2020 Pathology User Satisfaction Survey – Feedback to our users

Summary

This years (2020) user survey was distributed in October 2020 to both Primary and Secondary care users. Unfortunately, the return rate was not so great this year – the likely cause being the extra demand placed on all staff due to Covid-19. Only 33 responses received: 30 responses from primary care (of which 60% were GPs) and 3 from secondary care. In 2019 we had 102 responses received. Neverthless, despite this the overall satisfaction rate has increased to 96.97% compared to 90% in 2019. This year 42.42% of responders stated that we exceeded expectations, compared to 25% in 2019 and also 3.03% of reponders stated that we were below expectations compared to 10% in 2019.

Notable improvements as rated by our users were:

- Q2 satisfaction with availability of test information has increased from 80% in 2019 to 90.90% in 2020.
- Q3. Urgent/critical TATs increased from 90% to 100% satisfaction

Areas which have been rated lower than the previous year are:

- Q4. Satisfaction with the out of hours service has decreased from 75% to 50.21% - however, neither satisfied nor satisfied is likely to represent that the service is not used and there was no dissatisfied reponse this year when compared to 2019 (5%)
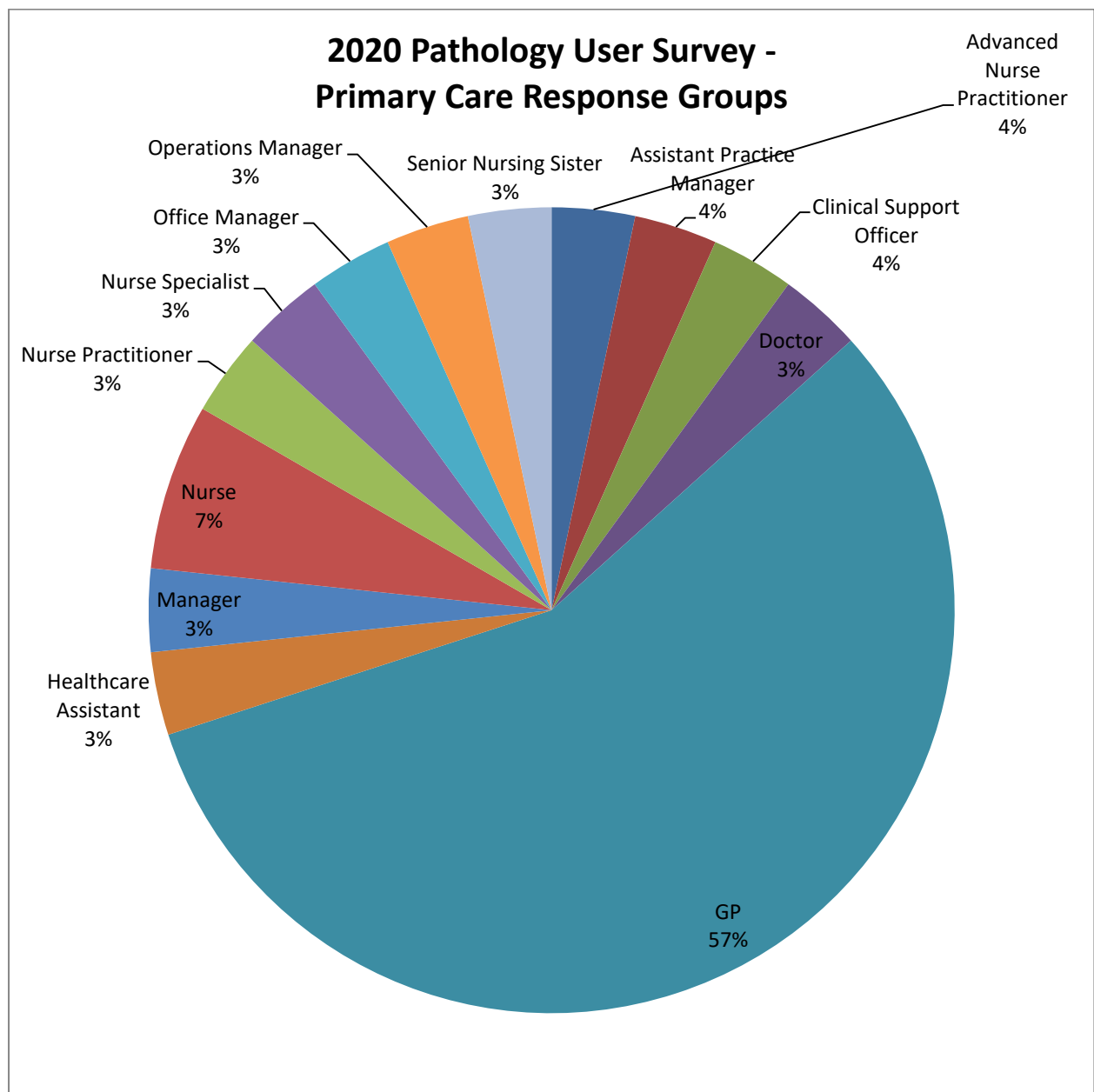
Questions Asked

The 2020 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 support provided for Point of Care testing by the laboratory?
7.	How would you rate Pathology services overall?
8.	Are there any improvements that you would like to see in the service provided?

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:

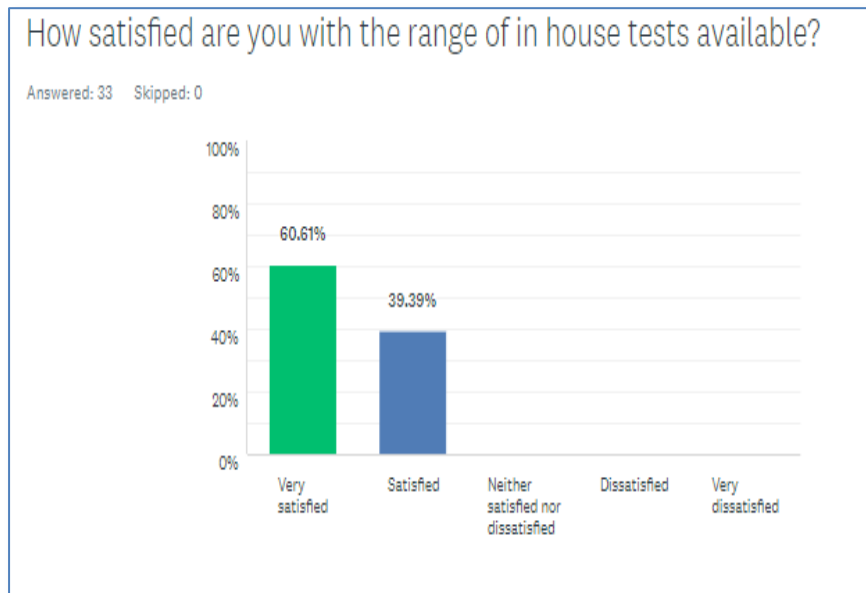## 2020 Pathology User Survey - Primary Care Response Groups
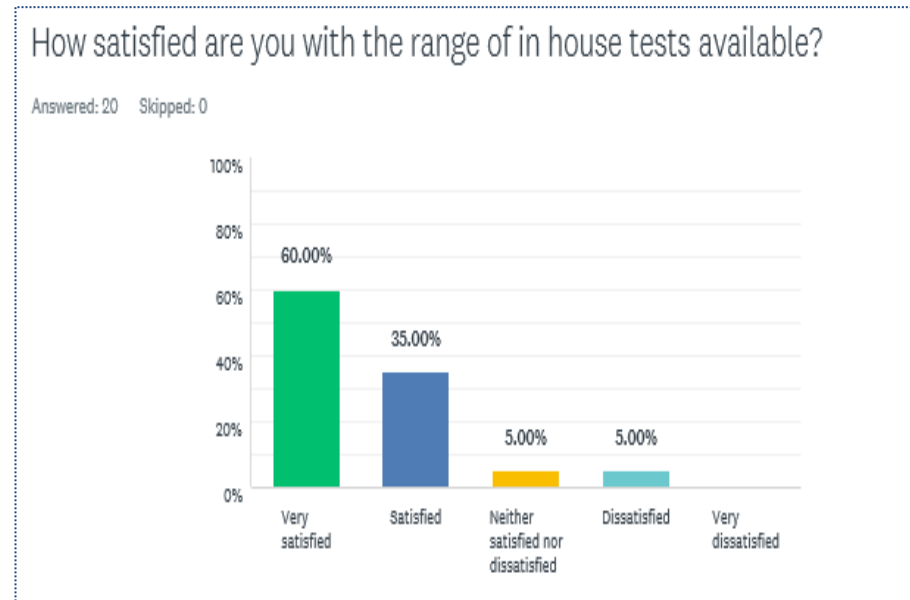
2020 Survey questions and Results

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

2020 Responses

2019 Responses

How satisfied are you with the range of in house tests available?

Answered: 33   Skipped: 0

How satisfied are you with the range of in house tests available?
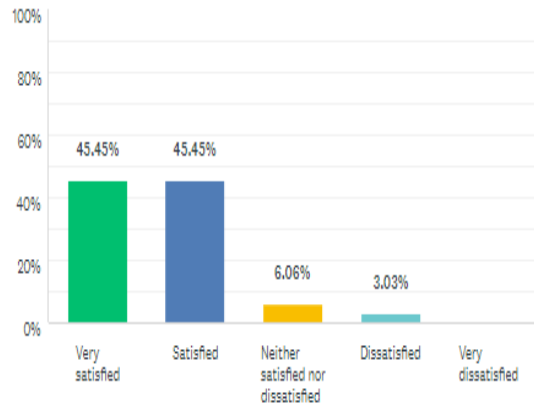
Answered: 20   Skipped: 0

Question 2

2020 Responses

How satisfied are you with the availability of information relating to the requesting of tests?
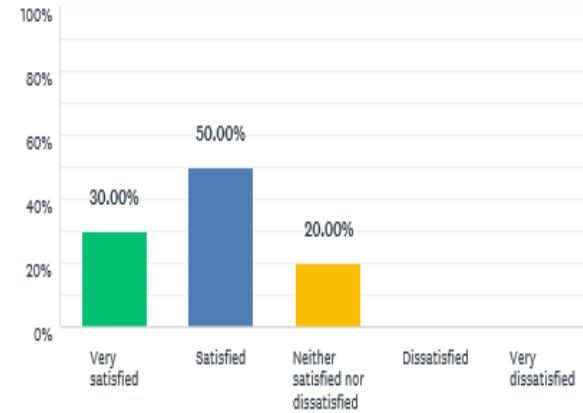
Answered: 33 Skipped: 0

2019 Responses

How satisfied are you with the availability of information relating to the requesting of tests?
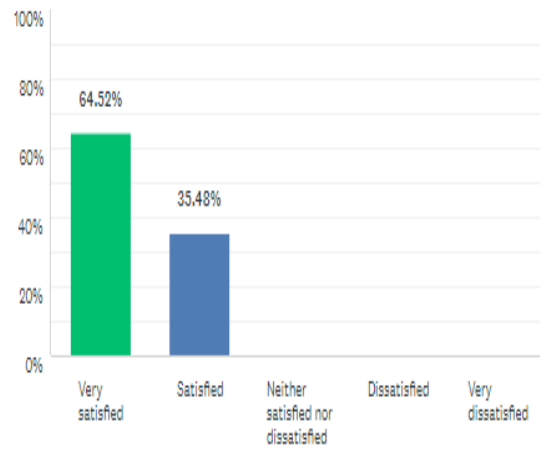
Answered: 20 Skipped: 0

Question 3

2020 Responses

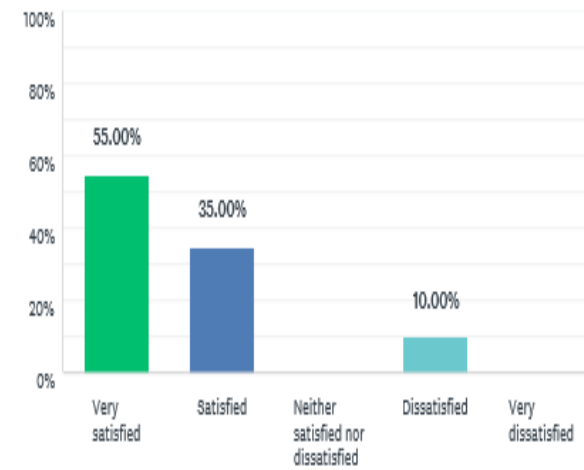How satisfied are you with the turnaround time for urgent/critical results?

Answered: 31 Skipped: 2

- Very satisfied: 64.52%
- Satisfied: 35.48%

2019 Responses

How satisfied are you with the turnaround time for urgent/critical results?

Answered: 20 Skipped: 0

- Very satisfied: 55.00%
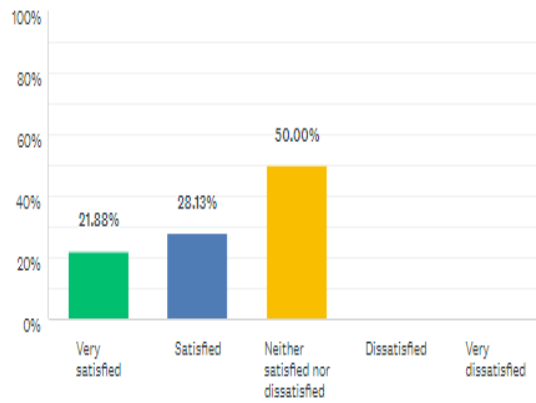- Satisfied: 35.00%
- Dissatisfied: 10.00%

Question 4

2020 Responses

How satisfied are you with the out of hours service including on call, weekends and evenings?
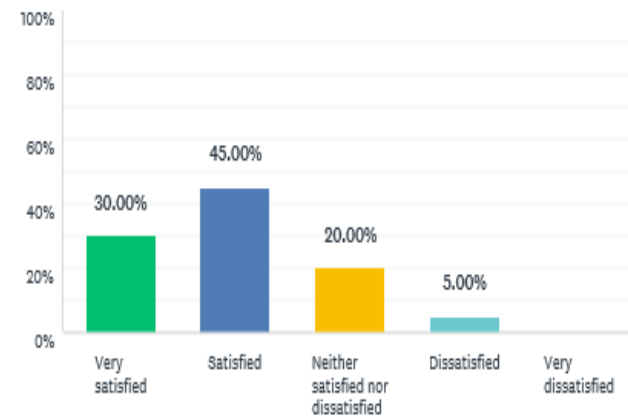
Answered: 32   Skipped: 1
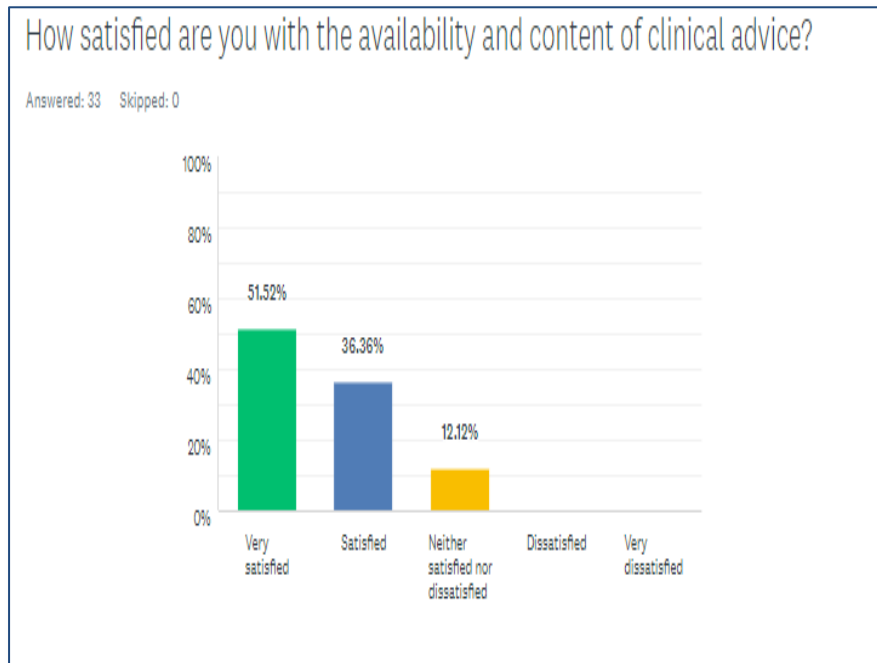

2019 Responses

How satisfied are you with the out of hours service including on call, weekends and evenings?
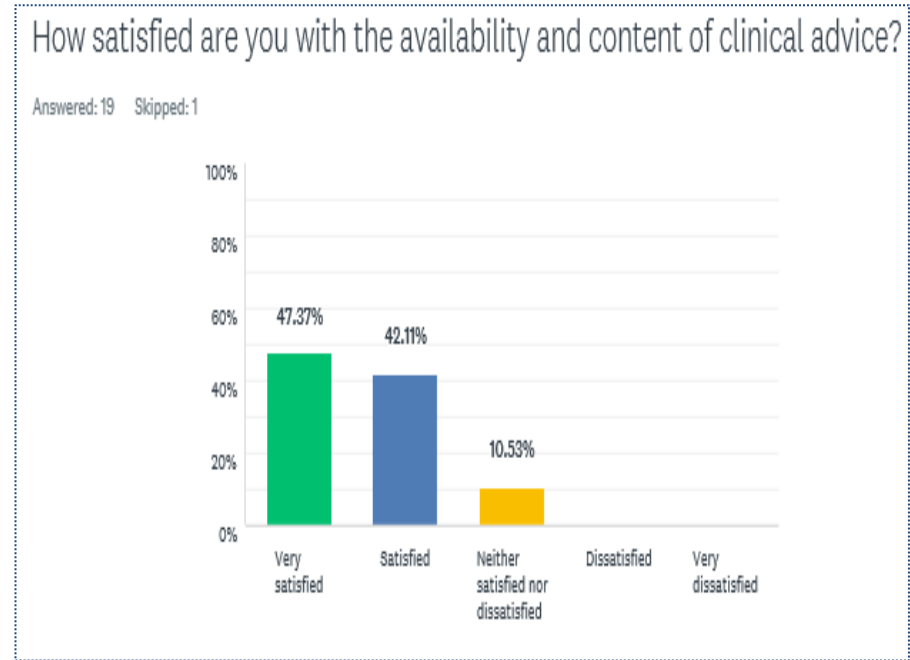
Answered: 20   Skipped: 0

Question 5

2020 Responses

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

Answered: 33   Skipped: 0

- Very satisfied: 51.52%
- Satisfied: 36.36%
- Neither satisfied nor dissatisfied: 12.12%
- Dissatisfied
- Very dissatisfied

2019 Responses

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

Answered: 19   Skipped: 1

- Very satisfied: 47.37%
- Satisfied: 42.11%
- Neither satisfied nor dissatisfied: 10.53%
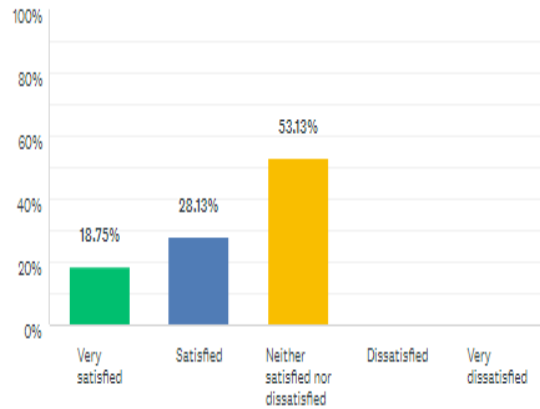- Dissatisfied
- Very dissatisfied

Question 6

2020 Responses

How satisfied are you with the support provided for Point of care testing by the laboratory?
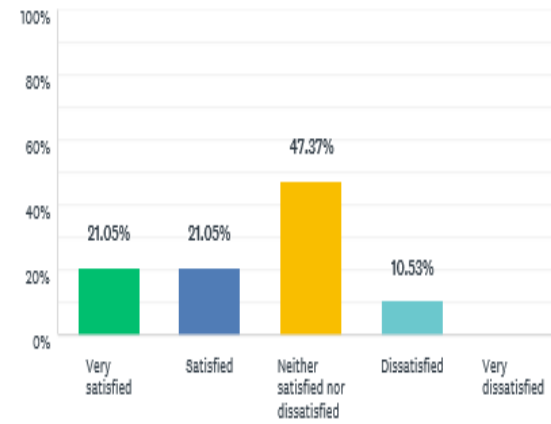
Answered: 32   Skipped: 1

2019 Responses

How satisfied are you with the support provided for Point of care testing by the laboratory?
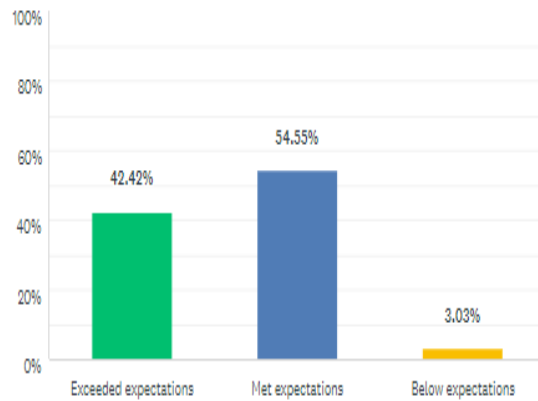
Answered: 19   Skipped: 1

Question 7

2020 Responses

How would you rate Pathology services overall?

Answered: 33   Skipped: 0

Exceeded expectations	Met expectations	Below expectations
42.42%	54.55%	3.03%

2019 Responses

How would you rate Pathology services overall?

Answered: 20   Skipped: 0

Exceeded expectations	Met expectations	Below expectations
25.00%	65.00%	10.00%
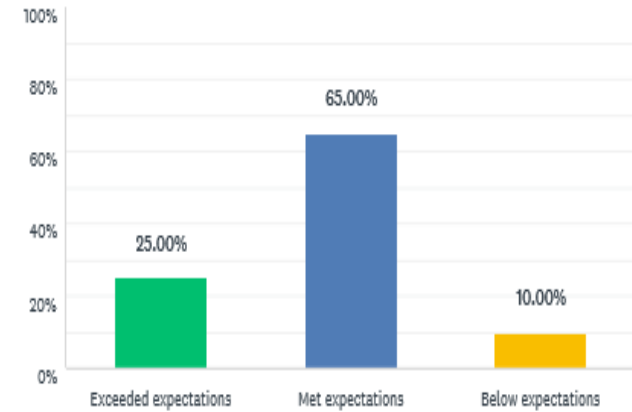
Question 8

The final part of the survey, **question 8**, 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.

| User comments… | Our Feedback / Actions… |

"It was helpful to be able to Copy into hospital staff but this is no longer available"

Hospital staff should order bloods they wish to see on ICE so they will be able to see any that they wish to order but the systems do not allow bloods taken by primary care to be copied to secondary care. It could be presumed that secondary care will act on a copied result but the governance of this route is not robust and is a risk.

"Overall excellent and supportive. One unintended consequence of the lab review of abnormal results is that it can take longer to receive results that need acting on than those that do not!"

This is the case in any laboratory. The rules set regarding which results are reviewed versus which are released immediately are defined by the clincial team. There is a high level decision made for each analyte and results are telephoned when urgent to ensure that any result that requires an urgent action is communicated expediently and only where there is benefit to having a clinical review are they held within the laboratory. However, our turn around times for community bloods are rapid; compared to other trusts we offer a 24hour turnaround time which we meet 96% of the time.

"we desparately need a second blood run to ease the pressure on our phlebotomists"

"Twice daily collections from primary care Longer hours"

We are working with the GP liaison team and ICS to deliver a second pick up. In 2020, the current providers produced a quote for a further pick up but there was not enough funds to support this. It is still being actively explored.

"we have had issues with our suppy of Pathology stores. I understand that there have been staffing issues , but we were waiting over 2 wks for supplies to be sent once ordered. hopefully things have now improved."

There have been some delivery issues with certain stock items as demand fluctuates which can be hard to predict. Unfortunately, on occasions the stock runs out early. This has been communicated to the stores staff so that they can notify earlier enabling an early delivery. We are very limited on space which is why we cannot hold too much excess stock.

"Lab store delivery times really need to be worked on - one order had to be placed 4 times recently as we were told it had not been placed, then all four orders arrived on one day"

"I like to ability to add tests onto existing samples as it saves a lot of time and waste, but not all GPs seem to be able to do this - perhaps this could be looked into?"

Pathology aims to support with the add-on process at all times, where the laboratory will assist with any queries. GPs can order add-ons via ice, but only certain samples are accepted due to sample stability in line with best practice guidelines. Please email us with any specific add-on issues you may have ruh-tr.ClinicalComms@nhs.net

Closing Remarks

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

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