Introduction

In August 2018 we conducted a survey of our KnowledgeShare service. KnowledgeShare manages our regular evidence update emails, our evidence search service and our information skills teaching. In future it will expand to support networking and communities of practice. The questions we asked are available in the appendix at the end of this document.

We received 265 responses. Below is a breakdown of those respondents by organisation and job role:

KnowledgeShare evidence updates

KnowledgeShare provides personalised email updates to members on new publications in areas of interest to them. We asked respondents to tell us about the quality and impact of the evidence updates.

95% of respondents receive regular KnowledgeShare updates

79% of respondents said most / all resources received were new to them
“These updates informed my ability to do process mapping and to speak to clinical colleagues about specialist subjects.”
- Manager, Brighton and Sussex University Hospitals

82% of respondents accessed resources in the last few months

39% of respondents contacted the library service for additional advice/assistance after receiving updates

“I use many of the documents to support the reduction in use of sedation in people with dementia in hospital.”
- Nurse, Brighton and Sussex University Hospitals

How would you rate the impact of evidence updates?

- Excellent: 27%
- Good: 53%
- Average: 17%
- Fair: 2%
- Poor: 2%

“I used the emergency readmissions data to benchmark and provide examples of good practice.”
- Manager, Brighton and Sussex University Hospitals
“As education lead, I have cascaded the information to colleagues and used it to facilitate training of our students.”
- Nurse, Sussex Community NHS Foundation Trust

“I used these updates to develop a blended learning programme for preceptorship.”
- Nurse, Brighton and Sussex University Hospitals

Would you like to see more content in any of the topics you are signed up to? If so, what more would you like to see?

- Antimicrobials
- Art Psychotherapy
- Cardiac Arrhythmia
- Commissioning and Service Reconfiguration
- Community Nursing
- Custody Nursing / Women in Custody
- Dental
- Dysphagia
- Health Emergency Planning, Resiliency and Response
- Learning Disabilities
- Management in clinical research
- Mental Health
- Midwifery
- Neonatal
- Nutrition
- Occupational Therapy
- Paediatrics / Paediatric Neuro-Disability
- Vascular / Amputee
Online access to services via KnowledgeShare

One of the features of KnowledgeShare is to provide members with the opportunity to manage their evidence search requests and information skills teaching online. For example, members can request searches, track progress, see the results of previous requests, find search reports requested by other members, etc.

35% of respondents have logged into KnowledgeShare to access the services

How might we improve your ability to manage evidence search requests?

Many of the responses praised the team’s evidence search service, for example: “I think this is done really well at the moment. Individual help with searching often available and this is invaluable for practitioners like me who don’t do frequent searching.”

Suggestions for improvements were as follows:

“Longer abstract information”
- Doctor, Sussex Partnership Foundation Trust

“Easier to see if I have access to the citation or if the library need to order for me”
- Anon

“Online form for requests”
- Allied Health Professional, Brighton and Sussex University Hospitals

“All of the Workforce Transformation projects drew on literature - both commissioned evidence searches and serendipitous via KnowledgeShare.”
- Manager, Brighton and Sussex University Hospitals
How might we improve your ability to manage skills session bookings?

Many of the responses praised the skills session booking system, for example: “No problem, I find it easy to access and book, the service is excellent.”

Suggestions for improvements were as follows:

“More sessions available to increase opportunity to attend”
- Professional, Scientific & Technical, Brighton and Sussex University Hospitals

“A ‘how-to’ sign up email would be helpful”
- Allied Health Professional, Sussex Partnership

“More prompts/reminders about availability of sessions and content would be helpful”
- Anon

“Inclued a link to skill sessions booking form with updates”
- Nurse, Sussex Partnership

“Offer sessions via Skype”
- Allied Health Professional, Sussex Partnership

How might we improve your ability to add or edit your professional interests for evidence update emails?

Many of the responses were highly appreciative of the evidence update emails, for example: “Great as it is, I am happy that these can be edited as needed”.

Suggestions for improvements were as follows:

“Six monthly subject reviews via email”
- Nurse, Brighton and Sussex University Hospitals

“Email instructions on how to do this”
- Professional, Scientific & Technical, Sussex Partnership

“Quick tick box options”
- Nurse, Sussex Partnership

“Provide an easy link to update options”
- Nurse, Sussex Partnership

“These emails better informed my ability to do process mapping and to speak to clinical colleagues about specialist subjects.”
- Manager, Brighton and Sussex University Hospitals

“Useful in counselling patients in dementia clinic about treatment options and current research.”
- Anon
KnowledgeShare networking

Over the coming year we will introduce a networking function, allowing members to find colleagues across the country with similar interests in order to collaborate and share knowledge. They will be able to form communities of practice online that can discuss evidence in specific fields, anything from a virtual journal club to a policy group.

---

**Do you have groups, networks or communities of practice that might benefit from an online discussion space?**

<table>
<thead>
<tr>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amputee pathway</td>
</tr>
<tr>
<td>BACC network</td>
</tr>
<tr>
<td>CAMHS staff</td>
</tr>
<tr>
<td>Domestic violence</td>
</tr>
<tr>
<td>Education leads</td>
</tr>
<tr>
<td>Emergency nursing</td>
</tr>
<tr>
<td>Falls prevention</td>
</tr>
<tr>
<td>High cost drug management</td>
</tr>
<tr>
<td>LGB&amp;T</td>
</tr>
<tr>
<td>MSK Expert Reference Group</td>
</tr>
<tr>
<td>Newly qualified nursing</td>
</tr>
<tr>
<td>Public health</td>
</tr>
<tr>
<td>Smoking cessation</td>
</tr>
<tr>
<td>Theatre simulation development</td>
</tr>
</tbody>
</table>

---
Appendix

We asked the following questions:

1. Do you receive regular KnowledgeShare evidence updates?
2. How many of the resources you receive are new to you?
3. Have you accessed any of the resources over the last few months?
4. Has receiving these updates ever prompted you to contact the library service for additional advice or assistance?
5. Has the knowledge gained from your evidence update emails contributed to any of the following?
6. How would you rate the impact of the evidence updates?
7. How have you used the knowledge gained from your evidence update emails?
8. Would you like to see more content in any of the topics you are signed up to? If so, what more would you like to see?
9. Have you ever logged into KnowledgeShare to access our services?
10. How might we improve your ability to manage evidence search requests?
11. How might we improve your ability to manage skills session bookings?
12. How might we improve your ability to add or edit your professional interests for evidence update emails?
13. How interested might you be in using KnowledgeShare to connect with staff with similar professional interests or search requests?
14. Would you be interested in using KnowledgeShare to form online groups, networks or communities of practice?
15. Do you have any specific groups, networks or communities of practice that might benefit from an online discussion space via KnowledgeShare?