/8/2015 1:27 PM
25	Helpful staff. Good resources.	7/8/2015 1:09 PM
26	Access to UpToDate has been a major advance - thank you	7/8/2015 11:28 AM
27	just brilliant	7/8/2015 10:09 AM
28	Great efficiency	7/8/2015 10:05 AM
29	good service	7/8/2015 10:04 AM
30	Library staff were extremely helpful. Couldn't fault service provided.	7/8/2015 9:19 AM
31	Incredibly helpful	7/8/2015 9:10 AM
32	I always do! I am studying for a masters degree and find the library staff very helpful, i always remind my course colleagues to use their NHS library!	7/8/2015 9:09 AM
33	I always tell colleagues how supportive and helpful the team are at the library.	7/8/2015 9:09 AM
34	They were excellent- couldnt recommend highly enough	7/8/2015 9:09 AM
35	They are very effective	7/8/2015 8:57 AM
36	good service and very helpful.	7/8/2015 8:46 AM
37	For all the reasons ticked above. They are a valuable resource to clinical practice and patient care	7/8/2015 8:44 AM
38	Very helpful service. Has always met my needs.	7/8/2015 8:22 AM
39	Absolutely, as the service they provide is fantastic!	7/8/2015 8:00 AM
40	Very friendly, helpful and I have no problems seeking the information I need if it is out there, they assist me to retrieve it.	7/7/2015 11:42 PM
41	Always had good service. Knowledgeable staff.	7/7/2015 10:23 PM
42	I already recommended to people on my trainings and at my service.	7/7/2015 7:23 PM
43	Yes - very approachable and helpful and keen, eager and able to help with research and finding articles, journals and publications to support my learning.	7/7/2015 5:32 PM
44	Expertise	7/7/2015 5:25 PM
45	easy access and responsive service	7/7/2015 5:25 PM
46	Friendly, knowledgeable staff always willing to help	7/7/2015 5:21 PM

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47	The staff are very helpful and they kind of get to know the issues of their clinical areas, e.g. if I wanted a book about smoking, they can tell me what books have recently come in, or what seems to be popular, and what feedback they may have had from another user about the book. Also they are friendly. Re the question below - I've ticked mental health but I work in specialised services (for mental health). Not sure whether I've ticked the right box.	7/7/2015 5:06 PM
48	When I've asked for articles you've always provided them. And when I've asked for books as well.	7/7/2015 5:03 PM
49	I already have recommended it to several colleagues because of the speed of response and how good the help is because it frees us up to do other things	7/7/2015 12:57 PM
50	specialist resource and great team!!	7/7/2015 10:55 AM
51	I could not fault any part of the service they offered	7/7/2015 10:00 AM
52	quick, responsive, 'can do' attitude	7/7/2015 9:02 AM
53	very helpful	7/7/2015 8:59 AM
54	Good staff, good facilities - and too much we do is not based on evidence	7/7/2015 8:49 AM
55	It is very difficult to know your clinical decisions are evidence-based and there is so little time it becomes a luxury to check your practice.	7/7/2015 8:35 AM
56	A good service that goes that extra step to source information and knowledge.	7/6/2015 9:28 PM
57	extremely approachable, responsive, and successful in delivering on requests	7/6/2015 7:04 PM
58	knowledgable and helpful staff	7/6/2015 4:21 PM
59	Brilliant service and fully supportive of clinical staff	7/6/2015 3:33 PM
60	Always aims to support and provide a fantastic service. Special thanks to MAZ-a wonderful person!	7/6/2015 2:45 PM
61	Friendly and reliable service. Staff always prepared to assist.	7/6/2015 2:16 PM
62	i already have done!	7/6/2015 1:49 PM
63	The library team are lovely and always willing to help and support staff	7/6/2015 12:58 PM
64	As above, I think that the library are an amazing resource, very helpful and more than happy to help.	7/6/2015 12:51 PM
65	Love it	7/6/2015 12:37 PM
66	As they helped me when on a systemic therapy course to get so much of the background reading ..saved me a fortune in terms of the cost of these books	7/6/2015 12:36 PM
67	Helpful supportive staff. Easily accessible service.	7/6/2015 12:35 PM
68	Very efficient and helpful service	7/6/2015 12:33 PM
69	Helpful and supportive staff	7/6/2015 12:17 PM
70	Very quick response to requests.	7/3/2015 9:58 AM
71	friendly and helpful when I ask for information	7/3/2015 9:52 AM
72	Very swift response, went beyond my initial request and helped me to register	7/3/2015 9:12 AM
73	Accessible and friendly staff	6/30/2015 10:14 PM

Q6 Which Trust Division do you work for?

Answered: 149 Skipped: 3



Answer Choices	Responses
Mental Health, Learning Disabilities and Social Care	57.72% 86
Integrated Services West	15.44% 23
Integrated Services East	6.04% 9
Specialists	6.71% 10
Corporate	14.09% 21
Total	149