

Be Aware survey report 2017

Aims

The Be Aware service provides weekly e-mail updates on around 60 topics. It includes links to a range of information sources. This survey aimed to find out how users used information from the bulletins, which items they found most useful and any suggestions for improvement. Following an e-mail to all users registered with the library, the survey received 23 responses, a low response rate.

“recent information about antibiotic prescribing has ensured that I am aware of national recommendations and will therefore facilitate safe prescribing”

Results

Three respondents shared information from Be Aware in team meetings, briefings or peer reviews

- 40% of respondents hadn't used the information from the bulletins (but not all were signed up to the Be Aware service)
 - Of those who had used the information, the most common use was for patient care (6 responses) followed by study/coursework (5).
 - Each information type listed was of use to at least three respondents - the current variety is worth continuing with
- The most useful information types were research articles (15 responses), government/health service publications (10), news items from health sources (9) and news items from the general media and reports from specialist organisations (7 each)
 - 16 of 18 respondents rated the Be Aware service as Very Good or Good (89%), with 2 considering it Poor or Very Poor.

Evidence from Be Aware was used to ensure good treatment outcomes or change or update clinical practice

Comments/suggestions for improvement

- Several respondents were not aware of the Be Aware service
- Needing an ATHENS login to read some full text was an issue for at least one person
- Book reviews and policies were suggested as useful content

Conclusions and Actions

Generally respondents who used Be Aware seemed happy with its content. Information from Be Aware is being shared with staff beyond the service's actual subscribers, and informs patient care and CPD. Actions from the survey results include:

- Re-examining the promotion of Be Aware to longstanding library users
- Including more book reviews
- In the longer term, 'single sign on' would get round the need to have/ remember an Athens login to access full text. This, however, is a large and expensive piece of work