

Searching & Review Clinics: Frequently Asked Questions

Who can help with my query?

When you book an appointment, you will need to tell us whether you want to speak to an Information Specialist or a Systematic Reviewer. In order to help you make that decision, here are some general areas that we can help with:

- Information specialist: informing search strategies, using Endnote as your reference library, managing your references, searching databases effectively, using local resources.
- Systematic Reviewer: developing your protocol, describing the systematic review process, guidance on screening, data extraction and quality assessment (critical appraisal) and synthesis.

I'd like some advice on searching, but I'm not doing a systematic review. May I book an appointment?

These clinics are specifically aimed at addressing systematic review-related queries. If you are not planning to do a systematic review then a clinic appointment is unlikely to be the best use of your time, especially as there is often a significant wait for an available appointment.

If you need general searching advice this can be obtained from either of the University libraries ([Plymouth](#), [Exeter](#)). More information on general searching skills can be found [here](#). There is also useful information on the Universities' Systematic Review pages ([Plymouth](#), [Exeter](#)) and the University of Exeter's [IS team](#) pages. Exeter staff and students can book an appointment with the College of Medicine & Health Academic Liaison Librarian [here](#); Plymouth staff and students can contact their subject area Information Specialist [here](#). There are answers to many of the common questions we help with in the clinics on our [blog](#) together with links to useful resources such as the [Cochrane Handbook](#) (chapters 5-12) and [Centre for Reviews and Dissemination](#).

Can I book more than one appointment at a time?

You may book a maximum of **2 appointments per clinic date**. This is in order to allow the team to address the many advice requests they receive as quickly as possible. Please book a double appointment **only** if you need to speak to both an Information Specialist and a Systematic Reviewer. Additional appointments booked by, or on behalf of, the same person on any one day will be declined.

You can book follow-up appointments at future clinics: please check with the member of staff you see at your initial clinic appointment whether they would advise this.

The clinic dates displayed on the website are not convenient for me. Can I book an appointment outside these times?

Regrettably, we can't accept appointments other than at the designated times set aside for the clinics. Depending on the nature of your enquiry, the team may sometimes be able to provide you with advice by email during the time allocated for a clinic, although this will not be a suitable solution in every case: please email penarc@exeter.ac.uk to enquire.

An interactive appointment is always recommended where possible. Please note that, as of March 2020, we are offering online appointments via Teams or Zoom.

I've made an appointment that I can't now attend. How can I cancel it?

If you make an appointment and subsequently find you can't attend, we would appreciate it if you could let us know as soon as possible, in order to free up the space for others or allow the time to be used for other purposes. Please email penarc@exeter.ac.uk, stating your name and the date and time of the appointment you want to cancel. Alternatively, if you have an [Eventbrite](#) account, you can cancel your appointment by logging in, clicking on the order you want to cancel on the Tickets page, and then clicking "Cancel Order" (please note that this option is not always available on a mobile device).

Sadly, we have experienced a number of no-shows at recent clinics. We are now keeping a record of these, and colleagues who fail to attend on three separate occasions will be barred from making appointments at future clinics. (This applies where the booking has not been cancelled on Eventbrite **and** there has been no explanation for the non-attendance either before or after the missed appointment; we do understand that conflicting emergencies and diary errors crop up from time to time!)

I'm not based in the South West Peninsula. May I book an appointment anyway?

Unfortunately we can only accept bookings from people working in and around health and social care services and related research within the PenARC catchment area (Cornwall, Devon, South Somerset). If you are based in another area of the country, we would recommend that you contact the [Applied Research Collaboration for your region](#) in the first instance. While they may not offer similar advice clinics themselves, they should be able to signpost you to the relevant local libraries.

What are my transport/parking options?

COVID-19 Update: From March 2020, appointments will be held via Teams or Zoom until further notice. If you don't have a suitable internet connection or equipment for an appointment by online videoconference, please [contact us](#) to ask about alternative options.

Face to face clinics will be held either in South Cloisters at the University of Exeter's St Luke's Campus, or in the ITTC Building at Plymouth Science Park, unless otherwise advertised. Please click [here](#) for directions to both sites.

- South Cloisters: South Cloisters is marked no. 11 on the [St Luke's Campus map](#). Please note that visitor parking at St Luke's is extremely limited: we suggest that visitors staying for less than 4 hours use the [Triangle](#) pay-and-display car park, or the short-term on-street parking available in the following nearby roads: [College Road](#); [Spicer Road](#); [Denmark Road](#); [Athelstan Road](#); [Barnfield Hill](#). Please observe the distinction between resident-only spaces and public spaces if parking in one of these areas.
- ITTC Building: A map of Plymouth Science Park can be found [here](#). On arrival, please report to the main Reception, marked 1 on the map, and ask to be directed to Room N14/PenARC offices. There is limited parking for visitors to Plymouth Science Park at point A; please register your car at the Reception Desk. Please use the [Park and Ride](#) service to Derriford Hospital if at all possible.

Who can I contact with any other questions about the booking process?

Please email [PenARC](#).