

2019 Pathology User Satisfaction Survey – Feedback to our users

Summary

During August 2019, the Pathology user survey questionnaire was distributed to secondary care facilities via the RUH Staff Newsletter. The purpose of this document is to provide feedback to our users detailing the approaches taken by Pathology to improve the service (where feasible) as required by ISO 15189:2012 clause 4.14.3.

A total of 20 responses were received for this survey return. Whilst participation numbers are low, participation is representative of the staff groups within the trust (see page 2). The survey was closed in November 2019 to allow for results analysis and an action plan to be created during the Pathology Annual Management Review meeting.

It is important that our survey responses remain high, where this facilitates improvements led by Pathology to meet your needs as a Pathology service user. Other methods of distributing surveys will be explored in 2020, where the RUH Staff Newsletter demonstrated a poor uptake.

Despite response rates being poor, we were delighted to see that **90%** of responders have stated that the RUH Pathology service delivery has met or exceeded your expectations. Thank you for taking part in this survey.

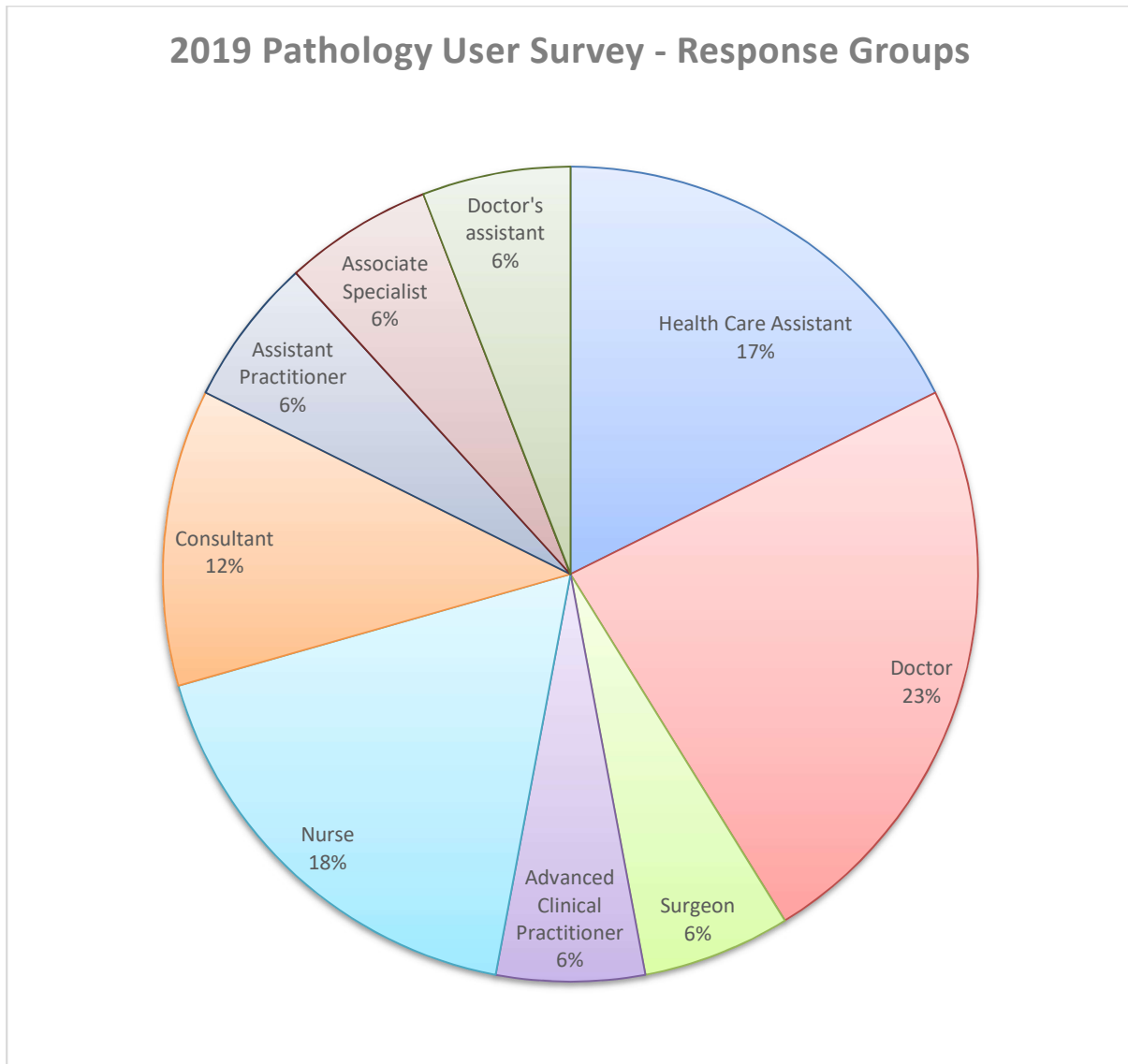
Questions Asked

The 2019 survey questions were designed to fit areas which we feel are most important to our users. The questions asked for this survey were:

1.	How satisfied are you with the range of in house tests available?
2.	How satisfied are you with the availability of information relating to the requesting of tests?
3.	How satisfied are you with the turnaround time for urgent/critical results?
4.	How satisfied are you with the out-of-hours service, including: on call; weekends; and evenings?
5.	How satisfied are you with the availability and content of clinical advice?
6.	How satisfied are you with the phlebotomy services available to patients?
7.	How satisfied are you with the support provided for Point of Care testing by the laboratory?
8.	How would you rate Pathology services overall?
9.	Are there any improvements that you would like to see in the service provided?

2019 Response Groups

The respondents self-identified as working in the following staffing groups (chart below). The engagement with this survey, whilst numbers were low, demonstrate a good variety of staff groups providing feedback. The staff range consisted of: consultants; doctors; junior doctors; nurses (including senior and specialist nurses); non-medical healthcare practitioners.

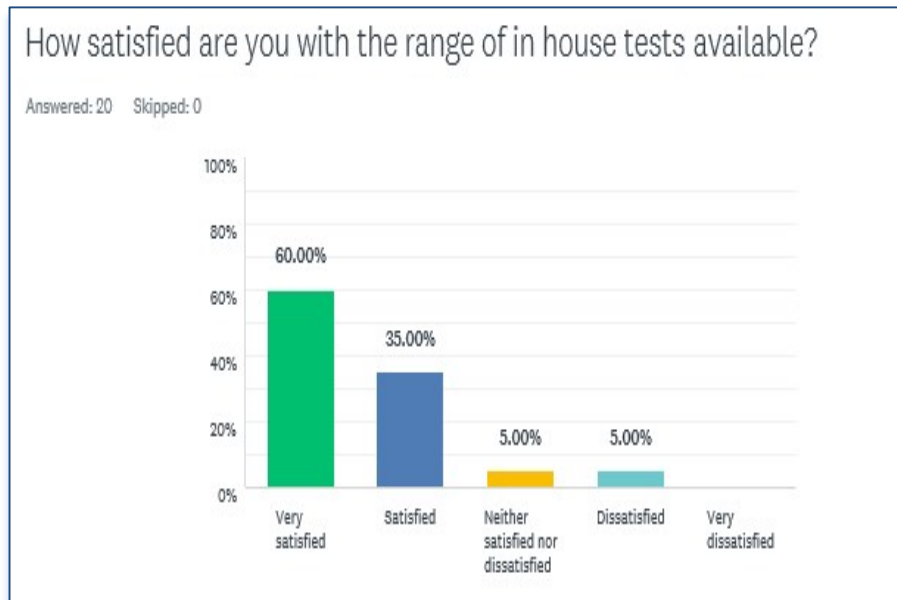


2019 Survey questions and Results

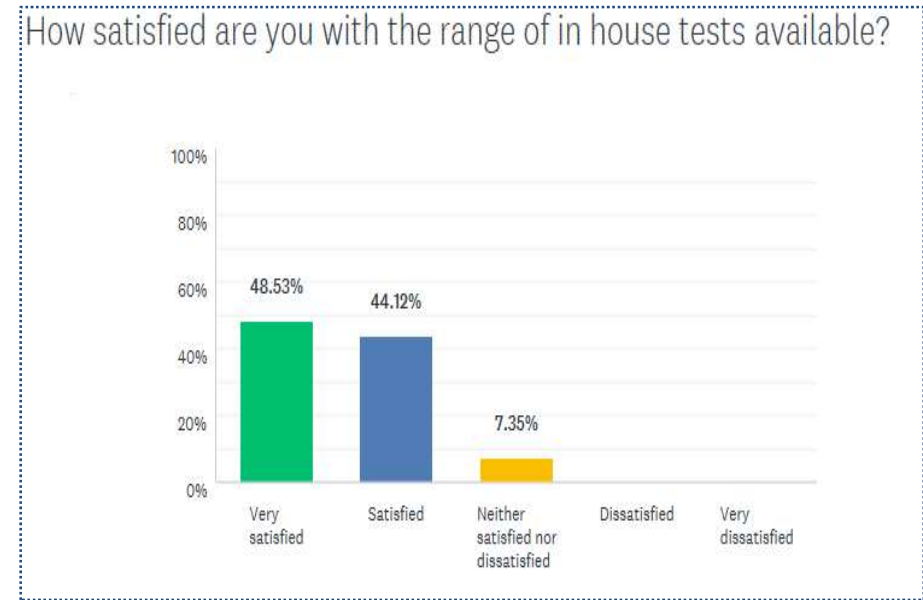
The performances on individual questions for this 2019 User Satisfaction Survey are detailed below, alongside those responses received in 2018. This enables Pathology to benchmark performance against the previous year, and identify trends over time.

Question 1

2019 Responses



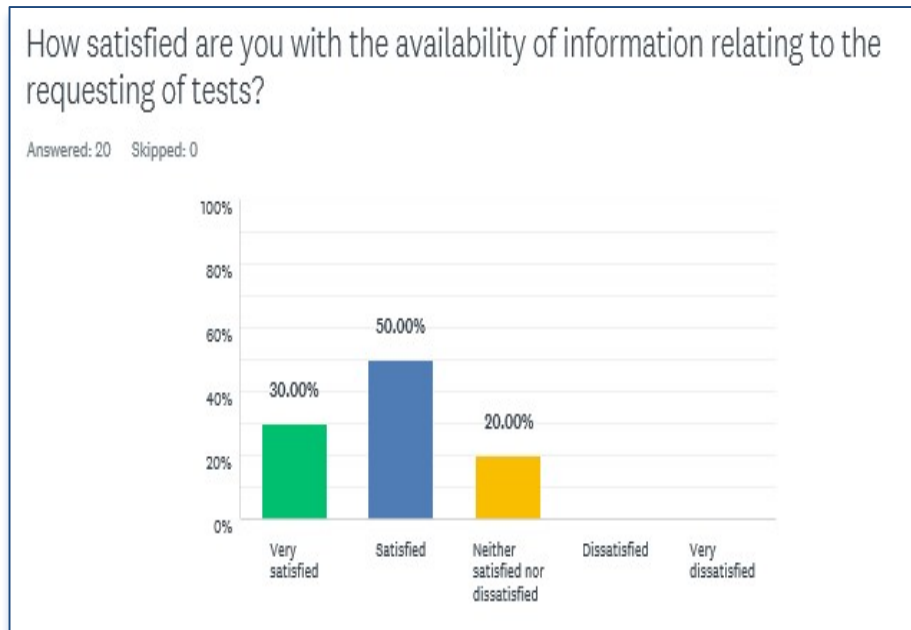
2018 Responses



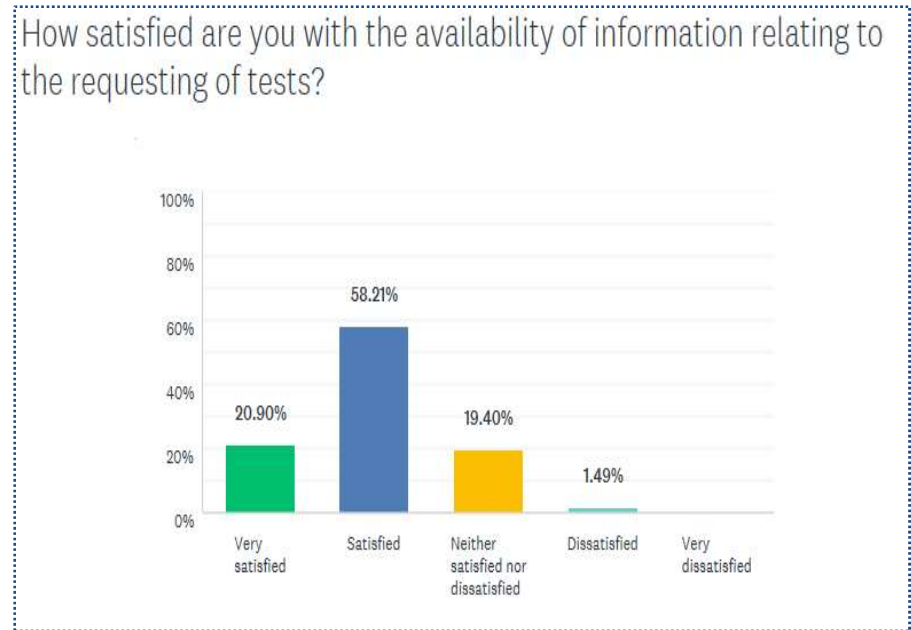
Author: K Day	Q-Pulse Reference number: USER/25 (CAPA Module)
Approver(s): Pathology Management Group	Page 3 of 12

Question 2

2019 Responses

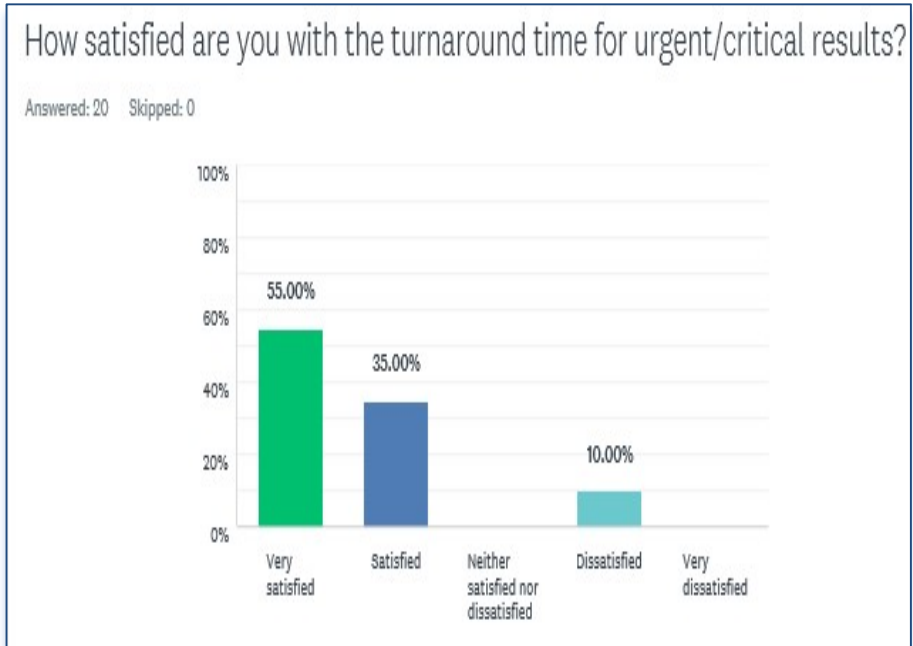


2018 Responses

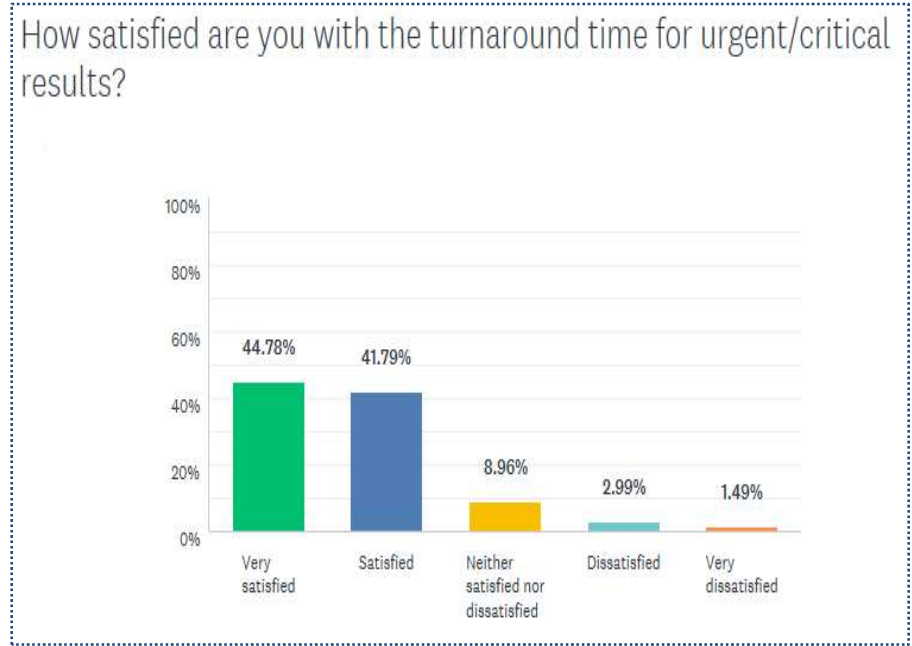


Question 3

2019 Responses



2018 Responses

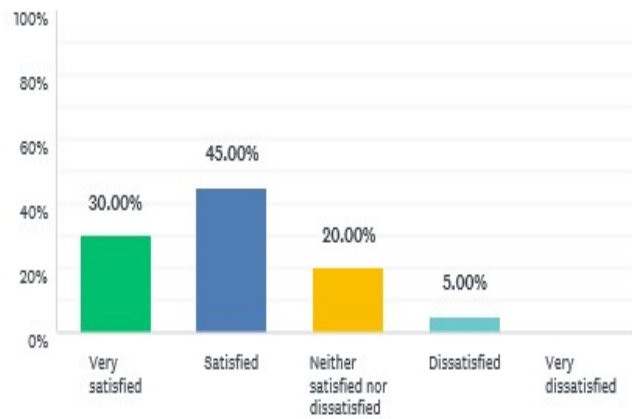


Question 4

2019 Responses

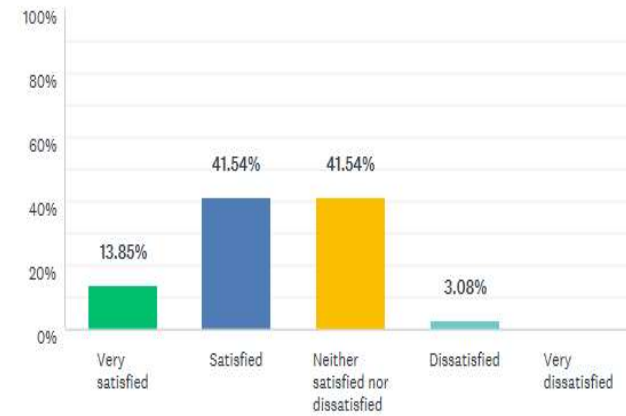
How satisfied are you with the out of hours service including on call, weekends and evenings?

Answered: 20 Skipped: 0



2018 Responses

How satisfied are you with the out of hours service including on call, weekends and evenings?



Question 5

2019 Responses

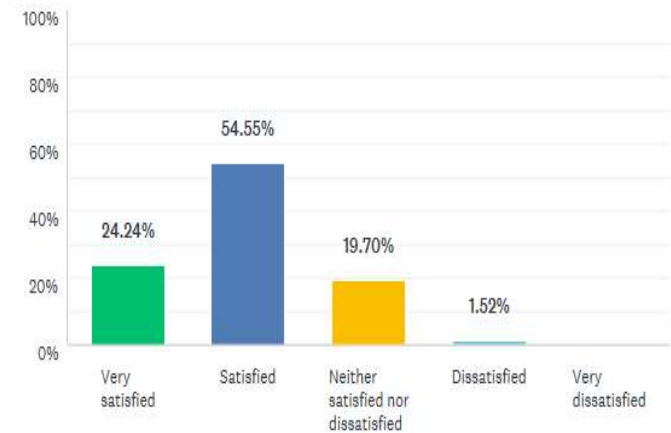
How satisfied are you with the availability and content of clinical advice?

Answered: 19 Skipped: 1



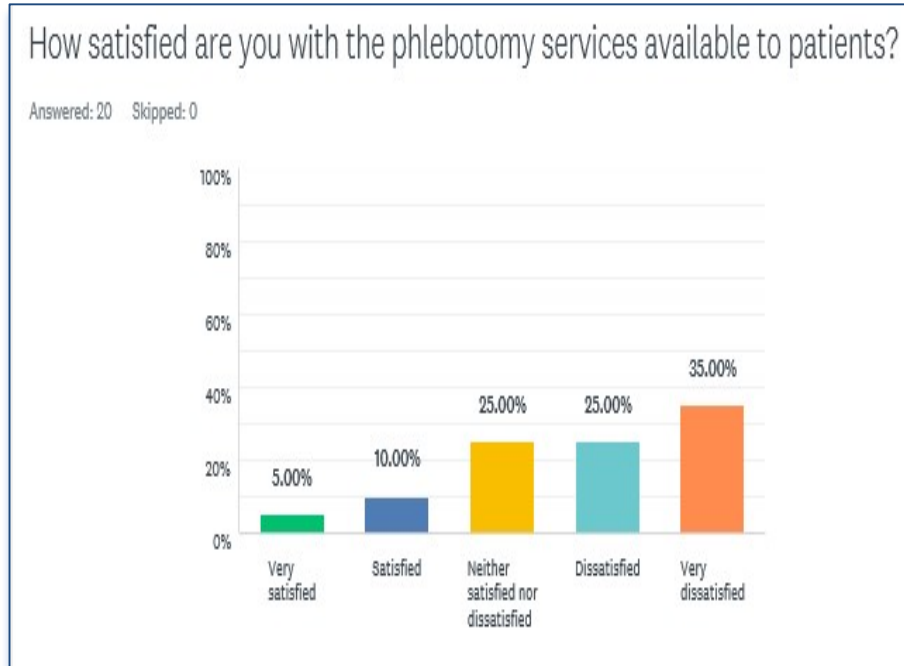
2018 Responses

How satisfied are you with the availability and content of clinical advice?

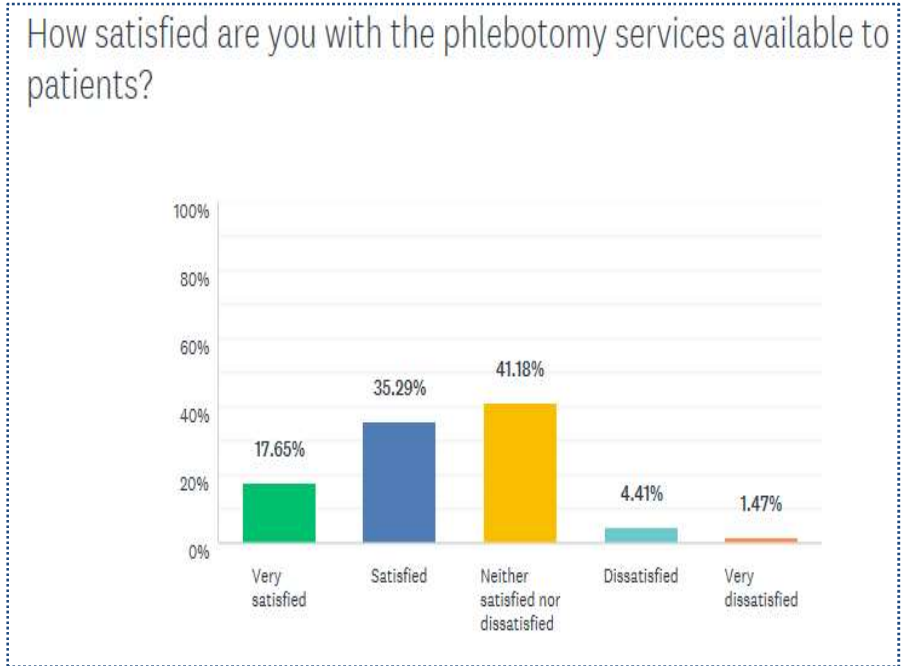


Question 6

2019 Responses



2018 Responses

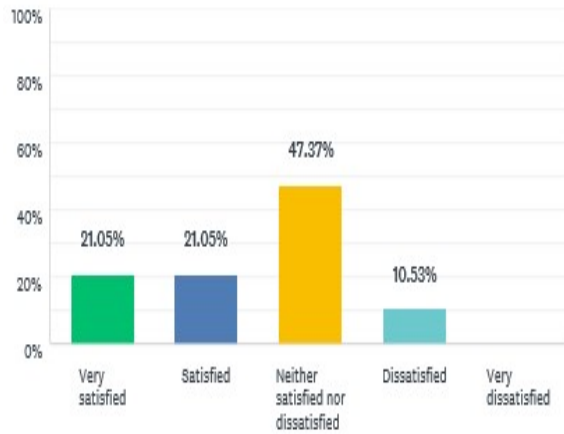


Question 7

2019 Responses

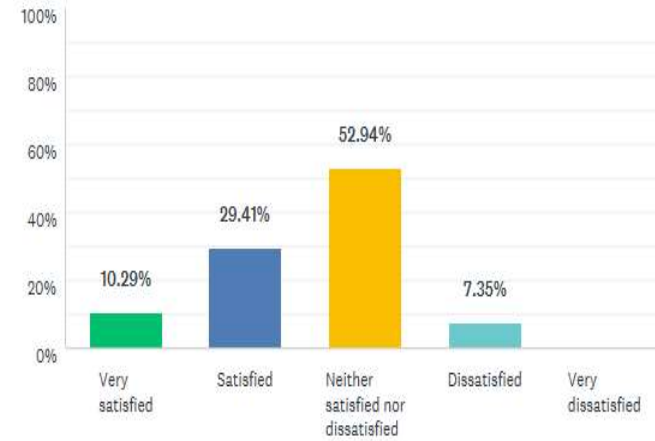
How satisfied are you with the support provided for Point of care testing by the laboratory?

Answered: 19 Skipped: 1



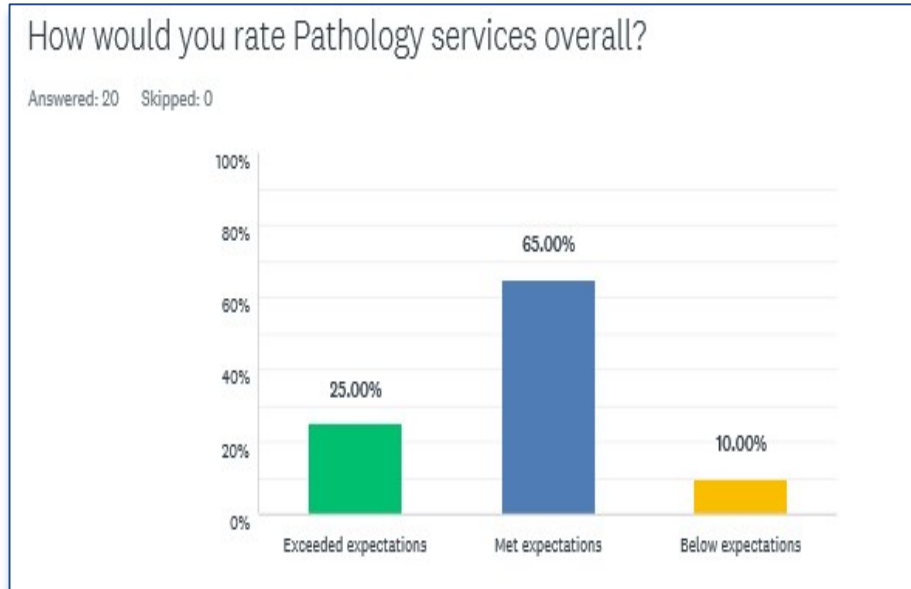
2018 Responses

How satisfied are you with the support provided for Point of care testing by the laboratory?

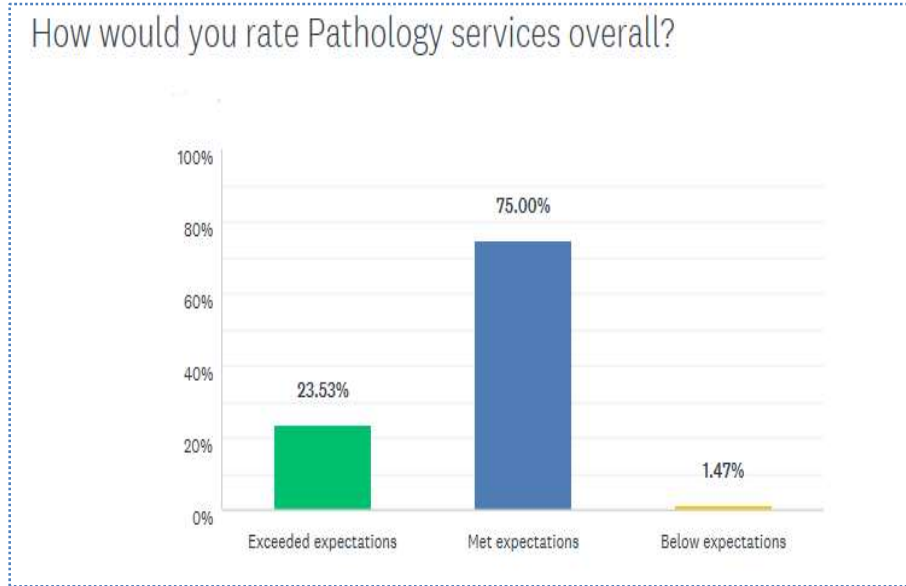


Question 8

2019 Responses



2018 Responses



The final part of the survey, **question 9**, relates to suggested improvements within individual disciplines or service areas. This question captured free-text answers of areas you would like us to improve, which are summarised below. We have reviewed, actioned (where possible) and responded to the main issues raised in each discipline.

Author: K Day	Q-Pulse Reference number: USER/25 (CAPA Module)
Approver(s): Pathology Management Group	Page 10 of 12

The way in which tests are requested and reported as the introduction of Millennium has made the service unsafe for patients.

We agree with all of the comments relating to Millennium. Pathology has made all Millennium issues high priority for improvement, and risks are being managed by the Trust risk team. A document is being written for the board, explaining the risks and the Trust is to take ownership of the issues.

Provision of ICE log on to ALL junior doctors thus enabling us to see all old results and also to map changes in bilirubin in graph form and most importantly to access results from local hospitals. Can't do this on millennium.

Thank you for your feedback, we accept that there is a risk with the current lack of audit systems in place. Unfortunately, this risk has been difficult to mitigate with our current contract with PHE and IT software in use. We are going to undertake a systematic review (setting as a quality objective) to hopefully resolve this issue in due course.

Serious problems arise from having tests (esp. microbiology) sent off-site for processing, with poor audit systems in place. This leads to delays in some time-critical results. The absence of a track and trace system means clinical staff have no idea where the delays are occurring, or whether samples have even been received. Samples are therefore frequently and unnecessarily repeated.

Thank you for your important feedback. All non-oncology wards are phoned as part of our phoning criteria where Neutrophils are $<0.5 \times 10^9/L$. Furthermore, we have introduced an ISO 15189 accredited FBC machine located in Oncology for provisional results.

Calling ward with a machine count to reduce delays picked up for neutropaenic fever treatment by waiting for a film, would be an improvement.

I think the communication with regards to the phlebotomy service has been really poor. No-one has explained what service is being provided, whether the phlebotomists are doing lists on wards anymore etc. It's very difficult to plan around this and has been really frustrating. I appreciate that it's been a difficult time but I'm not sure why there has been such a lack of information around it. People will accept what's going on if some expectations are set. Otherwise I think it's an excellent service.

The phlebotomy service was reduced suddenly for a period earlier last year. We realise that our communication could have been more detailed regarding the service provision at that time.

The service is now back up and running for the wards and going forward the phlebotomy team will be managed through the Surgery Division Nursing Lead and a new manager has been appointed for the service.

The B9 service has now changed to an appointment system only for GP patients where venepuncture has been difficult.

Patient waiting times in B9.

Improved phlebotomy service on wards. Wards were not sufficiently informed about changes to phlebotomy service.

Closing Remarks

The Pathology department has continued to meet or exceed your expectations during this review period, as demonstrated by the graphical results in this report. Where possible, we are working on resolving the issues you have highlighted to us, and these will be reviewed as part of the Pathology Annual Management Review Meeting. In order to maintain this standard, Pathology relies upon working with our users through open dialogue and feedback.

We welcome you to leave feedback about our service delivery at any time – to do this, please visit:

https://www.ruh.nhs.uk/pathology/quality/tell_us_what_you_think/form.asp?menu_id=2

If you have general feedback about Pathology services please email: kyle.day2@nhs.net

Thank you for your involvement with this user survey. We hope to have your engagement in further annual user surveys.

Author: K Day	Q-Pulse Reference number: USER/25 (CAPA Module)
Approver(s): Pathology Management Group	Page 12 of 12