

User Research Summary of Findings:

How can NHS Evidence better support CKO's? (CKO Conference Workshop)

Background

User Research were asked to carry out a session at the 2009 CKO Conference held in Manchester. There were approximately 80 delegates overall, and 6 opted to take part in this workshop. Prior to the conference, attendees were asked to have a look at the NHS evidence website so they could provide feedback on their experiences during the workshop. This one page summary highlights the key findings from this session.

Main Aims

The main aim of the session was to develop a better understanding of CKOs needs and experiences in relation to NHS Evidence; and subsequently to ensure these findings are communicated for future developments.

Methodology

A semi structured question schedule was used, asking participants about their initial experiences, and their views about what it currently offers and any potential gaps and weaknesses. The session lasted 45 minutes and there were 6 participants in total. 5 participants were librarians or information specialists, and one participant was a strategy and performance director. The session was also observed by other NHS Evidence staff.

Key Findings

- Overall, the group was quite positive about:
 - The general appearance and layout of website; *"has a professional look and feel to it"*.
 - The improvements from using the NLH website, which was viewed as slower and lacking structure.
 - Having access to Social Care Online, which fills some previous information gaps, although there is a need to manage users' expectations in accessing full content as much of full text is Athens gated.
- The group also commented on several areas for development:
 - *"Needs to be more seamless"*, as you end up getting lost when using the Specialist Collections. A breadcrumb trail would be helpful.
 - Prioritise fixing small things and little tweaks over bigger developments *"because you can live with the development stuff"* but not when things are not working properly.
 - Test new releases and developments on users' systems not superfast ones that don't exist in Trusts.
 - Lack of communication about problems on the site; very off putting for new users and time wasting for those who have to keep making calls to helpdesk. Need to have real time messages on home page.
 - Would like to see Athens gateway on home page & clearer indication of gated content.
- Other key issues raised by the group were:
 - It would be helpful to have something authoritative on quality and productivity, and horizon scanning. There is a need to understand what information is important and what is not. The concept of authority is important. The NHS Evidence badge gives an impression of quality.
 - Sharing local best practice was seen as important but there was a concern about evaluating quality. One suggestion was to enable an advanced search, as in Google, where the user can select a domain name such as nhs.uk, so they can search Trust websites for best local practice and innovative development.
 - Encourage users to ask their librarian for guidance, as they can assist in developing search strategies, making better use of NHS Evidence, and could help save time and money. Librarians felt they have the potential to be the *"best champions for NHS Evidence"*. Most felt that NHS Evidence has *"opened up opportunity for library services to be more effective in organisations"*.
 - NHS Evidence was generally seen as still being in development and is currently *"a tool to be used in conjunction with"* other sources.

If you require further information about this project, please contact the User Research Team:

Email: user.research@nice.org.uk Tel: +44 (0)161 219 3750/3790

National Institute for Health and Clinical Excellence

Level 1A | City Tower | Piccadilly Plaza | Manchester M1 4BD | United Kingdom