

Library Survey Results

February 2017

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Introduction

During November and December 2016 we conducted a survey among library users (and potential users) to get an idea of what they thought of the library service, its impact, and whether there are ways we can improve.

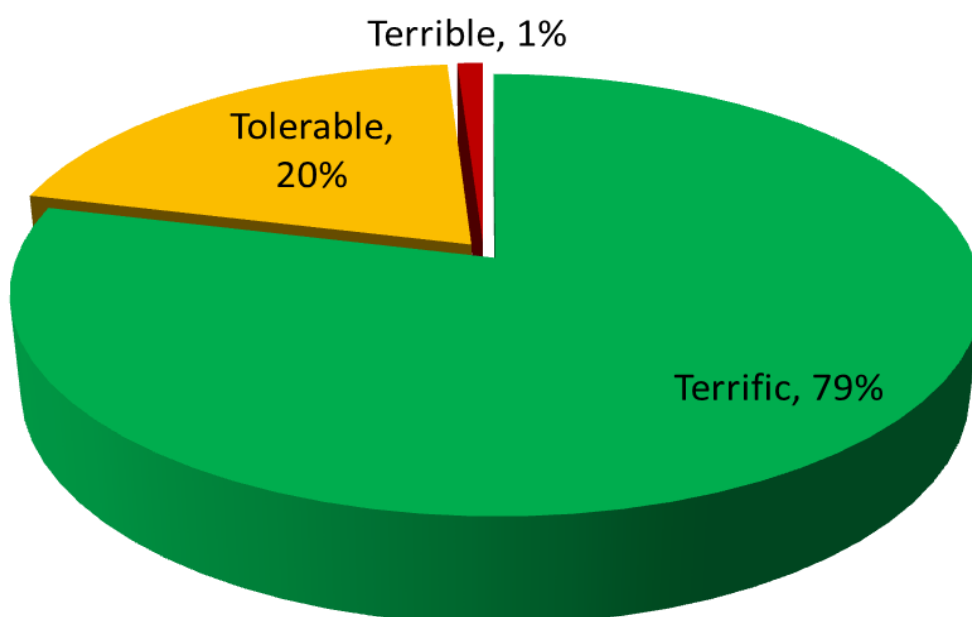
The survey was provided online via SurveyMonkey, and also in paper form for people coming through the doors. We made users aware of the survey by sending global emails around the SaTH Trust, sending emails to registered users on our library management system, sending global emails to users registered for an NHS OpenAthens account, sending emails to users registered for our Knowledge Update email alert service, by posting entries on our blog and Twitter feeds, and by asking users coming into the libraries to complete a survey form.

In all we received 251 responses, from users representing all of the partner organisations that we serve, and from a wide range of occupations and departments.

How people rate our services

Overall the library service provided to me is...

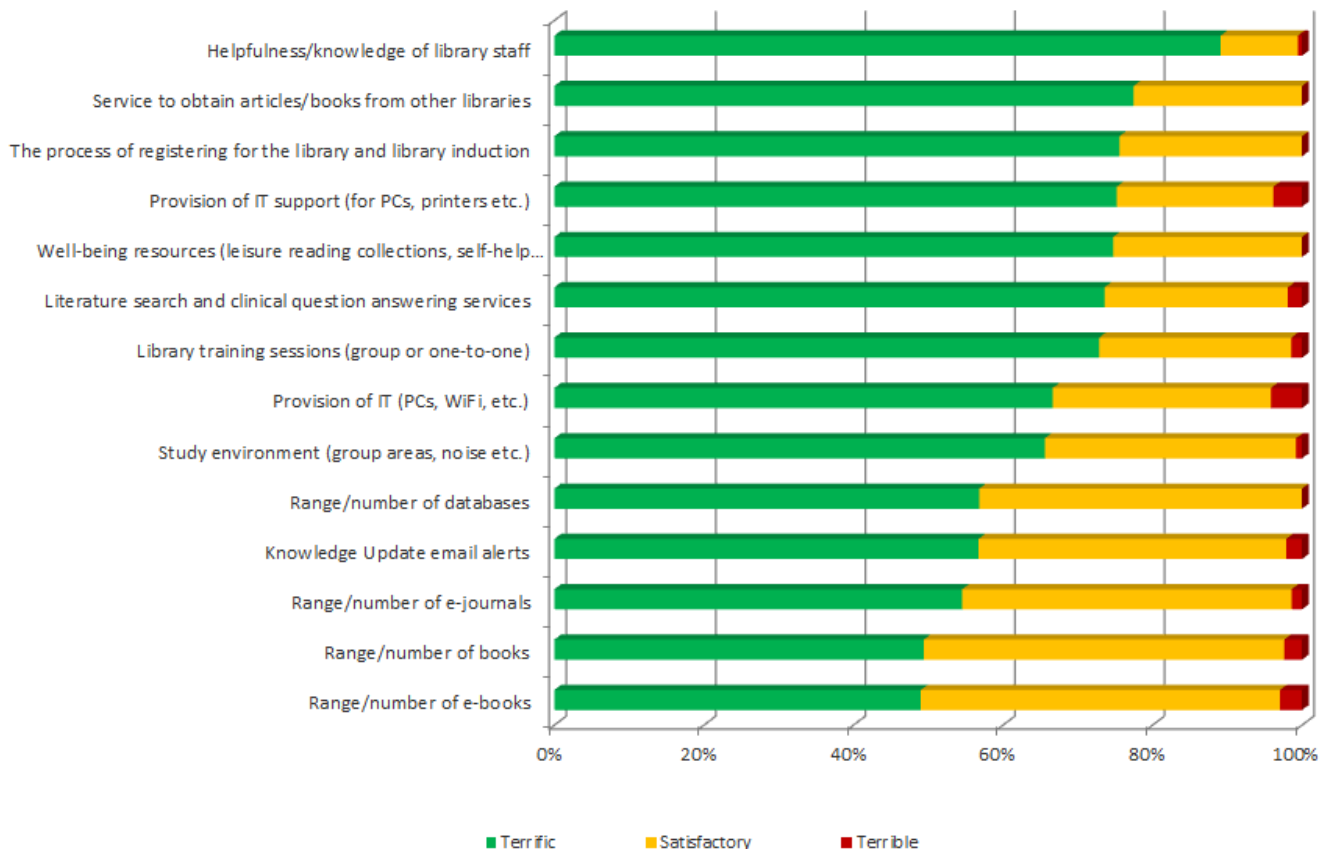
We asked respondents that indicated they had used our services in the last 12 months to specify whether they felt the overall service was 'Terrific', 'Satisfactory' or 'Terrible'. Of the 199 respondents to this question, 157 said 'Terrific', 40 said 'Satisfactory' and only 2 said 'Terrible'. We're really pleased to hear this, and it's an improvement on 2015 where 74% had said 'Terrific', 24% had said 'Satisfactory' and 2% had said 'Terrible'.



Of those 2 respondents who put 'terrible', neither gave any reasons for this response. There were a large number of comments from all respondents, many of which were very positive, praising in particular the help and support that library staff provide.

Ratings of individual services and facilities

There were around 199 responses to this question (some people didn't answer all sections of the question). We removed those responses where the service was not used, and analysed the remaining responses.



Overall very positive results, and no area received more than 5% ratings of 'terrible' (provision of IT was the worst, at 4.2% 'terrible', but it also scored 66.7% for 'terrific').

It's good to see that the library staff are regarded so highly, and closely behind are services such as article and books requests, literature searching and library training sessions.

It seems to be resources (databases, books and journals) that fare less well. Some of this is beyond our control, as students mainly access databases and e-journals through their own universities. However, we're aware that our range of e-journals is not as extensive as we'd like, but we do make every effort to purchase a range of both journals packages and individual titles to satisfy as many article requests as possible.

The results for e-books are disappointing. Since 2015 we've made over 20,000 titles available in e-book form, but there is a lack of awareness reflected in the answers to Question 10. Also, some of the responses may be from students and will relate to availability of titles provided by their own university.

Ratings for books did fall very slightly from 2015, down from 49.8% 'terrific' to 49.4%, which is disappointing, but does reflect a continued high demand for books that is also reflected in our growing issue figures. We'll continue to monitor usage and buy more copies of textbooks that are in high demand, and we'll also promote the availability of our book request service.

Comments

There were 48 comments in all, many of which were very positive. We've added some feedback where appropriate.

- Range/no of books and ebooks is satisfactory only as there are a very limited number specific to my field of training [audiology]. Excellent selection of general topics though e.g. research
- Group training terrible, one to one terrific, staff outstanding. As a student nurse I have found the library to be invaluable, the access to journals, books and help received from the staff is outstanding. It has helped me in both aspects, both as a HCA and a student nurse.
- Excellent facility helpful staff
- Library initiative bitesize training the library 24/7 idea is great
- Overall it is a really good library and provides a nice quiet study area.
- Main library [Shrewsbury] - too cold to be comfortable enough to study when visited early September; room at back with p.c s - open layout a factor in my not being able to sufficiently concentrate, solely to read
- Loved the colouring books at Shrewsbury site!!
- The staff are amazing!
- A lot of the e-journals are not available in full text format online, despite the group sessions on searching the catalogues being very useful, accurate and informative. There are key texts missing, so only very specific niche topics are listed. [Staffordshire student]
- trouble is get too many e-mails so delete library ones except overdue warnings. That's not your fault. It is my way of managing SATH information pollution.
- Have used facilities for Training and meetings, staff is friendly and very helpful
- Staff are always helpful
- I find the staff exceptionally helpful.
- Not sure how to access library out of hours, not that convenient to use it during the day as working. Shame that parking has to be paid for. Not sure if the conference centre car park can be used
- It was great that there are allocated quiet areas but there is still a lot of noise on most occasions. People seem to forget that sound travels. Also, I could hear voices from the room adjacent to the silent study room. I have very happily used the silent room in the past, but this time around there was too much keyboard tapping for me to concentrate. On another occasion I actually had two hours of uninterrupted bliss in the group computer room. I discovered it when I was trying to

escape the keyboard tapping in both the open library and private study!! I think it would be nicer as well if there was no noisy eating allowed. I was very distracted in the quiet area with someone eating the world's largest packet of crisps!! Unfortunately, I am very noise sensitive so I was probably more easily irritated than most people. It just seemed that keyboard users should be in the computer room and those of us who just want to read have a more quiet area.

- Keele students regularly comment on the helpfulness of the library staff and the service provided
- nice comfortable area to meet and talk with students [Staffordshire lecturer]
- Though the library has various books, there can always be classic additions. Just like the library takes in suggestions for medical books, maybe sometime in the year we can have a survey to suggest leisure books that the library can add to its collection.
- I have used e-books and e-journals and these are very useful if the particular book or journal is not in hard copy form at the library, or is in use. I also find the e-book and e-journals more useful when working at home
- Need more computers for the library- most of us learn online now. Also need access to computer systems within the trust. [Telford user]
- Poor rating for books only relates to radiology related books. There are not many radiology books available however I understand they are probably rarely used.
- In fact I was very impressed with mindfulness resources at RSH library . I do hope to utilise RSH library during my external SPA when possible
- I have only ever used the library resources online
- I had a problem with My athens account. It was sorted out by Maria in a very quick time frame, which was of huge value to me.
- I found the new offer of literature searching very useful and excellent turnaround time
- There are limited number of Occupational Therapy books, particularly aimed at study or community based OT
- Jason Curtis particularly helpful
- My most used feature is OpenAthens - although at times the range of journals available here is limited. Would be good if there was a facility for 24hr opening at PRH library.
- I've had some issues trying to get books from Stafford or Stoke to Shrewsbury Campus. [Staffordshire student]
- not much study space at prh
- The staff are very helpful at all times.
- Library staff are always extremely helpful and friendly.
- A great resource to have at your disposal. More staff should use this.

- Staff are very helpful
- Some online resources have broken links and some books are only available at the Octagon Library. [Staffordshire student]
- Very helpful staff
- Liked addition of well being tools, drinks and casual reading area at Telford. Also fish, I like the fish.
- I love working in the [Shrewsbury] library, the staff are helpful and the environment is well kept and a pleasure to visit
- There is always an interesting display board on show regarding health issues. Also, there are activities for visitors to do. Books and resources are excellent and current.
- Spent a lot of time on jigsaw ... but then when I went back the other day it had all been crumpled up and placed back in the box ! Gutted ! [sorry - it was completed by someone else and started again!]
- Sometimes in the quiet study room all you can hear is the office staff next door gossiping. [the office staff referred to are part of the Education Centre team at Telford]
- The Library staff are absolutely superb. They are always helpful and very knowledgeable for searches and the provision of information. They have also provided literature searches for the West Midlands Orthopaedic Research Group leading to the production of Critically Appraised Topics leading to best practice.
- Renewing books online is very helpful when you don't have time to leave the department.
- The library is very user friendly and staff are very helpful
- Very fast turn-round for article requests
- Good Cycle parking, maybe have covered cycle stands to keep bike dry :) [Shrewsbury user]
- The RSH Library is an excellent resource to have on-site.
- Library staff are great.

Feedback from library staff

Noise in the library at Shrewsbury was a much bigger issue in 2015, whereas there were only a handful of comments this time.

We looked at the zoning of the library and made some changes with new furniture and signage and since the refurbishment of the Faculty of Health building was completed, there is common room space next door and one of our IT Training Rooms is available for much of the time for quiet study. These changes do seem to have helped.

Unfortunately, there is little that can be done to alleviate the noise problem fully. Shrewsbury can be a very busy library at certain times, with students who need to work in groups, students moving between teaching sessions in the LC rooms, and the general hubbub of activity.

The lack of WiFi provision at Telford was another issue raised by several respondents in 2015, but this have now been resolved with the availability of public WiFi at both sites.

The PCs at Telford have been upgraded, and new furniture is on order for the IT Suite.

Is there any service you would like the library to provide that it does not at the moment?

There were 44 responses to this questions, of which 7 answered 'no', 'nothing I can think of' or similar. Of the remaining 37 are:

Opening hours

- I feel a issue with the library is opening time. The library is supposed to be available 24hours however I work night shifts and can not access the library in PRH. I understand that it is not used as often during the night but it should be more accessible for staff that would like to catch up on reading during their break time. I signed up and was given a passcode to access the library, but there have been many instances in which I could not access because the management had changed the code. Even after approaching the security I was not allowed entrance. I feel PRH should implement a card swiping system similar to RSH, so we can access library and its resources through the day and night shifts.
- 24hr opening at PRH

Feedback from Library Staff

The library and IT suite at Telford are already open 24 hours a day via a keypad. There is little chance of us getting funding to install a card system at Telford, so our only option is to offer keypad access. We do email any changes to the code to users who are signed up to 24 hour access, but it is always worth checking with library staff, and ensuring we have an up to date email address.

IT and WiFi

- It would be great if I was able to combine calling in to use a computer to input data to Lorenzo (Rio in future), then I could combine this with spending time at library for professional development [SCHT staff]
- I wish the computers were a little faster.
- Free SATH wi fi
- WiFi and space for own computer usage as the hospital computers are rather old and don't even support some of our training websites- eg log books,

Feedback from Library Staff

Both sites now have SaTH public WiFi as well as NHS WiFi for hospital devices, and there is space for users to plug in their own laptops, with additional sockets added to the Silent Study Room at RSH.

Study Environment

- I still think a meeting pod/s would be a good addition
- Encourage the open area to stay a bit quieter .
- I think there should be more seating area for group study and it would also be good if there was a social space area for people to talk when taking a break from work
- Perhaps a larger quiet study area. [Telford user]

Feedback from Library Staff

We'd love to have a meeting pod, but these are very expensive!

We are looking to add some more tables to the Group Study areas in the Shrewsbury Health Library, both the one near the Leadership Zone, and the IT Drop-in Room (this one will also have a large monitor for collaborative working). We don't have any space for a social area inside our libraries, but there is now a large common room area in the Faculty of Health at the RSH, and a nearby common room area in the Education Centre at Telford. Given the comments around excessive noise in the libraries, particularly in the previous library survey, a social space would probably make this problem much worse.

Resources

- kindly provide access to more online resources like UpToDate
- More e-books and e-journals to access for my course discipline please [Staffordshire University student midwife]
- UpToDate subscription
- Include access to Radiology journals - RADIOLOGY, Radiographics, if not already available . These could be useful when on-call.
- Newer editions of books - A lot of the books are quite old which is not always the best for referencing purposes. [Staffordshire University student nurse]
- Ideally I would like to see more books in the medical physics genre: radiotherapy, radiobiology, medical imaging, etc., but this is quite niche to me and I can find a lot of information online
- More online journals- Access to UpToDate which used to be available via SATH but was stopped. Perhaps if too expensive only on the library computers.
- used to use UpToDate frequently and find DynaMed a very poor substitute

Feedback from Library Staff

We'd love to be able to afford UpToDate again! Unfortunately, our quote for renewal for 2015/16 was for over £35,000 and subscribing would entail cancelling the majority of our e-journals. The suppliers kept increasing the cost well above the rate of inflation and it simply became unaffordable.

We have a subscription to DynaMed Plus, which although not as detailed as UpToDate (a lot of the narrative is stripped out in favour of bullet-point evidence), is considered a very good clinical decision support tool and is updated daily. It also has the advantage of having mobile apps included in the price. Password-free access is available via both the Intranet and the Clinical Portal.

Whilst we'd also love to provide more e-journals, we do also provide an article request service for any articles from journals that are not available to users, and we satisfy over 95% of requests made. In addition, at a national level more collections of e-journals have been made available, and we've been able to maintain almost all of our local subscriptions despite price increases.

Training

- Basic Training for staff on using tablets, i.e ipads & ios/ windows tablets as in future services will be electronic.
- do you have open days? Offer a refresher course for non-clinical staff on what the library offers, maybe tie it in with either a Skype or Twitter session?

Feedback from Library Staff

It's good to see that people are interested in training on mobile devices and apps. We've run some very popular courses on Twitter, and will look to do some more in future, and we'll also look at offering training on Skype.

We like the idea of offering open days, and will look at how we could do these, perhaps tying it in with a charity cake sale.

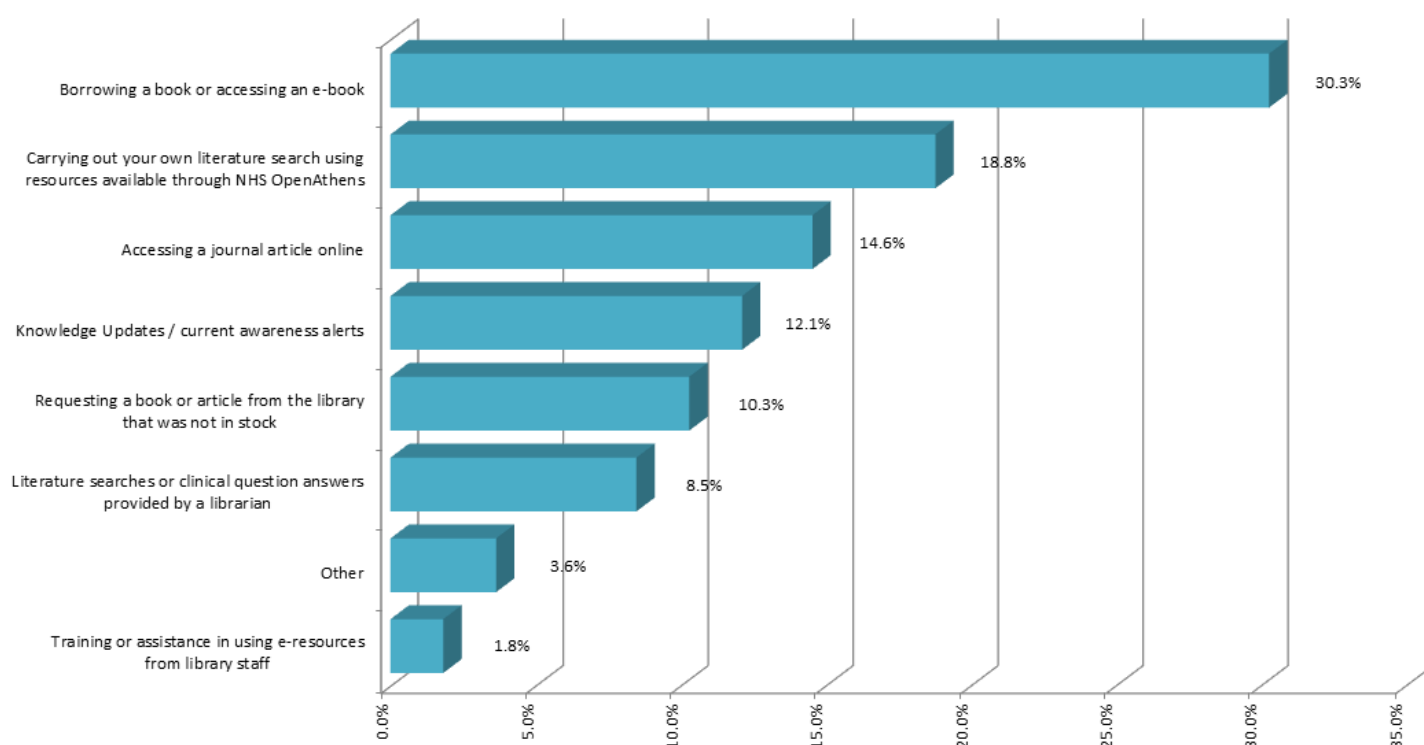
Other comments

- I am confident that the librarians are knowledgeable and extremely helpful when I need them
- Is there a reading group I might consider participating in (once I've finished my Masters)? [we're looking to start one at Telford soon]
- Would like to know how to open an NHS OpenAthens account. [we'll get in touch about this]
- Cappuccino machine
- Free use of software [not sure what the respondent means by this]
- Perhaps more snacks?
- Decent reference management software!
- I wonder if there's a chance of buying second hand books? Or a way to buy books if we wanted to?
- On the whole, I am satisfied with the facilities available to me in my university library. It is more than sufficient for undertaking my studies.
- Visible aquarium and bigger.
- I like that there are well-being resources- workshops may be good as well such as stress management, revision, book clubs! etc.
- Please continue, the staff are great. Thank you!
- Good Coffee [Shrewsbury user - we did change our supplier a while ago, and the feedback has been very good, so this might relate to our previous coffee]
- Free parking!
- Continue great work.

The impact of library services and resources

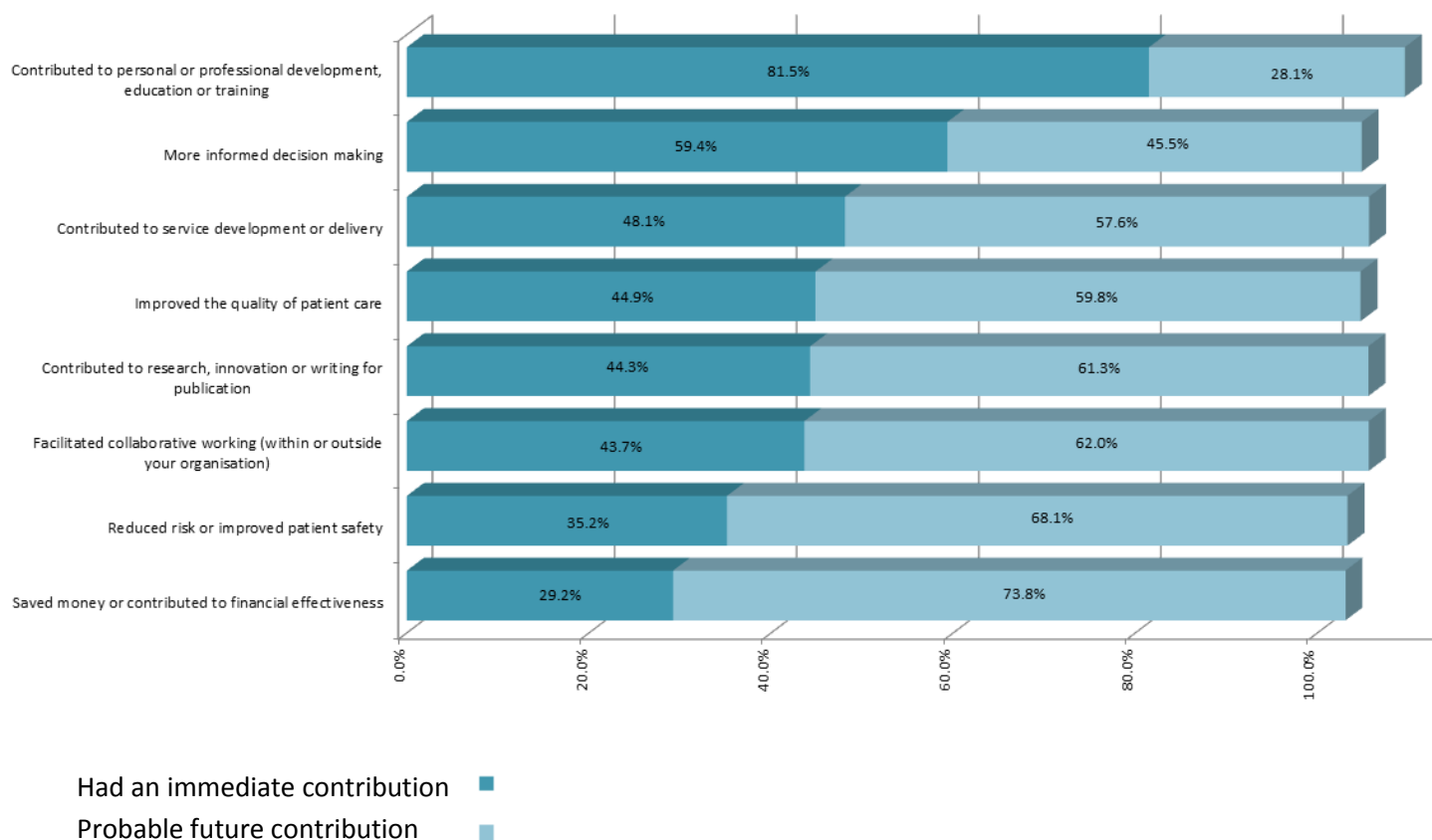
Which one of the following had the greatest impact on patient care, research, education and training, or continuing professional development in the last 12 months

This question was asked to respondents that had indicated they had used the library service in the last 12 months, and was only asked to staff and not to students. There were 165 responses.



Not surprisingly, book loans came out high as this is by far the most popular service, but in relative terms it is services such as literature searches that have the most impact since we do a much smaller number of these than say article requests.

Which of the following impacts did that use of library services or resources contribute to?



The greatest immediate impact was professional development, education or training but even the area where there was least immediate impact, 'saving money or contributing to financial effectiveness', 29% of respondents indicated an immediate impact and another 74% said there was a probably future impact.

Specific examples of how library services or resources benefited patient care, research, education and training, or continuing professional development

- Speech Therapy dept value and appreciates being allowed to use Library service to search for assistive technology information/ devices used by the majority of our patients with communication difficulties. Some of the information is used to make a case for service development , training colleague on new developments in technology. Without access to your services our patients will not be able to make decisions on which equipment is suitable for them if the clinicians have not tested the software and trying its 1st. The use of the apps by our patients reduce the dependency on other and the software is cheaper than purchasing some of the AAC equipment. .

- I have found the library services very useful and easy to use. I have been doing a course at Manchester University but find your on-line service a lot easier. I am able to access a lot of E-book and articles which save an enormous amount of time than visiting the library. Also, the one-to-one update I had on searching on the databases was invaluable.
- Great help with literature search when we planned to introduce Paediatric MR enterography services at SaTH. This was subsequently introduced at SATH in 2015, with improved patient care in Shropshire, Powys, Telford, basically all regions covered by SATH.
- SATH Library services have made an outstanding contribution towards patient care in the fields of Achilles tendon rupture management and Ankle fracture together with the management of sports injuries to the foot and ankle. I am regularly provided with articles from the library which make a significant difference to both my research and patient management.
- Content from journal articles sourced by the Librarian from the British Library (as they were not available on OpenAthens) was used to update an educational presentation for individuals diagnosed with Chronic Fatigue Syndrome regarding the benefits of exercise.
- This year I have set up a Midwife led tongue tie assessment and frenulotomy clinic and the library staff were extremely helpful in supporting me in finding articles to use in my preparation. The process contributed to improved patient care, I know also deliver training to staff and it has facilitated my learning and professional development.

Other responses

- Able to access on-line resources to prepare a presentation without visiting the library to borrow books; time and cost of travelling saved; resources accessed were adequate for the task.
- through reflective practice. I looked at should we take swabs, I learnt through evidence base that we should take tissue sample instead, this leads to more accurate results
- using literature searches when providing evidence based guidelines.
- Without the library I wouldn't have been able to gain my qualifications.
- Keeping up to date with professional journals, latest research. So I know what the consultants are talking about when they quote the latest research!
- up to date info
- I benefited from a reflective reading session organised by the librarian which has inspired me to look at incorporating something similar within my team, to aid our professional development
- Excellent support for researchers who are busy clinicians in performing literature reviews
- When I have been unable to source a research article, I have been in touch with library staff and normally within 24 hours I have a copy of the requested article.....it's a fantastic service and very much appreciated
- I was pleased that the library bought in a book for helping me with presentations to potential medical students and I have been really pleased with the offer to have it transported via internal mail.

- Using the library services to develop documents to support independent health care providers to deliver high quality care, reduce the risk of cross infection and hospital admission avoidance.
- Currently training to perform Colonoscopy to improve the access for patients to the endoscopy department and to cope with the current and future demand. Borrowed book on endoscopic techniques which supported the practical training I was undertaking. This helps ensure that I will be a safe and competent practitioner.
- The librarians, particularly at PRH site as that is my main base, have been fantastic helping me get pieces of literature for both courses and also for writing patient guidelines and influencing patient care in this way. They are a valuable resource to the Trust that are probably under utilised and under valued by a lot of staff.
- Search for evidence based practice on whether to derroof a burns blister or not. Improved patient care, reduce infection risk and reduce visits for redressing wound.
- It contributed towards my CPD as I utilised the service to study for my course and to write up my assignment.
- The changing digital screen and display on topical issues that highlight certain subjects and special interests is excellent and attracts attention of library users - prompting them to use the resources available and the staff are always happy to help further if required.
- I had to order some books that weren't offered at the Shrewsbury library, went to the librarians and they ordered it for me. I had the books within a week. This helped me tremendously with my professional learning.
- access to more online resources especially Uptodate
- very helpful whilst doing diabetes course
- I needed information on an unusual presentation of a common disease- library books/ NHS Athens were very helpful in this matter.
- A well organised, supportive area to work. 24/7 access is fabulous.
- It helped me prepare for exams which will help in all aspects of patient care. We used to have UPTODATE site subscription which used to help in immediate patient care while oncall and I wards by direct access to newest uptodate medical information.
- Resources contributed to my post graduate studies during advanced practitioner training.
- Allows personal development with ref to medical education. As a medical student, it has allowed to me to build upon my current knowledge
- I have completed a post graduate diploma in advanced practice
- I get the help of the librarians to look for articles or books
- Researching whether certain sections of our Procedures of Limited Clinical Value policy is up to data and based on the best evidence
- Business plans, integrated working, papers for conferences
- Gave me detailed information, enabling me to develop my skills and knowledge within my job role.
- excellent service from library staff
- I am currently undertaking a Masters Dissertation and my access to Open Athens and the librarians' incredibly swift help in acquiring articles has been invaluable - Thank You!!!

- Reading and research is important for personal development. It also keeps you up to date within the real world of what's happening around you which sometimes we forget.
- Being able to access up to date literature e.g. books has ensured that the training I provide to other members of staff is current and on topic. This also allows for continuing professional development through self directed learning and access to resources both online and offline.
- I think it is imperative to maintain an on site up to date library with Journals and reference books for any hospital but especially with Junior Doctor training posts and med students on site
- Useful for Revalidation and staff always helpful and knowledgeable.
- The library staff are always very helpful particularly Louise at PRH.
- Accessible information is important to achieve my research objectives
- Literature search carried out by the librarian for me impacted on the way i deliver my training and that of my team, therefore likely influencing patient care as a result of this.
- I have been able to write literature reviews and assignments based on midwifery care, as part of my ongoing assessment.
- The library is a valuable resource for education and training, which are the foundations of patient care and continueing professional development.
- We answer clinical questions by reference to published articles which the library obtains for us
- Books and articles for Masters
- Haemochromatosis and arthritis - swift and helpful response
- helped me find out good practice in other urology settings.
- Literature searches are helpful when discussing patients in MDTs or looking at new treatment options. The article provision service is excellent and I can't thank the staff enough for their help in trying to obtain articles.
- I study CIPFA Professional Accounting Qualification as part of my scheme. Therefore I find the library useful to get me away from my house and helps me to concentrate. I sometimes make use of the pc's and the study tables, especially at weekends and weekday evenings near exam time.
- The availability of resources - books, articles are vital to keeping up to date with the developments of chaplaincy today. In regards to lecturing on spirituality library resources have been invaluable, this leads to more appropriate information which has a bearing on ward staff and their care of the patients, particularly with End of Life Care.
- Reflective reading of an article for revalidation. Arranged by Louise from PRH - very useful and great being able to discuss with other nurses.
- I am doing the Lean For Leaders VMI course which is patient centred. I believe that the assistance given to me by the library helped me to complete the course and therefore support improving patient care

E-Books

If you haven't made use of e-books, is there anything that would encourage you to do so?

59 people answered this question, with some suggestions for what would encourage them to use e-books, along with why they don't already. A rough breakdown of the responses is:

No, nothing would encourage me, or I already use or plan to use	22
I prefer print books	9
Easier access or more information on how to access	9
More awareness of what is available / didn't know about them	8
More access to IT at work	2
Ability to access off-site	2
More time	2
I've had no reason to use	2
Difficulty reading e-books	2
Better selection of titles	1

Responses from library staff

We recognise that many people prefer print books; it's one reason why our loan figures have continued to rise over time. The e-book collection complements our print book collection, and enables us to provide access to additional titles, and we have no plans to reduce the size of the print collections.

In terms of access, we've made e-books an option in OmniSearch on the front page of the website, so they are now very easy to search, but we will try to raise awareness of this feature, and of e-books generally. We're also very happy to demonstrate how to access them, and how to download them to mobile devices if required.

All our e-books are available off-site, and can also be downloaded to many mobile devices for up to 14 days at a time, for off-line access.

Sadly, we can't provide more time to be able to read them!

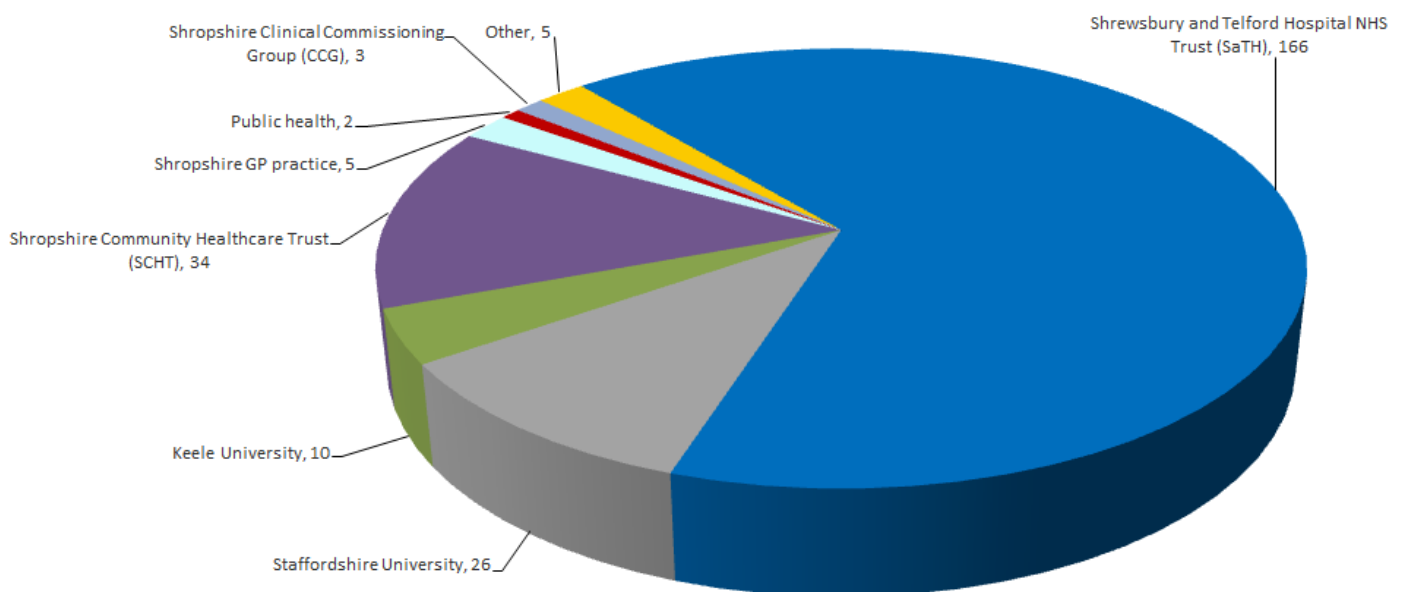
Full list of responses (excluding responses such as 'no' or 'not sure')

- No I prefer to read paper books.
- No, I like print!!
- Availability of computers upon which to read them and time within working ours to do so. I currently have to take all reading home due to lack of both of these resources in my work place.
- The selection of e-books available to me for my specific course is poor, although I am generally interested in making use of the ones which are available.
- pathetically easy button saying 'search e-books here'.
- regular emails alerting me of new books available.
- ease of use
- Access
- I'm a paper girl!!!
- I didn't know e books were available.
- I have had no reason to use ebooks.
- I just prefer hard copy, personal preference.
- No, I really struggle to read in any length when not on a printed page.
- More time :(
- I find them difficult to read
- As mentioned above more computers in the library would make it possible to do so. Out clinical areas(wards, clinics) are not conducive to accessing e-books or learning.
- a paper copy list of e books available on the shelf next to the actual books available.
- I would need to find out how to access these. If they were available at home that would be great
- I wasn't really aware of this service until now - I will take a look...
- I now realise their potential so will get using in the future
- Don't need
- don't think so at present
- More understanding on how to access
- knowing how
- No, am much more likely to access articles/literature searches.
- never thought of it really.
- Didn't know about it. Is it just an on-site facility? If so it's pretty limited.
- resolve to do so more
- I need to find out how to use these and where there are located.
- Nope. Prefer to hold something in my hand.
- More familiarity with titles
- I have attempted to use e-book but didn't find it very easy to access them.
- yes, information on how to access them
- I use e-books.
- ability to take home i.e. accessible at home
- It's a personal choice not to use them - I find them too difficult!! Much prefer a real life book!
- No, sorry I refer physical books
- No, I prefer paper copies of books

- Perhaps the odd email about what is available as an on-line learning tool
- I only look at those that are relevant to what I am researching at the time
- A list of available ones or a link.
- publicity on what is available and what platform you need to be able to read them
- No, I prefer to have proper books!!
- I have used
- Easier access to titles available

Details of respondents

Main employer or affiliation



The bulk of responses are from Shrewsbury and Telford Hospital NHS Trust (SaTH). This is partly due to the use of global email as one of the means to distribute the survey link, which means the results for SaTH include a lot more non-users of the library services.

Occupation

Breakdown of occupation by main occupational groups (covering the 246 respondents that answered Question 2)

Nurse	48
Admin and Managers	53
Student	36
Allied health professionals	41
Doctor	27
Consultant	14
GP	2
Healthcare assistant	7
Scientific and technical	9
Midwife	2
Estates and facilities	2
Lecturer	3
Commissioner	1
Public health practitioner	1
Total	246

A wide range of professions and departments were represented in the responses, and the answers will help us to target specific areas where issues are identified.

Site

The majority of respondents either work at the Royal Shrewsbury Hospital or the Princess Royal Hospital (190 of the 246 that answered this question).

There were a wide variety of other responses and we've tried to group these as far as possible into meaningful categories as shown below.

Location	Number
Royal Shrewsbury Hospital	119
Princess Royal Hospital	71
Other	12
General Practice / Health Centre	8
William Farr House	8
Shrewsbury Business Park	8
Stepping Stones Centre	7
Other community site	5
Shropshire Rehabilitation Centre	5
Community hospital	4
Coral House	2
Total	249