

Synthesising & Summarising Courses: Impact Evaluation

Headlines:

- These courses improved the searchers skills and confidence in delivering synthesised literature searches and evidence summaries
- The attendees believed that these courses have improved the quality of output and the overall quality of searching services offered to end users
- For many of the attendees, these courses have helped redesign or evolve the services offered to users
- The majority of attendees have been able to put the knowledge and skills developed via the courses into practice
- Some attendees have told us about how these courses have helped them provide wider, meaningful impact on their organisations

"This course has had a significant impact on the library services presence at a senior level."

"I've grown hugely in confidence in my synthesising skills and my team and I now truly see the added value in offering these services."

"I've produced synthesized literature search results for some of the enquiries I've received. These have enabled enquirers to access results more easily and have contributed to clinical decision making and development of Trust policy"

"Have more confidence in approaching a synthesis & a greater appreciation of what is required by management staff within my Trust..."

Overview

At the request of the Workforce Development Group, the survey was sent out to attendees of the Synthesising & Summarising Courses that had taken place across the four HEE regions during 2016 and 2017.

As evaluating the impact had never been structured into the commissioning of training before sessions took place, the time lapse between completing the training and/or workshops varied across the regions.

Based on details of attendees provided by the four HEE LKS regions, surveys were distributed as follows:

- HEE London and the South East: 24 attendees
- HEE Midlands and East of England: 58 attendees
- HEE North: 47 attendees
- HEE South: 54 attendees

Not all course attendees received the course series detailed as those listed below, hence the lower numbers for attendance at Workshop Sessions. The recommendation would be going forward, that if the course series was to be commissioned once more that the same model be commissioned and used across the four regions.

As you may expect the key outcomes from attending the training are:

- Improving service delivery
- Gain new knowledge, generate new ideas and gain new skills
- Over 82% of attendees have said that undertaking the course has allowed them to improve the quality of services being provided
- Attendees have provided some excellent feedback comments about the positive impact that attending the course has had on the level and quality of service they have been able to offer.

Which courses did you attend?

Course	Number of attendees
Selecting and Summarising: turning search results into polished summaries	117
Finding and summarising evidence for service transformation	68
Workshop Session 1	35
Workshop Session 2	35
Workshop Session 3	34

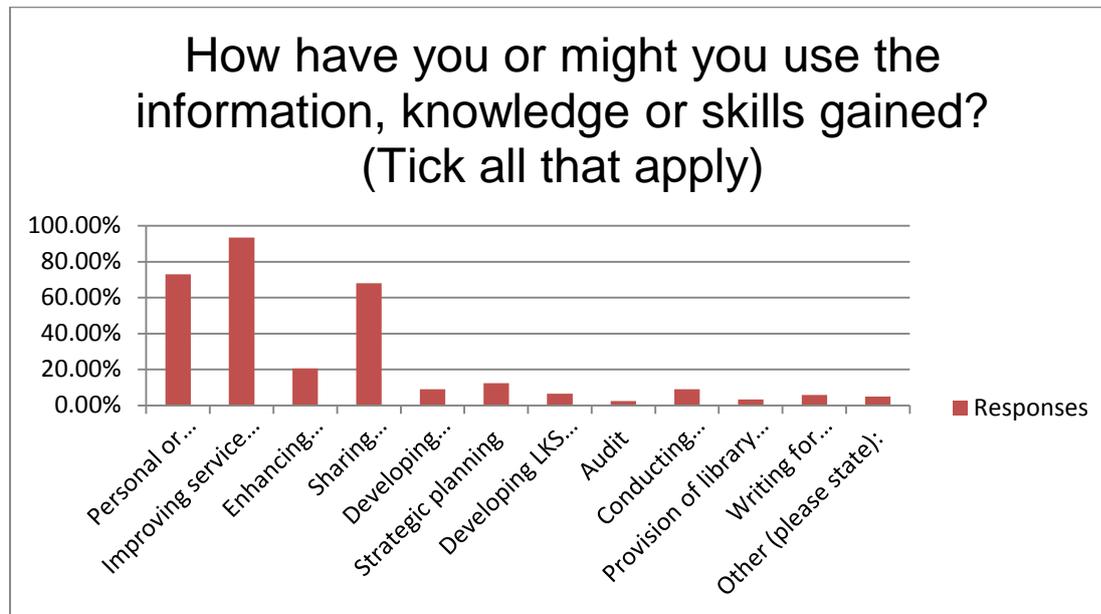
The reasons for non-attendance vary but the more frequent responses include:

- Work pressures/unavailability on day (49%)
- Attendance at similar events/pre-existing knowledge (15%)
- Never advertised/unaware of event... (33%)

How has knowledge/information been used?

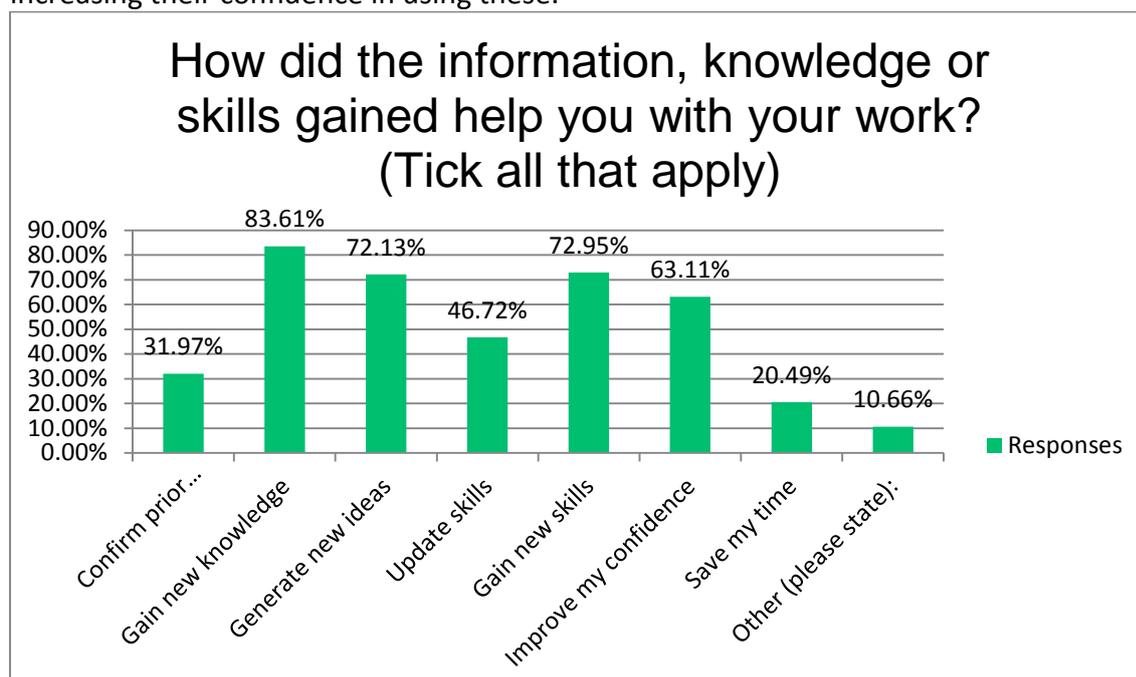
The top responses to this question were:

- Improving Service Delivery (93.4% of all respondents)
- Personal/professional development (72.9%)
- Sharing information/advising other staff or colleagues (68%)

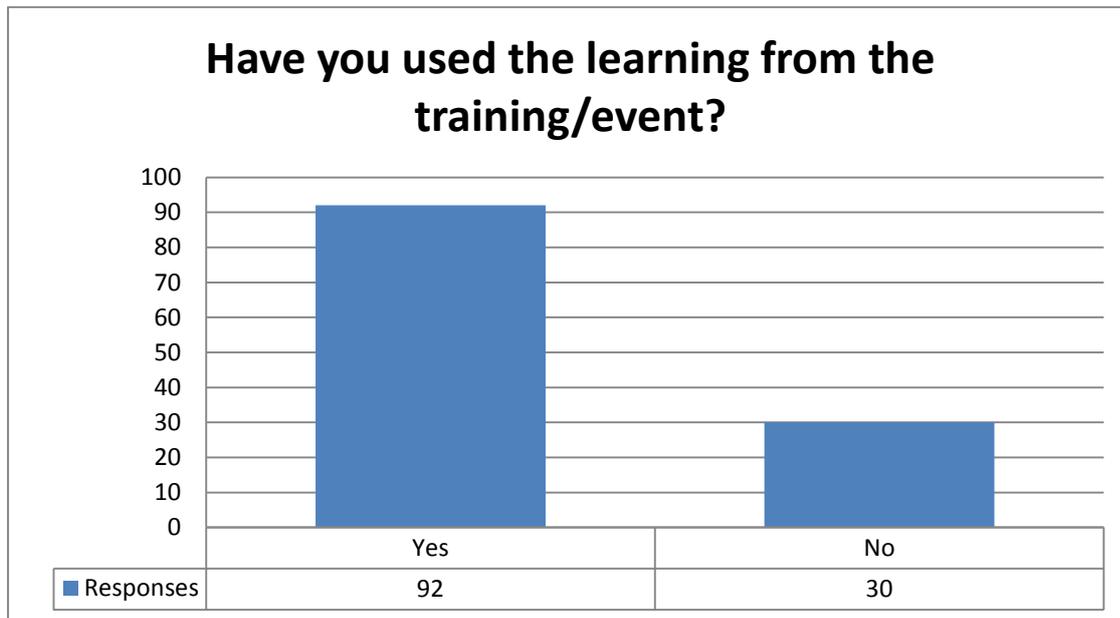


How did the information, knowledge or skills gained help you with your work? (tick all that apply)

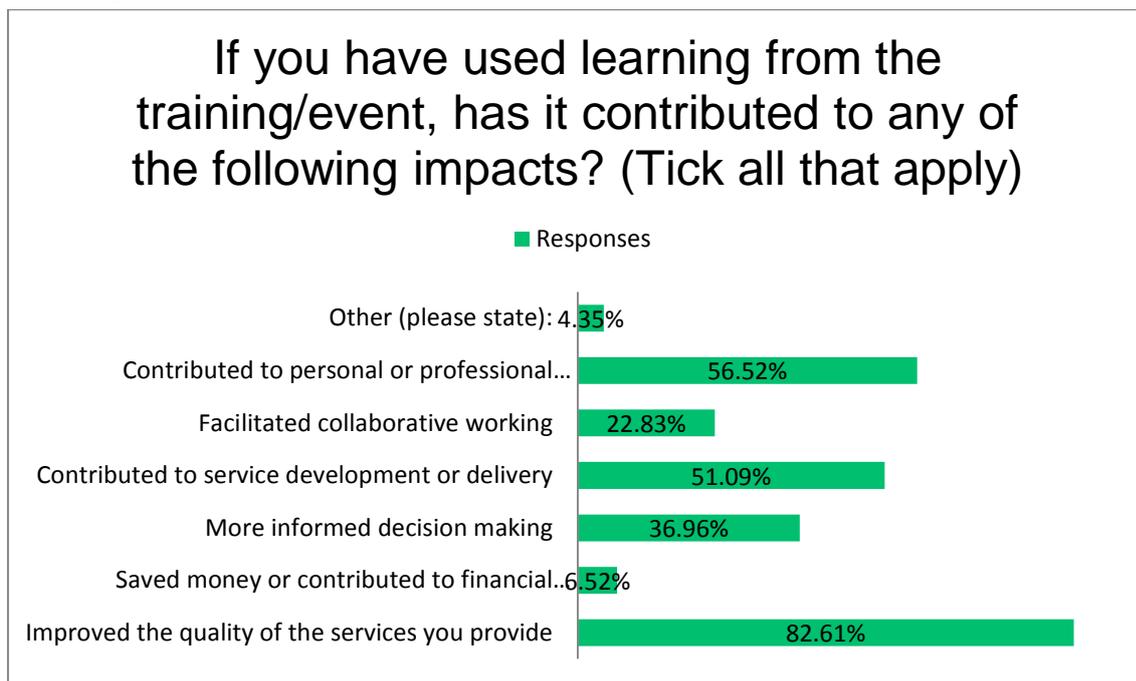
As shown in the chart below, the knowledge and skills gained on the courses has had a positive impact on the attendees - increasing new knowledge, skills, and ideas whilst also increasing their confidence in using these.



Have you used the learning from the training/event?



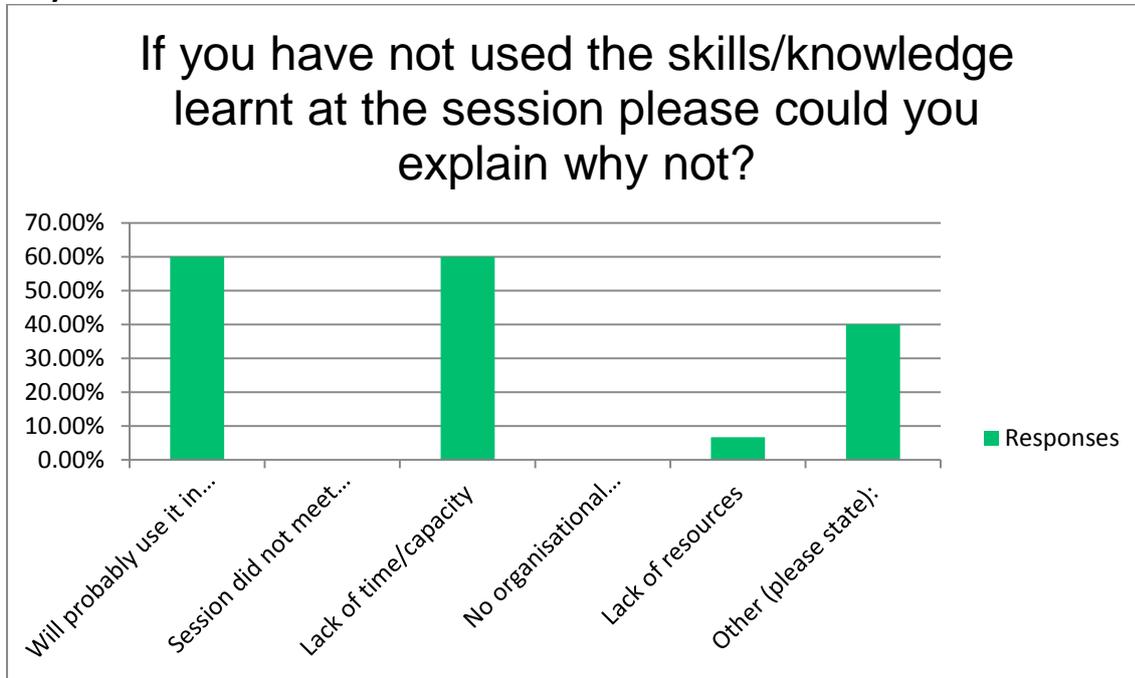
Learning Use – Yes



Again, the evaluation shows that the impact of this course has been on the professional and service development – and especially the quality of service provided.

Learning Use – No

If you have not used the skills/knowledge learnt at the session please could you explain why not?



What have you done differently as a result of attending this event and what impact has this had on your service or service users?

A thematic analysis was undertaken of the responses (full response list in the appendices) that could be grouped into three broad themes:

1. Not used yet/too soon to say (13% of responses)
2. Supported professional development (36% of responses)
3. Supported service development (51% of responses)

Throughout the responses there was a feeling that it was too soon to fully appreciate the impact of the courses to their services. However, analysing positive themes of professional and service development, further interlinking subthemes appeared:

- Increased professional confidence and skills to deliver synthesised results
- The ability to produce a more effective 'offer' to the end users
- An increase in overall quality of the literature search service
- The evolution and/or development of the literature searching service

Given the responses to the earlier questions, these sub-themes are not surprising. However, in their own words, some attendees gave us examples of how the skills learnt on these courses are already having a wider impact:

On supporting organisational development:

“Feedback yesterday from customer who had been trying to get an improvement agreed for last 7 years where the trust had at least two SUIs. We presented the information in the matrix and summarised the findings and the change was agreed at Committee all thanks to the Library Service.”

“This course has had a significant impact on the library services presence at a senior level. The summary provided to a senior ward manager led to change in the wording of text message appointment reminders sent out to patients to reduce 'Did not Attends'. On the back of this success it led to further requests for summaries some of which have been presented at MDT meetings.”

“Recently, we utilised these skills by supporting the Trust's weekly Safety Summit. Each week the Medical Director leads a discussion of patient safety incidents that have occurred in the last week. We produce a one page 'Evidence Bite' which is an evidence summary on a topic inspired by the Safety Summit discussions. This is disseminated by the Medical Director across the whole Trust. Topics have included Druggles, Patient Identification, Distractions and Interruptions, Human Factors. The Druggles Evidence Bite supported the implementation of Druggles (drug safety huddles) in the Trust.”

On increasing library presence

“I have gained new skills and confidence and improved our evidence search service. This has had a particularly positive impact on our Embedded Librarian Service and the feedback from users has helped to demonstrate the positive impact of library services”.

“I now find it difficult not to synthesise and summarise search results. The service has been very well received. Please see the response from a Consultant who received a summarised search as part of our pilot: "Many thanks for this information which is FANTASTIC. "If this is a new venture for the library service is should continue as a priority.....!"

“...we now send out 'golden nuggets' to individual colleagues or teams to enhance our current awareness service. These are emails where we forward on interesting and relevant evidence / reports / news to colleagues that we think might be interested. This has helped us to make contacts and share knowledge across the organisations we serve.”

“My summarising and synthesising skills are much improved, which is invaluable for the ward round work I do where the group do not want reams and reams of articles, just a small number of high quality papers with some framing explanation. We have collected some positive impact case studies from these kinds of literature searches.”

Demographics

Which Region do you work in?

Answer Choices	Responses	
East Midlands	8.20%	10
East of England	11.48%	14
Kent, Surrey and Sussex	9.84%	12
London	1.64%	2
North East	5.74%	7
North West	8.20%	10
South West	17.21%	21
Thames Valley	9.02%	11
Wessex	7.38%	9
West Midlands	12.30%	15
Yorkshire and the Humber	9.02%	11
	Answered	122

What sector do you work/provide services for?

Acute – including Foundation Trust, teaching hospital, specialist acute setting & children’s hospital	75.00%
Mental Health – including acute/foundation and community settings	25.00%
Commissioning – including commissioning support, CCGs and CSUs	9.17%
Community and Primary Care – including health promotion or hospice locales	20.00%
Public Health England	2.50%
Local Authority – including Public Health and social care	10.83%
National Institute for Health and Care Excellence	0.00%
Health Education England	5.83%
Education - Universities/Colleges that may provide services to NHS organisations	5.00%
Charity	0.83%
Other National Body not listed	0.83%
Other - Please specify only if it doesn't even closely resemble any of the options above. For example Ambulance Trust, Learning Disability, Royal College , Think Tank	0.83%

Appendices – responses to open questions

Question 2 If there were any sessions that you did not attend are you able to share with us the reason why? Please state below:

- I had already attended an earlier session run by Tim Buckley-Owen on selecting & summarizing organized for Shropshire & Staffordshire Health librarians, which was very valuable
- did not attend workshop due to being very short staffed
- "Anne Gray session was out of the area and I had already covered the topic at Tim B-O session.
- What workshops?"
- I did not receive any notification that they were happening
- Needed as staff to cover our library
- "Dates were tricky - did attend all the follow-ups eventually, but with a different group each time
- I think I actually found this one of the most useful things with the follow up - exposed to range of different approaches and tactics"
- We have not yet set up the follow up sessions across the East of England.
- I was asked to assist with cover for our LMS following regional changes. This entailed extra work for me and it was felt I would not have capacity to undertake summarising and synthesising work. I normally cover literature searches for nursing and clinical staff so the nature of the course felt more useful for public health type searches.
- Low staffing levels
- Don't recall being given the dates for anything other than these 2
- I was unable to attend the first workshop because my manager was not in work that day and one of us has to be here to keep the library open.
- I attended the course above as my role involves providing the literature search service. My line manager attended "Finding and summarising evidence for service transformation" as her role is linked to the strategic / promotion of the literature search service.
- This session Finding and summarising evidence for service transformation - Anne Gray was not part of the sessions that was offered to the group that I attended.
- I could not attend the last workshop as I had a last minute doctor appointment
- I had unforeseen childcare issues at Workshop 1 and I was at an interview for Workshop 2.
- Was not aware of the 3 workshops.
- I was unable to attend the workshop sessions because of staff illness and shortages. However, my colleague was able to attend the workshops and cascaded information and items discussed the next day so enabling me to still be involved in the group.
- No availability
- When did session 1, 2 and 3 happen?
- We were only offered the 2 study days no additional workshop sessions.
- Accident
- Probably to do with my unavailability on that day.
- Due to staffing levels and being off sick
- The course I attended did not offer follow-up workshop sessions. I was unable to attend Anne Gray's training but this was cascaded by a colleague.

- We are still waiting for the workshop dates to be advertised...
- Had attended a previous course on this topic by Tim Buckley Owen set up by our local Patch group.
- I had booked annual leave while Anne Gray's session was held.
- I was never sent details of the workshops, to the best of my knowledge these didn't happen in the West Midlands, would love to have attended these to practice my new skills.
- no dates available I could make
- I felt it was enough based on my already existing experience
- I missed the second workshop because there was a train strike that day and I was unable to travel to the venue.
- "Work pressures reduced opportunities to attend or carry out associated pre-workshop tasks.
- Also, was happy with what I had learned on the study days and considered the workshops would provide a limited return on investment of time."
- Unfortunately, I was ill and could not attend the first session
- But both were over a year ago!

Question 3 - How have you or might you use the information, knowledge or skills gained?
(other – please state)

- Offering added value to literature searches conducted on behalf of clinicians & managers within an NHS Trust.
- It was useful to learn what synthesizing and summarizing involved and how to do it but realistically this is not an option in my part-time role. I used to do a lot of searches for CCG and other strategic people but it was very time consuming, though I did adapt some of the practices taught at the study day. We do not provide library services to these user groups any more so there is less need now for these skills in my work.
- Reviewing the format of literature search results.
- I have gained new ways of working and how I present my work. Made me think about new ways of looking at results and presenting them to my user.
- sent on course, not allowed to put into practice what learnt as now doing something different!
- Partly covered by "Improving service delivery to customers" but more specifically to enhance our service offer (by offering a higher level of literature search response, and understanding more about what services to offer managers and decision makers).

Question 4 - How did the information, knowledge or skills gained help you with your work?
(other – please state)

- See above
- Good overview of the principles involved so that these can be adapted to suit different situations and methods of processing
- Meeting other librarians and sharing experience / making contacts.
- I am not sure that I will use the skills as most of my searching and customers do not require summarising.
- Allowed me to develop a new service.

- It has made me more concise in my presentation of my results and make think more logically and sequentially. This has saved me time and allowed me to organise my thoughts and presentation.
- Transformed the way we presented evidence to commissioners which we had contemplated doing, but this course provided the motivation. It's been really well received.
- Enabled me to provide a more professional service
- I was really struggling to present search results in a logical way and this training offered a practical solution. It is the first time I had attended a training event and was able to put new skills into practise immediately.
- sent on course, not allowed to put into practice what learnt as now doing something different!
- Provided a more structured and concise method for presenting search results, which has given us more professional and consistent final products.
- Allowed the formation of a network of supportive colleagues all doing the same thing within the region.
- Confirmed for me that the way my work has been moving and the resources I use for these topic areas are valid. Hard to explain but research on services and initiatives in the NHS is not like clinical research and sources are very different and more 'active' results/information are required including contact details. Greater need for practical rather than theoretical results.

Question 6 – If you have used learning from the training/event, has it contributed to any of the following impacts? (other – please state)

- The few syntheses I produced had good feedback (1 from a non-clinical cross-organizational team) but not sure how effective financially they were.
- Changed presentation of work style. Saved my time a little.
- I feel that I have got more methods to chose from to present my results
- It has changed the way I sometimes present search results (depending on the requester's needs). Whether this has improved the quality of the service I am unable to judge.

Question 7 - If you have not used the skills/knowledge learnt at the session please could you explain why not?

- Not something we routinely offer to our library members, but are looking into it for the future.
- We are short staffed at present but plan to develop this service when we are fully staffed.
- Training very recent so need to practice, develop confidence etc. Finding time also a challenge.
- Transition between outgoing and incoming research librarian with significant delay owing to recruitment and induction. Will develop current literature search service to incorporate enhanced synthesis of evidence to save time and add value for NHS trust staff.
- "Not sure it is what my customers want
- The searches I perform are very clinical and I do not feel that it is appropriate.
- "
- Useful tips on some aspects of searching, but not wholly relevant to the type of searching we are involved with here.

- I have only just attended the course, so I have not had an opportunity to put it into practice. However it has provided a solid base for delivery of a service to new service using organisations which would appreciate the package which this course offered
- Lack of confidence.
- sent on course, not allowed to put into practice what learnt as now doing something different!
- Only took the course a few days ago. I Will use in the near future
- Only went on course 2 working days ago!
- I would like to be able to use it but the course did identify that it can take quite a long time to produce these sort of reviews - I rarely have the time to do this or sometimes the type of enquiries I get just don't warrant it. I will use my professional judgement to decide according to circumstances if it's warranted. However, the course has given me the confidence that if I was asked specifically for this sort of review I would be able to do it to a suitably professional level.

Question 8 - What have you done differently as a result of attending this event and what impact has this had on your service or service users?

- Haven't used the skills learnt yet
- Have more confidence in approaching a synthesis & a greater appreciation of what is required by management staff within my Trust
- intend to try the summary process suggestions covered in the course and share with colleagues - has not been possible to implement this as yet due to very short staffing.
- produced synthesised results. Improved the use of my literature searches by using new resources.
- I have only attended the session recently, but it has given me more confidence in selecting evidence for literature searches
- "This course confirmed what we were already doing as a library service. Tim Buckley-Owen was a very good presenter but I think his whole process is too time-consuming for many library services to take on board in its entirety. We have modified his process to make it less time-consuming and this works for us.
- On a different note during the course it was hard to make decisions on prioritising the articles without having the abstracts to read."
- see above. impressed a handful of users
- It has helped me to ask about the purpose of enquiries and how best to tailor the produce to meet their needs. It has helped me to think about providing a more responsive service for other types of potential users (in addition to our usual clients that are researchers)
- Nothing as yet
- We have produced a template for library team to use when they do a detailed synthesised and summarized search.
- "Summaries are done much faster.
- Increased confidence means they are briefer so probably more effective.
- Even simple literature searches now have an evaluated, summarised element which previously.
- Want more time to incorporate more fully into training. "

- "Writing focused summaries to inform service development or patient care is time consuming, very difficult and out of librarian 'comfort zone'.
- They are also hugely appreciated by evidence search requesters, and for some settings necessary and expected. Any help, support or advice to help with this is massively appreciated and has directly influenced how I carry out the work, and adds to the idea that we should be better at producing these within the profession"
- We are going to standardize how we deliver our literature search results and use certain aspects of the course
- I am working to facilitate and semi-automate the searching and recording process, with particular focus on sources where you can't get an immediate download into reference managing software
- I have changed some of my methods and have found new sources to search and alternative ways to summarise. Allows me to target non-clinical information more effectively. Given some services more focus.
- Ensured my network of LKS Managers have been trained at the appropriate level for providing this service.
- I have provided summaries and analysed the search results more to highlight what seems most relevant to the enquiry.
- I now feel more confident in offering a service to support managerial enquires
- Enabled me to present literature search results better for end-user by prioritising most important results
- Still doing a lot of thinking. Collecting refs for publication list more efficiently
- I now use Excel to sort the results from my HDAS search, add comments and rank by relevance. I send this to library users who have requested literature searches and recommend they read this first before the full set of abstracts. When I provide information from a range of different sources, I now write a summary which includes key pages, sections, and a general overview of findings.
- More systematic in my searches and improved presentation of results.
- I am more aware about the search results I supply to users, for example number of references and prioritising. This is an area I wish to develop further.
- Course very recent. Talked to rest of library team and my manager. Need to look at planing further learning and practice into a busy schedule.
- Started to offer summarising service so far there has not been any uptake but this is early days.
- Spoken with member of team about introducing new format to literature reviews we provide. Encouraging feedback which we will aim to introduce as an add-on service for trust staff in the near future.
- Developed a resources toolkit for knowledge to deliver to various customers
- I have improved the format of my literature searches submissions. Feedback has been good so far.
- I can now produce more useful literature searches when required, by synthesising and summarising the results. I only tend to do this when it's a major piece of work, as my Trust is quite small and we don't have the manpower to do it often, but it's a very useful skill to have.
- I have started briefly summarising the evidence for key evidence highlighted in the search results. Fully summarising all the evidence was time consuming.
- Nothing different at the moment but hope to in the future.
- We now offer knowledge synthesis and evidence summary to library users.

- Provide evidence summary for literature searches
- This course has had a significant impact on the library services presence at a senior level. The summary provided to a senior ward manager led to change in the wording of text message appointment reminders sent out to patients to reduce 'Did not Attends'. On the back of this success it led to a further requests for summeries some of which have been presented at MDT meetings.
- I have gained new skills and confidence and improved our evidence search service. This has had a particularly positive impact on our Embedded Librarian Service and the feedback from users has helped to demonstrate the positive impact of library services. I now consider synthesis and summarising of evidence an integral part of our service. I have also used the skills and tools from the second workshop to improve my provision of a monthly current awareness bulletin for managers and senior staff in my trust.
- I use some of the resources that were mentioned in the training
- used some of the info from Anne Grays day to inform a literature search
- This is still very much a work in progress. I have used the information from both sessions to improve the way I deliver current searches, but it is still a reactive rather than proactive approach. I plan to use the techniques and resources shared to develop much more proactive products particularly for management.
- It has increased my confidence with searching, and given me the skills to present the information in a format more useful to our users.
- No chance to explore the use of synthesis yet as only did the course a few days ago.
- Presentation of results. Found Tim's session really good, much less Anne's.
- haven't had time to implement properly - need a refresh
- I think more carefully about how I present my results and what I include and exclude.
- No specific change in service we provide as it is more literature search based using the conventional databases (HDAS & Cochrane) foir example, but some elements were interesting from a personal development point of view.
- Feedback yesterday from customer who had been trying to get an improvement agreed for last 7 years where the trust had at least two SUIs. We presented the information in the matrix and summarised the findings and the change was agreed at Committee all thanks to the Library Service. So we have started using the matrix to present most of our lit search results. We also include some of the sources from Anne's day when searching for management type information. Could the information about the wiki and presentation be circulated? I haven't seen a copy.
- I have been more inclined to be critical of results and order them in different ways for people who request information using some of the tools presented.
- I created a template for the presentation of some searches where I have summarised the evidence.
- Adapted accurate speed reading techniques. Still to use narrative summary.
- I feel more able to offer a brief summary of what was found and this has proved useful to my end users.
- Displayed literature search results in a different format, making it clearer for the service user to identify the most relevant information
- I've produced synthesized literature search results for some of the enquiries I've received. These have enabled enquirers to access results more easily and have contributed to clinical decision making and development of Trust policy

- We have included some of the information into a new course of finding information for beginners. Also we are working with the directors of the trust to create summarized evidence for important incidences in the trust, and how our trust can do better.
- I have thought about the key bottom line messages in articles , and how it is difficult to reconcile the fact that they are useful in synthesis but the reader often really needs the full abstract and then the full article. I have thought whether I should prioritise highlighting systematic reviews in a synthesis if these are inconclusive or based on very few RCTs.
- "BETTER UNDERSTANDING OF WHEN IT IS RELEVANT TO USE SUMMARISING TECHNIQUES
- "
- "I now find it difficult not to synthesise and summarise search results. The service has been very well received. Please see the response from a Consultant who received a summarised search as part of our pilot: ""Many thanks for this information which is FANTASTIC. ""If this is a new venture for the library service is should continue as a priority.....!""
- "
- Streamlined summary results
- It has given me confidence to grow into my new role. I can offer a better service to my service users with this new knowledge.
- It's made me think differently. I found the session really useful and interesting but I've not had the time/opportunity to put it into practice in the workplace. I would like to in the future.
- This has informed planning for a meeting I will be having next week regarding the service we can provide to the local CCGs.
- Thought about how I present search results to service users and am aware of more places to get strategic/management information
- I've been thinking how we could incorporate this service into our offering specifically for management information related to hot topics and what skill mix we would need to offer this service and build it as a core part of what we do.
- Ann Gray's course extended my knowledge of non-clinical sources thus improving the search results I am able to offer in response to search requests from managers and service planners. It has also given me different ideas for delivery of results giving a more professional look to the library literature search service.
- I have used Tim Buckley Owen's suggestion for how to structure a one page summary with 'must know' at the top taking up the majority of the sheet and 'should know' and then 'could know' taking up progressively less space
- I and my colleagues now present literature search results in a slightly more synthesised way, rather than simply emailing out the list of results as a raw file.
- Now frequently add value to evidence search outputs by creating summaries.
- When it is appropriate, literature searches are summarised, which saves the service users time
- We've been able to offer synthesised searches to members of staff in the Trust, which has been very well received.
- not allowed to put into practice what learnt as now doing something different with lit searches

- i haven't rolled this out yet but have met up with colleagues to discuss a framework going forward and will practice more before rolling this out to service users
 - I have explored more tailored methods of providing information to selected groups.
 - "Changed thte way we deliver search results to users.
 - Able to complete more comprehensive and better quality management based literature searches"
 - It has made me think about the way we present search results to users, and we have made improvements to the way we present results.
 - Greater awareness of grey literature resources has enabled us to improve the way we answer enquiries, particularly for non-clinical enquiries. We also present the results from literature searches in tabular form, dependent upon the type of search we have carried out.
 - I have a better knowledge of searching for grey literature. I also have new ways to work when putting together a complex evidence review.
 - Developed a template for future use. I feel far more confident about summarising evidence.
 - N/A
 - "Having attended the course which provoked many 'lightbulb moments', I cascaded the training to the librarians in my team. We used the example search packs to develop our summarising skills and now we are able to offer evidence syntheses as part of our literature searching service.
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- Recently, we utilised these skills by supporting the Trust's weekly Safety Summit. Each week the Medical Director leads a discussion of patient safety incidents that have occurred in the last week. We produce a one page 'Evidence Bite' which is an evidence summary on a topic inspired by the Safety Summit discussions. This is disseminated by the Medical Director across the whole Trust. Topics have included Druggles, Patient Identification, Distractions and Interruptions, Human Factors. The Druggles Evidence Bite supported the implementation of Druggles (drug safety huddles) in the Trust.
-
- Inspired by Anne Gray's workshop, we now send out 'golden nuggets' to individual colleagues or teams to enhance our current awareness service. These are emails where we forward on interesting and relevant evidence / reports / news to colleagues that we think might be interested. This has helped us to make contacts and share knowledge across the organisations we serve.
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- Personally I benefitted hugely from this course - I still believe its the best training I've been on in many years. I've grown hugely in confidence in my synthesising skills and my team and I now truly see the added value in offering these services. The skills that I developed also support my production of driver summaries for the MAP Toolkit."
 - "Rather than holding post-course workshops , I think it would have been better to have an online forum for people to post examples of their synthesis/reports. These would be used as examples for others to learn from, but also allow people to gather feedback and advice to further improve their end product.
 - The advantage to this method is that people can look at it when they have time available , and it's a little more flexible in that regard."

- It has given me new skills in summarising complex information which I am already putting to good use in current awareness.
- used the grid approach to present findings and been more confident in summarising /drawing conclusions from search results.
- Not yet
- I have started using the skills I learnt by adopting the POWER framework Tim Buckley Owen showed us and I am already using the scanning and synthesizing skills to prioritise, organize and summarise literature search results for enquirers.
- I have started preparing evidence syntheses for customers who have clinical, or service-development evidence-search requests
- I've only just done the Tim Buckley Owen course, but already I have been thinking differently about how best to present search results more meaningfully for users, and how to write a summary of the results in a narrative style.
- Since attending the course last year, we overhauled our literature search template. I now spend longer on searches, but provide better quality results and am more thorough in my approach. My summarising and synthesising skills are much improved, which is invaluable for the ward round work I do where the group do not want reams and reams of articles, just a small number of high quality papers with some framing explanation. We have collected some positive impact case studies from these kinds of literature searches.
- I've offered a syntheses & summary service to a selected client, and am optimistic that this will evaluate well. I believe partly as a result of being proactive with this I have been invited to be part of a Maternity Guidelines Development Group.
- Reconsidering how I present my literature searches, though have not changed this as yet.
- Too soon to say.
- Not had time to implement anything yet, but plan to adapt search report style.
- I have no idea what the impact has been on the users. It means that some search requests take longer to complete. I sometimes present the results differently.
- Literature search results - in some cases I have provided a summarised synthesis to a user, rather than just a list of results. A few users have commented that this is helpful.
- Have provided summaries and synthesis of search results which has saved time for end users and resulted in service improvements being made by them
- summarise literature search results for end users
- I manage my search results more methodically and have been able to provide more useful summaries to service users.
- It has made more more conscious of issues of presentation and branding around the presentation of search results
- Been able to create more professional evidence summaries enabling better service to patients
- More summaries provided with expert searches
- Has raised my awareness, and although I've not used the skills gained in the way the training was intended, I do feel that it helped me write concisely for my Chartership evaluative statement!
- Anne Gray's course (which I did a year ago!) was very confidence-inspiring and she advised to use quotes which is not something I've done before. I don't know what impact this has had, is it even measurable????

- Thought about more creative and useful ways I can organise and package search results so they are clearer and easier to digest for users.
- Thought about whether a more in-depth review would be useful for specific enquiries.
- Delivered more complete literature searches, with summaries, to make the results easier and quicker for the requestor to consider.
- Made me much more confident in my skills and justification of non-standard methods and results.