

2018 Pathology User Satisfaction Survey - User Feedback

Summary

We apologise for the delay in distributing the 2018 User Survey, the reason for the delay was a change in format for the distribution of the survey. The Pathology department has undertaken an improvement project with the aim of receiving more responses to User Surveys. We understand the increasing demands for all our users and felt that there could be a more efficient way for you to complete the survey.

The 2018 User Survey which you completed was designed using a web-based survey platform called SurveyMonkey. SurveyMonkey was chosen as it is a global leader in survey software, representing ease of use and reliable analytics.

In December 2018 our user survey questionnaire was distributed to both primary and secondary care facilities that use our pathology services. A total of 210 questionnaires were sent out by email, as well as providing a link via the RUH Staff Newsletter for those working within the Trust. A total of 69 responses were received at this return and, although fairly low at 33%, was an improvement on the 49 responses to the survey conducted between July and September 2017. The survey was closed in February 2019 to allow for results analysis and an action plan to be created which will address how we will improve on the areas you have highlighted to us.

We were delighted to see that **98%** of responders have stated that the RUH Pathology service delivery has met or exceeded your expectations.

Pathology News

The pathology website now hosts a feedback service which is department specific and frequently monitored, this allows for continual improvement. To provide comments and feedback on our services throughout the year, you can visit the following web address:

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

The web address, listed above, will take you to our Pathology Services website where you have the option of commenting on our service quality. We value every idea, compliment and concern as we strive for continual service quality improvements.

Questions Asked

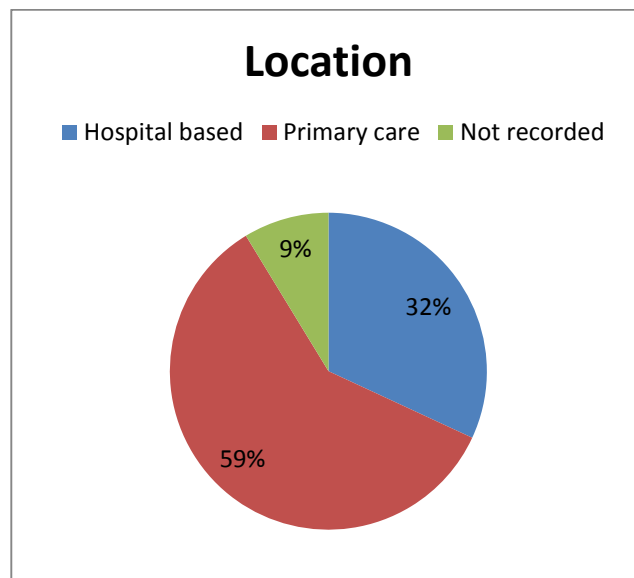
The 2018 survey questions were designed to fit areas which we feel are most important to our users. The questions asked for this survey were:

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?

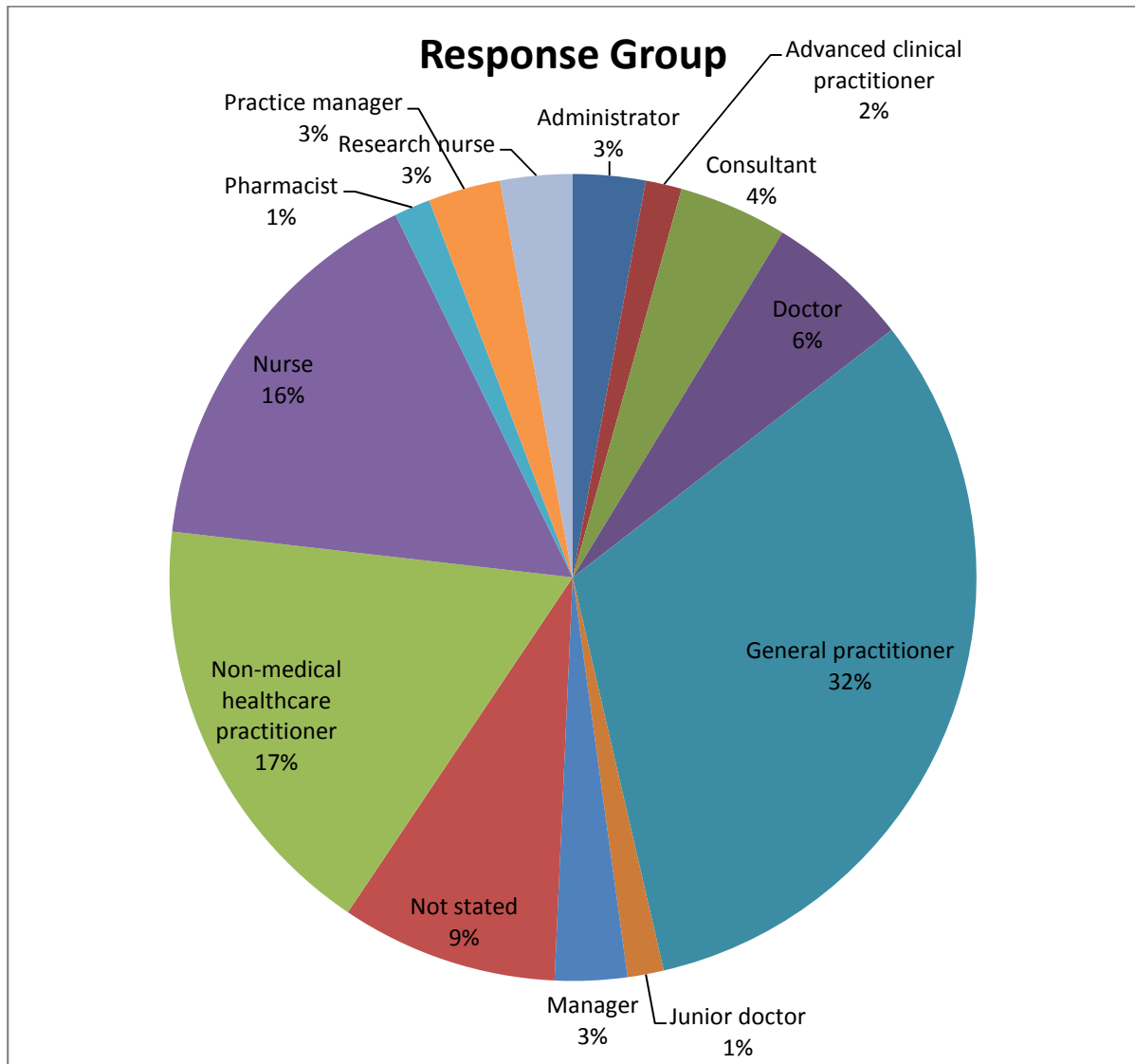
Question 9 (improvement suggestions for the service) offers a free-text answer box. These comments are summarised in this report.

2018 Survey Results

Of the 69 respondents, 41 were from Primary Care, 22 from within the hospital and 6 respondents with no location recorded.



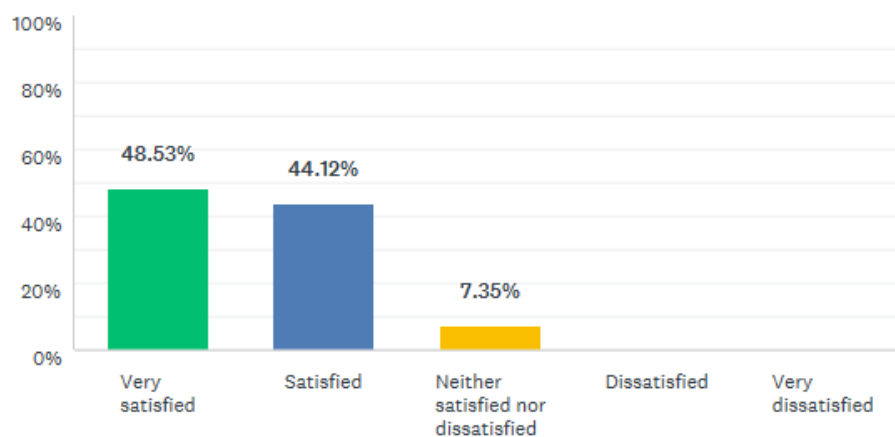
The respondents self-identified as working in the following staffing groups (chart below). This survey demonstrated to us that we have a good representative example of all our users, since responses were received from a diverse range of healthcare professionals. These included: consultants; doctors; general practitioners; junior doctors; pharmacists; administrators; nurses (including research nurses); non-medical healthcare practitioners; and various managers.



The performances on individual questions for this 2018 User Satisfaction Survey are detailed below.

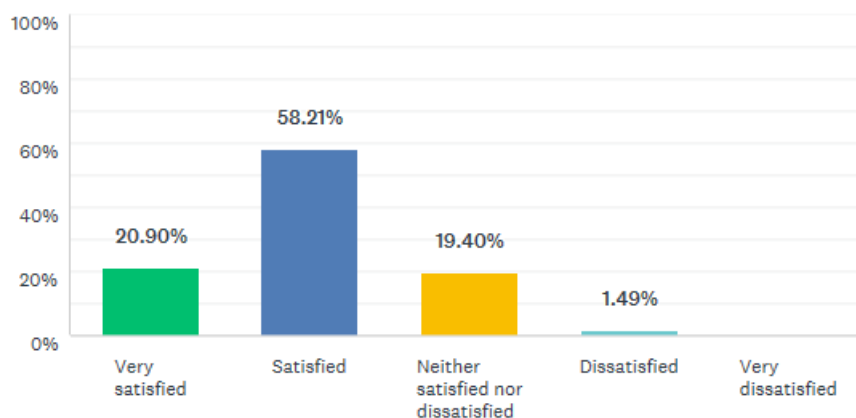
Question 1

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



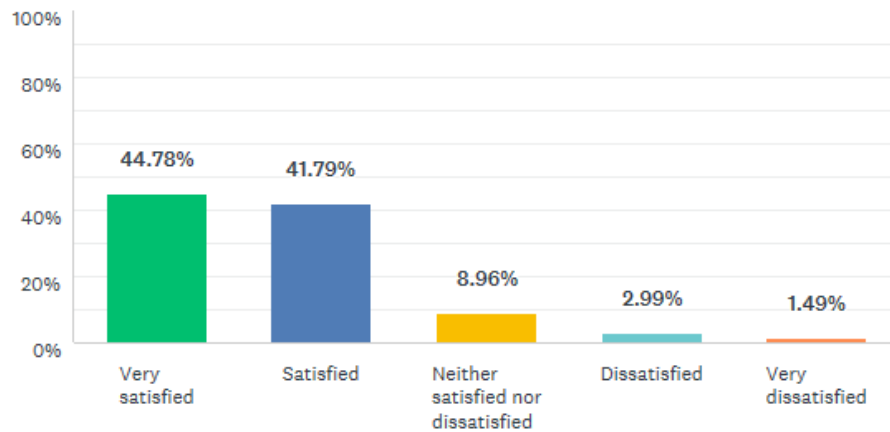
Question 2

How satisfied are you with the availability of information relating to the requesting of tests?



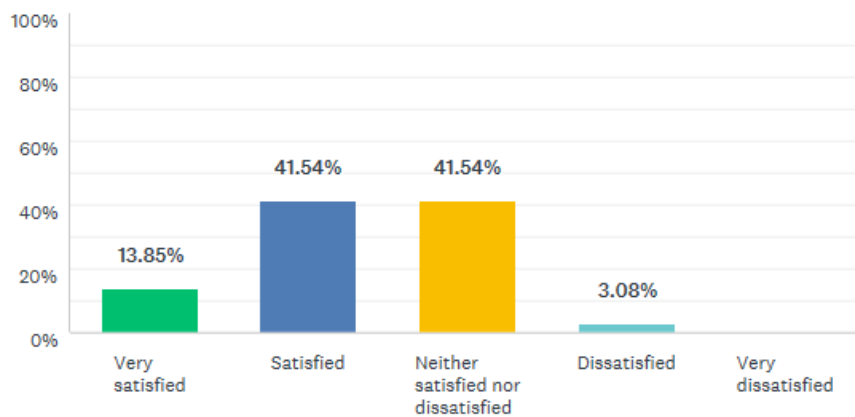
Question 3

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



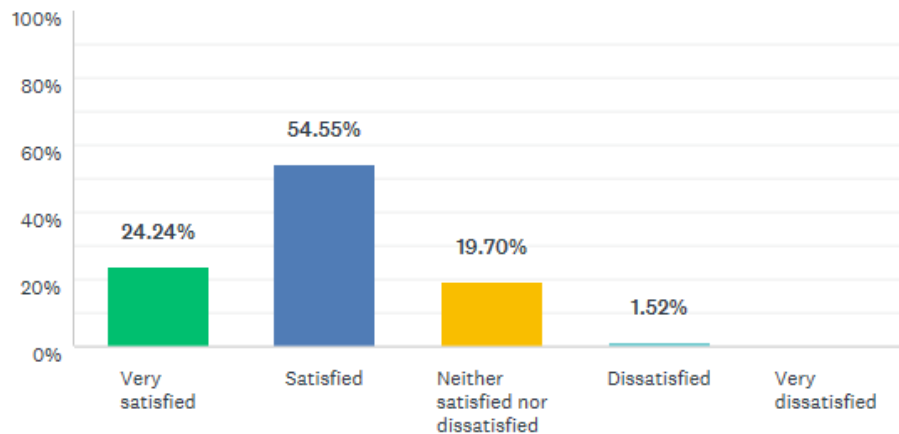
Question 4

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



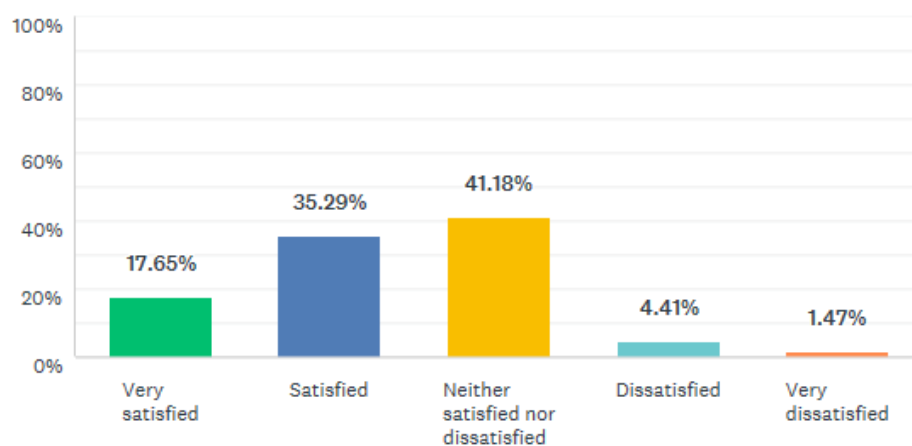
Question 5

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



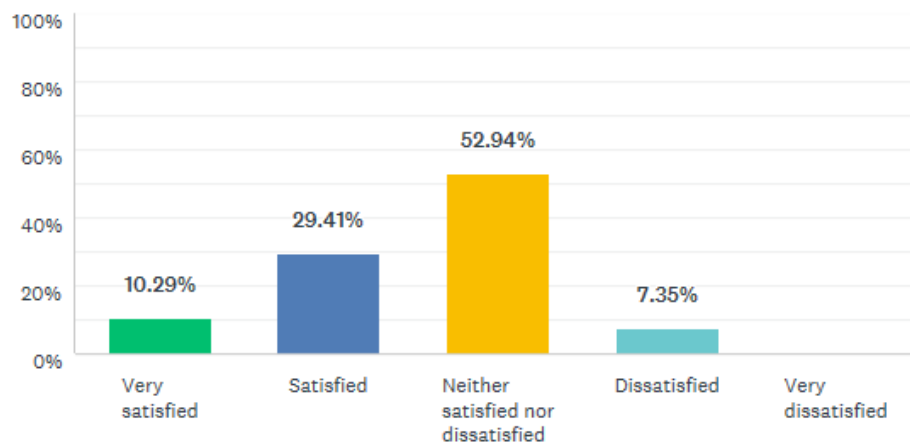
Question 6

How satisfied are you with the phlebotomy services available to patients?



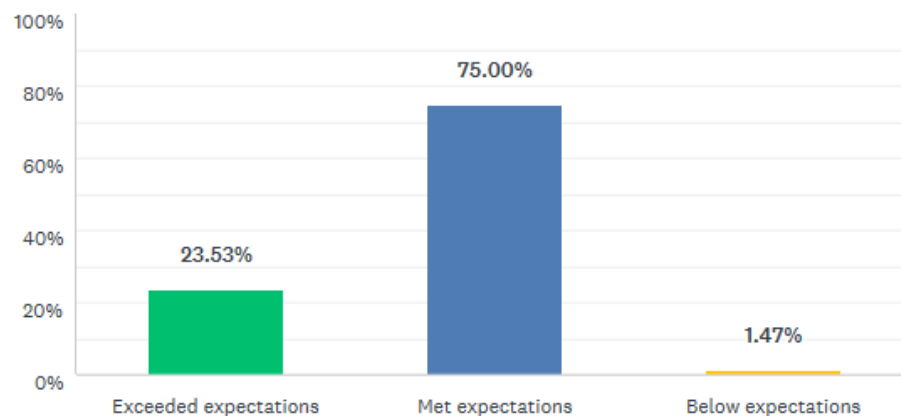
Question 7

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



Question 8

How would you rate Pathology services overall?



The final part of the survey, question 9, relates to suggested improvements in the individual disciplines or service areas. This question allowed you to provide 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.

Primary Care Facility - Advice Service and Result Delivery

Your Comment	Rating for Resolving	Our feedback
1. "Seek permission of the clinician to be copied into secondary care results. Better training for secondary care teams to request outpatient investigation and manage the results." (General Pathology)	Under investigation	Work is ongoing within Trust to improve requesting between primary and secondary care. If ICE is used for the request it will show the GP surgery as a requestor and unfortunately secondary care cannot be copied in.
2. "Better access to Haematology advice (including contacting via email)" (Haematology)	Under investigation – Work in progress	Thank you for your comment, this is an area we are looking to improve and we are currently investigating this through our pathology management group meetings. If you would like progress updates, please email kyle.day2@nhs.net
3. "Extend the service so that haematology is on consultant connect" (Haematology)	Under investigation – Work in progress	Thank you for your comment; we will have to investigate this change in service, similar to the above comment.
4. "To be able to have results sent to us at the surgery." (General Pathology)	Achievable	Results are available to view on ICE. If you require assistance please contact the clinical communication team on ruh-tr.ClinicalComms@nhs.net
5. "Not all blood tests are available to see on your website." (General Path/Quality)	Achievable	Thank you for your comment; we are constantly reviewing our website to provide accurate information. Could you detail the tests which aren't available to see and send this information to kyle.day2@nhs.net
6. "More information regarding swabs and medical advice" (Microbiology)	Achievable	Thank you for your comment; the Microbiology department is reviewing their website. This has been recognised as an improvement project for this year.
7. "Turnaround time for urgent results, particularly abnormal results. Sometimes an extra 24hrs+" (Blood Sciences)	Achievable	Our laboratory staff understand the importance of releasing urgent results in a timely manner. We also perform monthly monitoring of our critical results communication to ensure that we meet your requirements, by implementing corrective action where there are breaches in turnaround times.

Primary Care Facility – IT Systems

Your Comment	Rating for Resolving	Our feedback
1. "MGUS profile please" (Blood Sciences)	---	Thank you for your feedback, please could you provide more details of your request to kyle.day2@nhs.net and we can investigate this further for you.
2. "Add-on services more readily available, the use of ICE mail" (General Pathology)	Achievable	Add on requests are available in certain situations and as long as the request is suitable for processing; this is via ICE mail. If you would like more guidance related to the add on process, please email ruh-tr.ClinicalComms@nhs.net
3. "Can we make ICE more user-friendly?" (General Pathology)	Achievable	The ICE system is used by many trusts for its ease of use. Do you have any specific areas that you need help with, if so please email the Quality Manager kyle.day2@nhs.net
4. "Improved guidance on the use of ICE" (General Pathology)	Achievable	We have a dedicated clinical communications team who are available to contact should you need guidance, they can be contacted via email: ruh-tr.ClinicalComms@nhs.net
5. "Can you put more contact phone numbers on the ICE pages?" (General Pathology)	Achievable	Please contact the quality manager via email kyle.day2@nhs.net with details of which contact numbers would be useful.

Primary Care Facility – Test Repertoire or Process Changes

Your Comment	Rating for Resolving	Our feedback
1. “To provide FIT test for primary care with direct sending of results” (Biochemistry)	Not achievable	FIT is available, it is a centralised test at North Bristol Trust. We routinely send samples to this lab.
2. “CRP Point of care testing service would be useful in GP practices.” (POCT)	Not achievable	Unfortunately, with limited resources across the NHS, this is not something we would be able to implement.
3. “Collection and processing of routine blood samples on a Saturday” (General Pathology)	Under investigation	Our trust is currently providing this service as a pilot scheme, for updates please email kyle.day2@nhs.net

Hospital based (RUH) - Advice Service and Result Delivery

Your Comment	Rating for Resolving	Our feedback
1. “Flu swab screening needs to be more prompt and available 24/7.” (Microbiology)	Mostly achievable	The trust has provided an increased level of service during the flu season up until 22:00. A business case is being looked at for permanent extension.
2. “Urgent results do not get treated as urgent in the lab despite ordering as urgent and sending in an urgent bag - you have to phone and even then the result takes too long to process.” (Blood Sciences)	Achievable	Our laboratory staff understand the importance of releasing urgent results in a timely manner. We also perform monthly monitoring of our critical results communication to ensure that we meet your requirements. We will publish these Results on our Pathology website.
3. “The 'verification' of biochemistry abnormal results takes too long - these are the results that often need action and they are often the last results to come back in the day.” (Biochemistry)	Achievable	With 2000 tests arriving every day we need urgent requests to be phoned as it is easy to miss an urgent comment. We monitor our turnaround time through audit which demonstrates good compliance. We continually evaluate and address where necessary to provide the best service.
4. “Quicker turnaround times for biochem” (Biochemistry)	Achievable	Thank you, we cannot streamline our reporting process any further, our monitoring process shows good compliance.

Hospital Based (RUH) – Test Repertoire or Process Changes

Your Comment	Rating for Resolving	Our feedback
1. “Phlebotomy take no autonomy for bloods taken and frequently leave them on wards or give to porters to lose. They should be handed directly to the lab as it negatively impacts on patient care. Also they start too late bloods should be done by 8” (Phlebotomy)	Achievable	Our phlebotomists have been asked to use the POD system as the most efficient method to transport to the laboratory. We are currently asking our staff if they would like to start at 07:00.
2. “I think the phlebotomists provide a great service but we need more of them!!!” (Phlebotomy)	Achievable	Thank you for the comment. We perform capacity and demand planning annually to try to meet the needs of our users.
3. “Sending nail clippings for bacterial culture and not fungal culture only.” (Microbiology)	Not achievable	Unfortunately, due to the nature of the sample, this is likely to yield a heavy growth of skin flora which may invalidate the results. Advice is available by phoning the microbiology department as listed on our website.
4. “There is no feedback mechanism for finding out if the phlebotomist has not taken bloods on a particular day or patient. The only time the team find out is if the blood result is not available at the end of the day.” (Phlebotomy)	Achievable	Our phlebotomists are given a list of the patients to be bled for the day. They tick off the patients who they were able to draw blood from. Any cases where blood was unable to be drawn is fed back to the nurse in charge. If you have any further queries please email the quality manager kyle.day2@nhs.net

<p>5. "More blood rooms across the hospital so frail patients do not have to walk great distances. Clearer signage to the Blood room. Better grades for staff so they can be able to do line bloods in all areas of the hospital." (Phlebotomy)</p>	<p>Watch this space!</p>	<p>The Quality Manager will enquire about improving the signage within the trust. Extra blood rooms and staff grades are a potential future development.</p>
<p>6. "Theatre department assistants to have access to the labs. It is very time wasting having to wait for ever for someone to let us in." (General Pathology)</p>	<p>Not achievable</p>	<p>For the safety of our team, and in particular those working out of hours, there are security arrangements in place which prevent this.</p>
<p>7. "Dropping samples off at the lab out of hours seems to require disturbing the lab staff. It would be helpful if there was somewhere samples could be placed where the lab staff can see them, and get them when they are ready. I realise this may be difficult with the current set up of the lab (probably involving cutting holes through walls to provide a specially designed specimen reception area) but maybe a pod system could be set up, that literally just takes samples from outside the lab to somewhere visible inside that the staff can check periodically." (General Pathology)</p>	<p>Achievable</p>	<div data-bbox="1310 635 1668 1045" data-label="Image"> </div> <p>Thank you for your constructive comment. Please note that we are accepting the postage of specimens into a holding tray which the out of hours staff will check regularly. The option to contact the on-call BMS is always available via switchboard.</p>

Hospital (RUH) – IT Systems

Your Comment	Rating for Resolving	Our feedback
<p>1. "Completing histology forms on Millennium rather than paper." (Histology)</p>	<p>Achievable</p>	<p>We are currently in the process of planning Order Comms for Histology, which will help with your requesting process.</p>

Positive feedback from you

Some examples of your positive feedback were:

“Very satisfied with the lab. They are supportive. The staff could not be more helpful both in comments on results and when ringing in. Keep up the good work.”

And

“I think the phlebotomists provide a great service!”

And

“Profiles are very useful for Primary care, and I value these.”

Thank you again for your comments; we will be using your feedback to continually improve our service to meet your needs and requirements. Our next survey is due out very shortly, we sincerely hope that you will respond again.

Kyle Day
RUH Pathology Quality Manager
May 2019