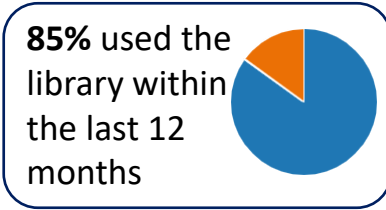


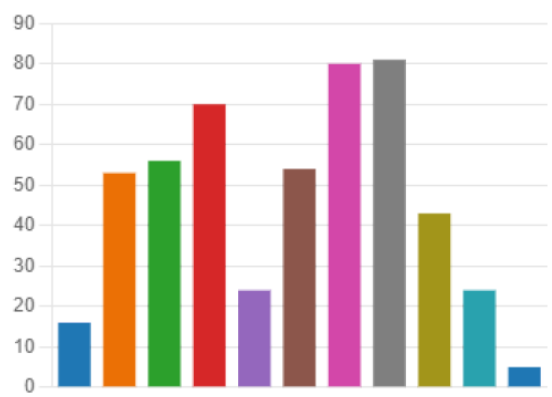
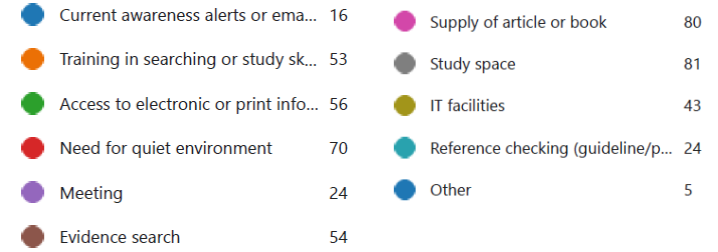
# Annual User Survey 2022



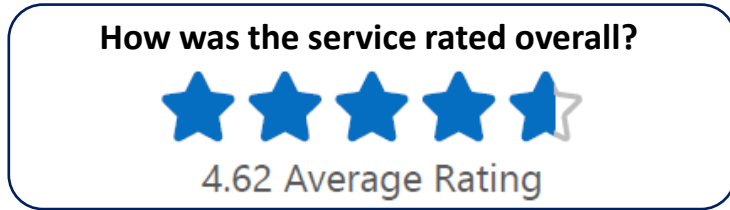
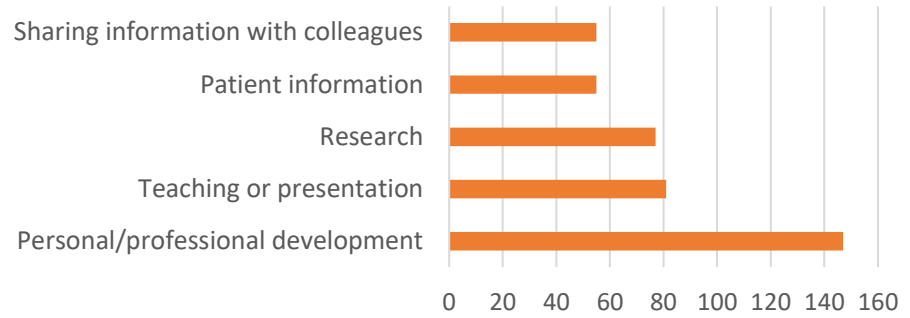
193 responses



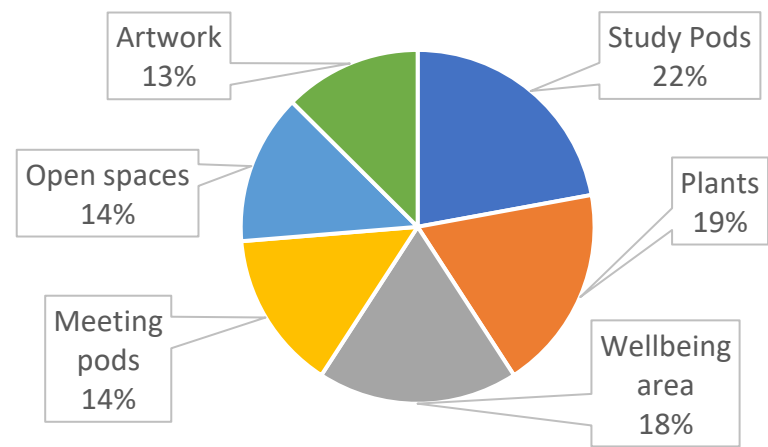
## What was the library used for?



## How did users use the information they gained from the library?

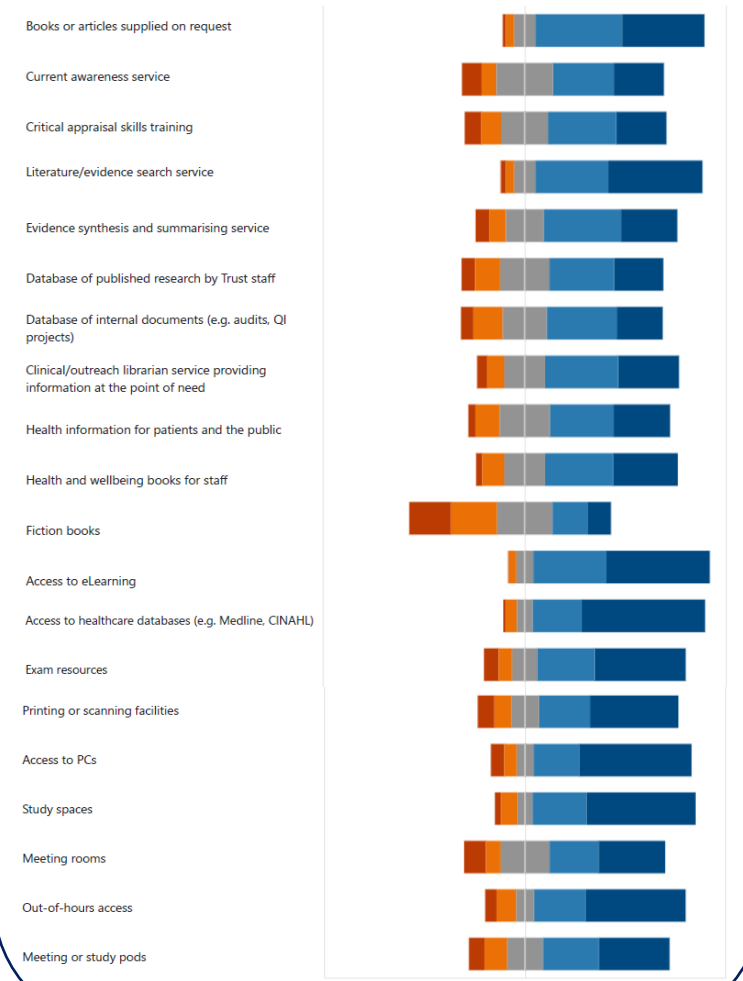


## What features would users like to see in the libraries?



## How important are the following resources & facilities to users?

Not at all important Slightly important Moderately important Very important Extremely important



## User Comments...

... On impact and the difference made by using the library

Improve direct patient care, my practice, share knowledge

with my colleagues, prepare for the interview (I did get the job!), working on cost-saving projects implemented in the trust, work on wellbeing staff area- liaising with the Frimley Charity

The service where you can email a request for a digital article is brilliant for evidence based patient care.

Better patient outcomes by staying up to date

Advice on literature searches helped with my degree, in which I studied a current topical issue very significant in CQC assessments. Such knowledge could be shared at work & hopefully contributed to our unit's positive feedback

I am a student nurse - using the library space to look up information on patient conditions during a break helps me improve my knowledge and I believe helps me to deliver more informed patient care

I was able to borrow MRCP revision books which were too expensive to purchase individually, these had a big impact on my training and revision, enabling me to pass the exams. I have also used them to support others in their PACES revision.

I'm researching eating disorders and [...] the lived experience of some patients with the intention of making recommendations for improved treatment and patient care

Gained new information about the approaches of patient care through the searching of study materials

The regular emails on topics of interest ensures that I'm kept up to date

It allowed me to gather the appropriate information, which increased my knowledge base and confidence while looking after patient with a diagnosis of diabetes.

My knowledge has increased and has definitely improved my patient care skills and will also impact the quality of my work.

Used to teach all of my registrars and refresh my knowledge as well. Ultimately, it has improved patient care.

By doing research for my course I am able to provide up to date and relevant care to my patients. I was also able to share my knowledge with my colleagues thereby improving patient care

## User Comments...

### ... On the use of the library space & facilities

“ I love the library, **my happy space** in FPH. ”

“ ...quiet and peaceful environment... ”

“ Great books on offer, easy to search, relaxing and quiet environment with staff at hand to help. ”

“ I have dyslexia and require a **quiet space to work** - it has enabled me to write clinic letters efficiently which improves patient care outcomes and speeds up GP prescription requests. ”

### ... On library services

“ The library staff are always **exceptionally helpful** in acquiring books or articles that help with my MSc, which in turn will enhance my clinical practice. The library staff provide a **slick and efficient service** and are always friendly. ”

“ I'm always singing the praises of the library staff, **their knowledge and helpfulness** to my colleagues. ”

“ I am really impressed by the **dedication and the promptness** of our colleagues in the Library, I think they are doing an excellent job. **Well done guys**, I passed my consultant exams and did my research all because of your support. ”

“ **More IT resources** that are up to date would be hugely useful. ”

“ I would like the library books and IT reinstated ASAP. ”

“ **More single-use study pods.** ”

“ **Faster log ins** to the computers. ”

“ **More tables** for quiet studying. ”

“ **Better internet connection** ”

“ **Later closing times** ”

“ **Meeting room** which can be used to book trainings/ward meetings. ”

**Suggestions for improvements**

“ **Recorded Webinars... Critical appraisal training... Essay writing skills training.** ”

“ **To be available 24/7** again and have a water and food facility outside that is cashless. ”

“ **Regular training sessions** on running literature searches ... or pre-recorded webinars for teaching... ”

“ **Maybe some podcasts** on different literature searching and academic writing aspects. ”

“ **More quiet spaces, easy 24/7 access, exam resources** (such as question banks) easily available. ”

## Future Plans

Based on the survey responses and data, we will be focusing on the following in 2023...

### At WPH...

Next year we are relocating to a **new space** in the Postgraduate Centre. Our priorities are:

- Installing a new **24/7 access** system
- Providing more **study pods and study spaces**, plus a **well-being area**
- Improving the **IT facilities and computers**
- Developing more opportunities for **training**, e.g. bitesize lunchtime sessions
- Respond to your suggestions for **new books and resources**

### At FPH...

Next year we plan to:

- hold an **Open Day** to showcase our refurbished surroundings (many features of which had been requested in the survey such as pods and artwork)
- improve **awareness** of services and resources to keep users and non-users informed of what they can access
- increase our **training offer** including supporting in-house modules with journal clubs
- Respond to your suggestions for **new books and resources**

Many thanks to everyone who responded to the survey! If you have any other feedback, suggestions, or recommendations, please email us at

[fhft.frimleyhealthlks@nhs.net](mailto:fhft.frimleyhealthlks@nhs.net)