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The European Observatory on Health Systems and Policies is a WHO hosted partnership that brings together different policy perspectives to identify what health systems and policies evidence Europe's decision makers need. The Observatory then generates and shares the evidence in print, in 'person' and on-line, acting as a knowledge broker and bridging the gap between academia and practice. It gives decision makers insights into how their own and other systems operate; what works better or worse in different contexts; and why. This session will hear from three of the Observatory Partners about how they have used evidence (in UNCAM, the French Social Insurance body; the Department of Health, Ireland and DG SANTE, the EC). They will highlight the things that help and things researches might do better.