

2021 Pathology User Satisfaction Survey – Feedback to our users

This year's (2021) user survey was distributed in October 2021 to both Primary and Secondary care users. Unfortunately, the return rate was lower than the previous year's user survey. It is understood that the likely cause is the extra demand placed on all staff due to Covid-19. Some examples being staff illness, staff isolation due to householed contacts and increased workload caused by a work backlog. Only 17 responses were for this survey, which consisted of; 15 responses from primary care (of which 55% were GPs) and 2 from secondary care (both nurses). Nevertheless, despite this lower number of responses, the overall satisfaction rate remains very high at 93.75%. The overall satisfaction rate for Pathology services provided is calculated from combining the responses for 'exceeded expectations' and 'met expectations' which were 18.75% and 75% respectively.

Areas for improvement as rated by our users

1 secondary care responder stated that the overall Pathology service was below expectations. This user also reported that they were dissatisfied with the reporting time of urgent results and also the availability of out-of-hours service. Unfortunately, no specific comments were given for these areas marked as suboptimal.

It is worth noting that all Pathology departments continually monitor their urgent work turnaround times as a key performance indicator and often these meet the Royal College of Pathologists Lab KPIs and the KPI targets set out in the National Pathology Quality Assurance Dashboard (PQAD).

[Key-Performance-Indicators-Proposals-for-implementation-Current-version.pdf \(rcpath.org\)](#)

[Pathology quality assurance dashboard PQAD.pdf \(england.nhs.uk\)](#)

Notable improvements as rated by our users were

- Q2 satisfaction with availability of test information has increased from 80% in 2019 to 96.96% in 2020 to **100% in 2021** (neither satisfied nor dissatisfied category excluded)

Author: K Day	Q-Pulse Reference number: USER/26 (CAPA Module)
Approver(s): Pathology Management Group	Page 1 of 13

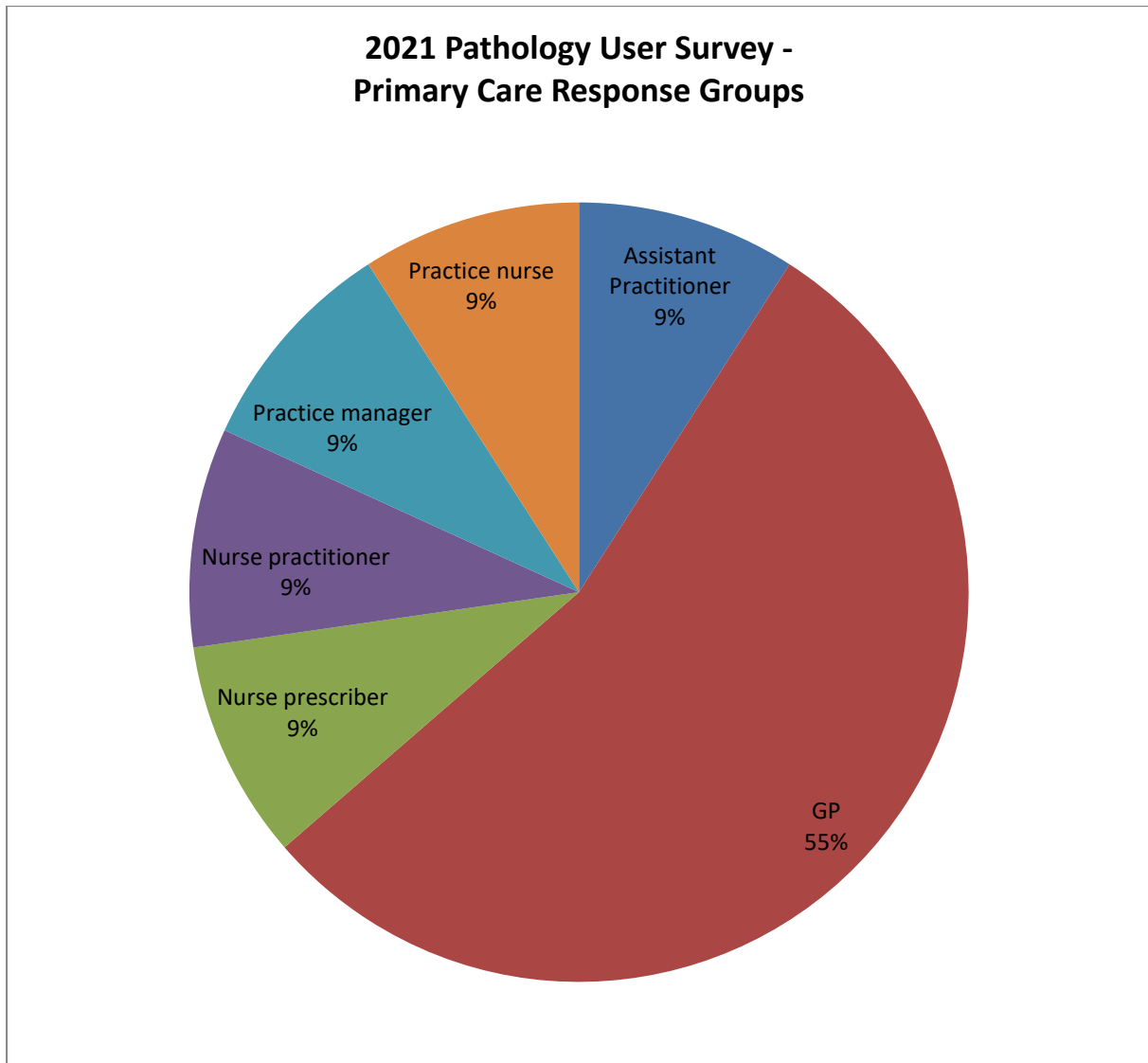
Questions Asked

The 2021 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 would you rate Pathology services overall?
7. Are there any improvements that you would like to see in the service provided?

2021 Response Groups

The respondents self-identified as working in the following staffing groups (chart below). The engagement with this survey, with numbers being very low, demonstrates a rather narrow cross-section of staff groups providing feedback.

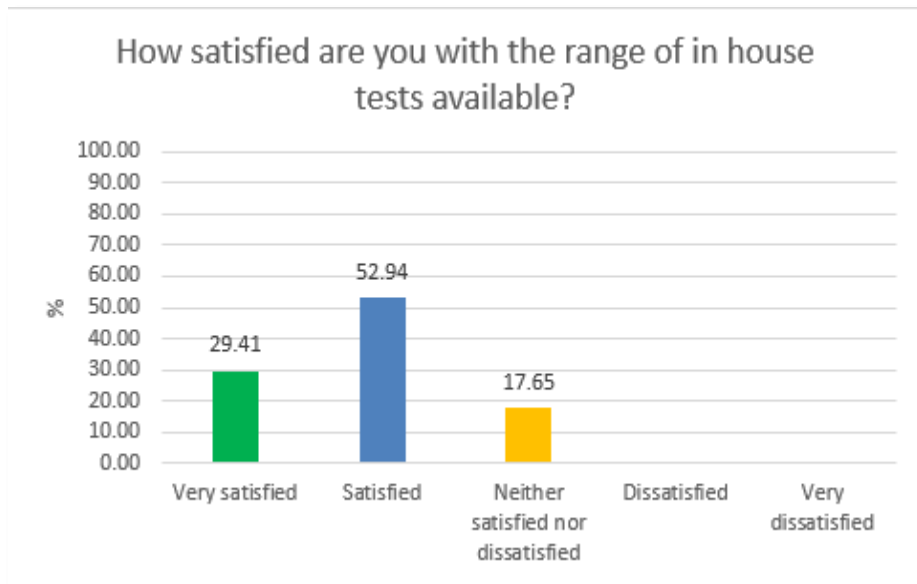


2021 Survey questions and Results

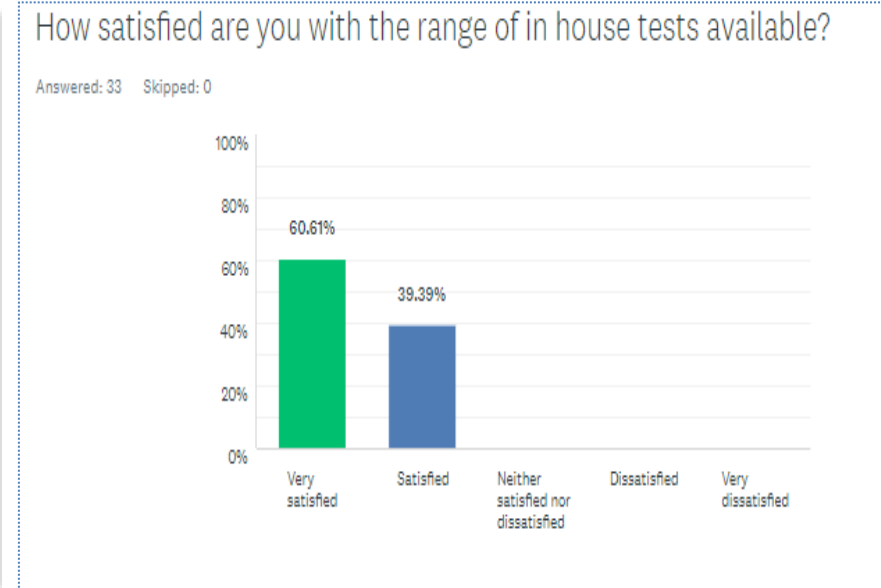
The performances on individual questions for this 2021 User Satisfaction Survey are detailed below, alongside those responses received in 2020. This enables Pathology to benchmark performance against the previous year, and identify trends over time.

Question 1

2021 Responses

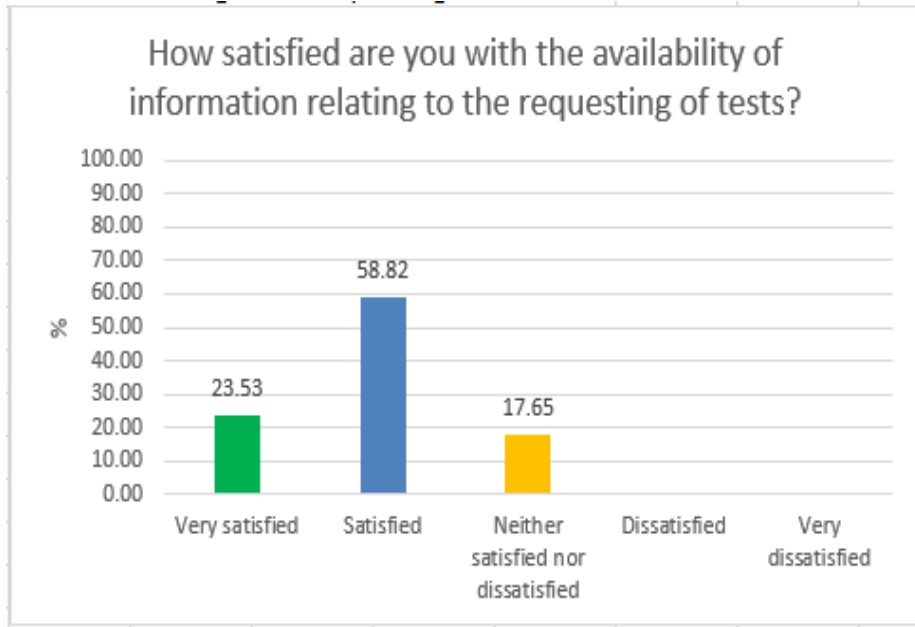


2020 Responses



Question 2

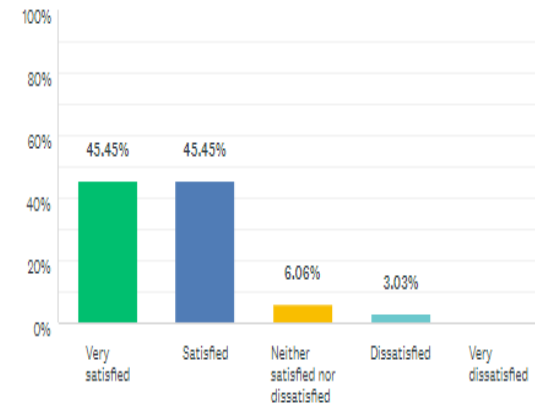
2021 Responses



2020 Responses

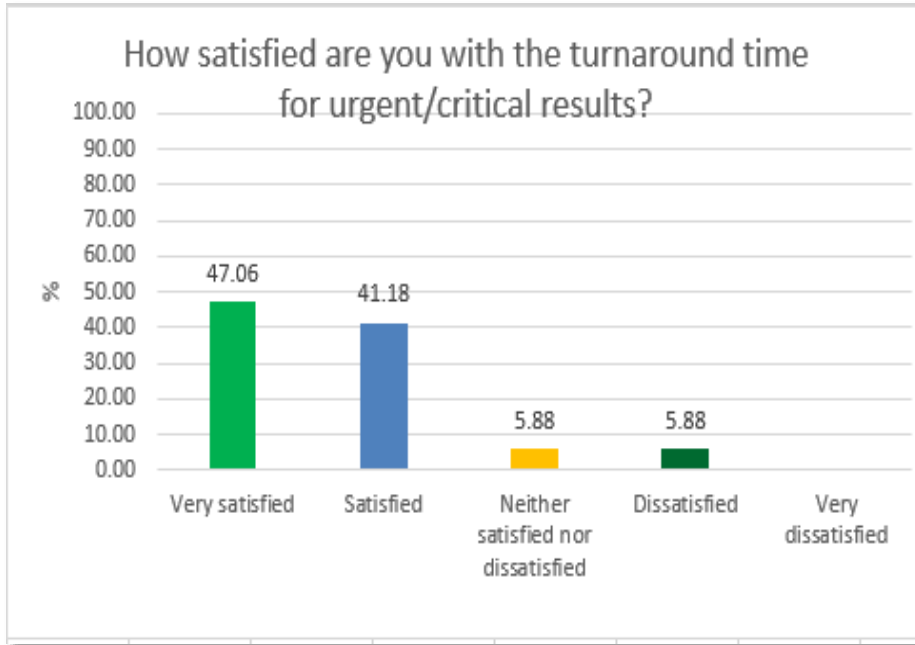
How satisfied are you with the availability of information relating to the requesting of tests?

Answered: 33 Skipped: 0

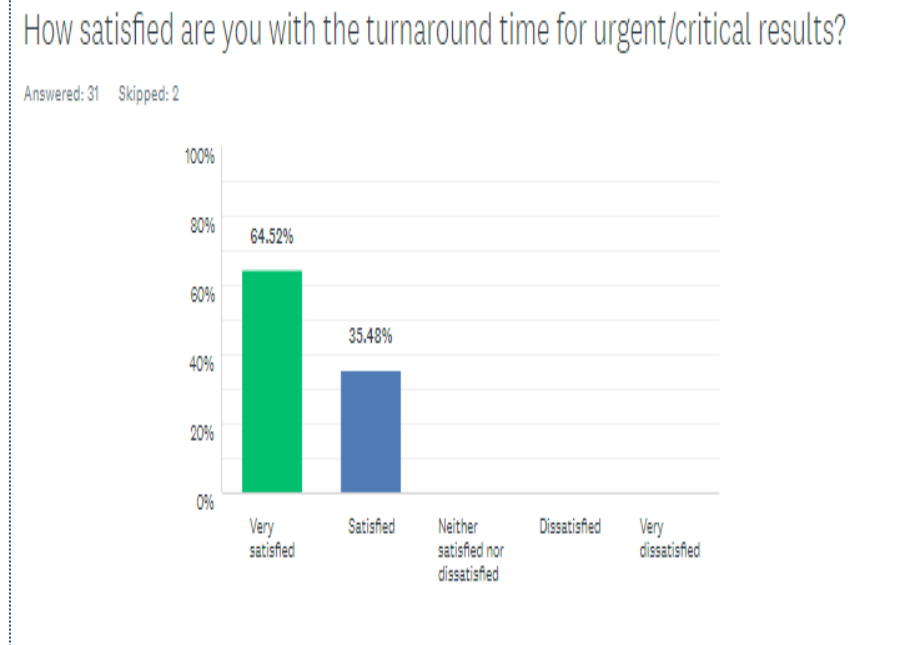


Question 3

2021 Responses

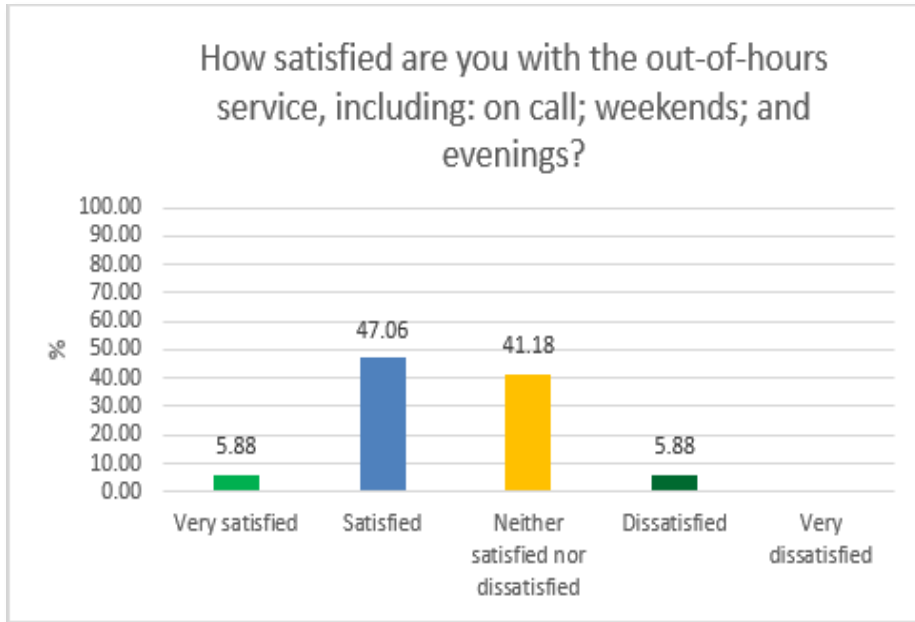


2020 Responses

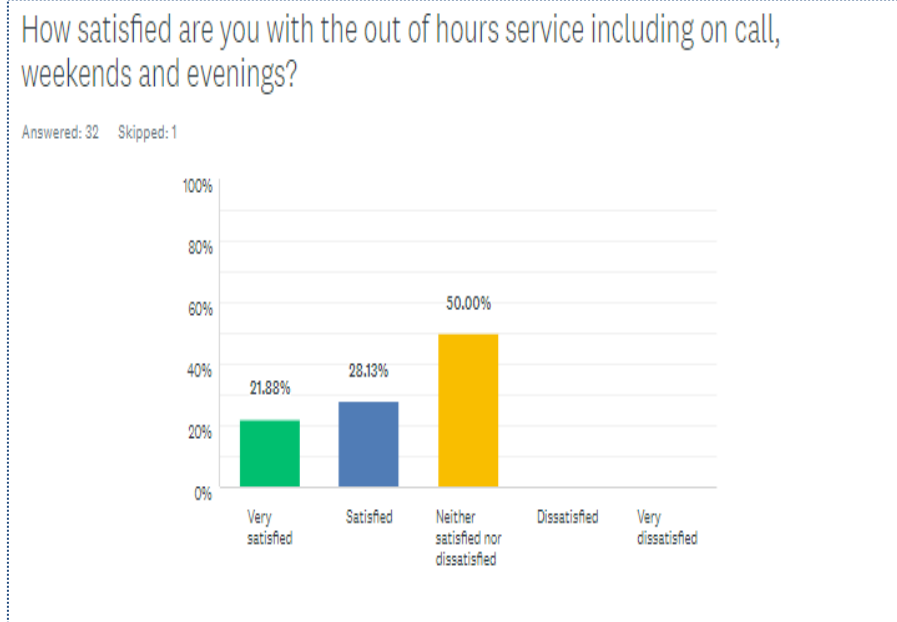


Question 4

2021 Responses

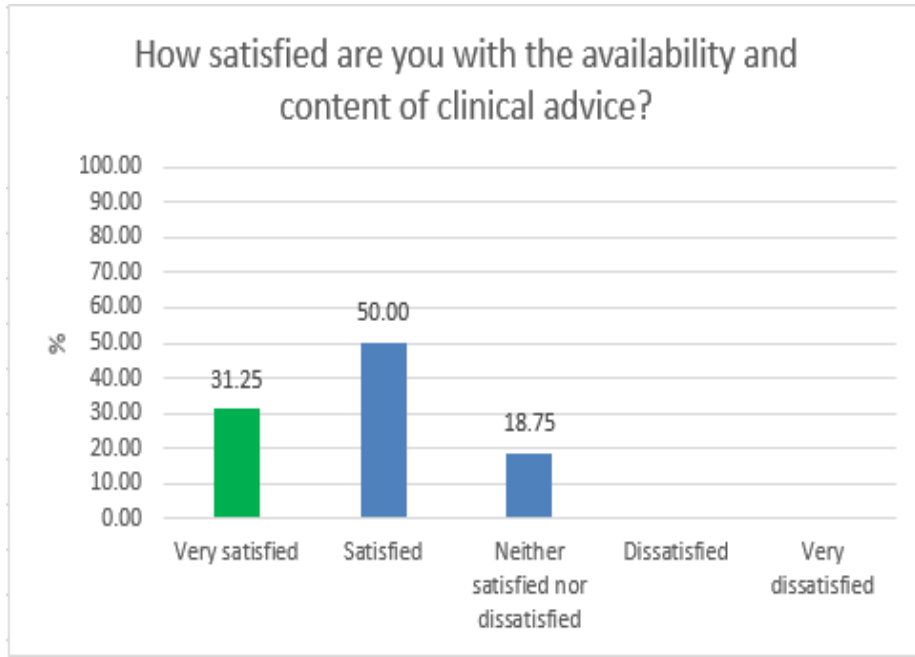


2020 Responses

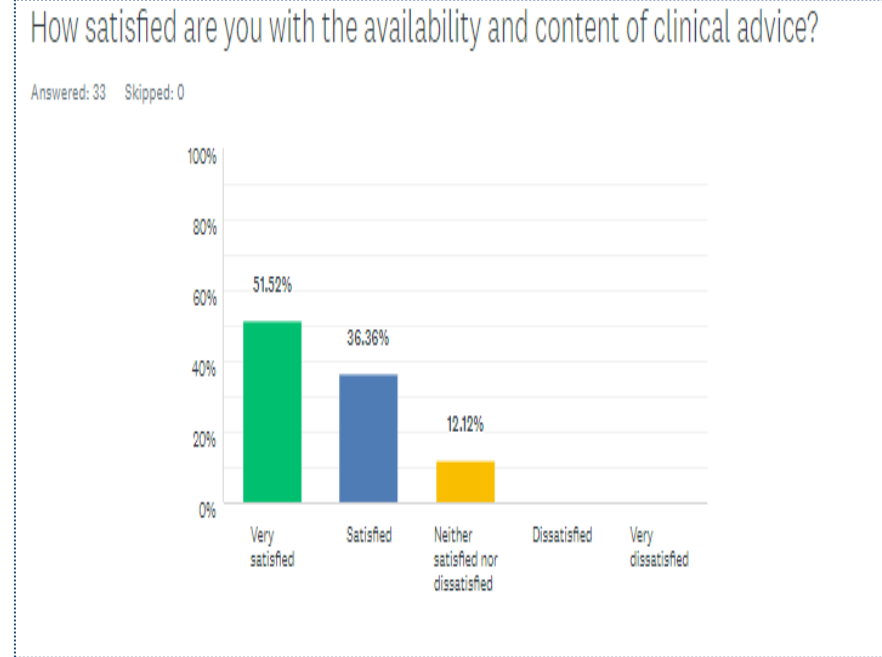


Question 5

2021 Responses

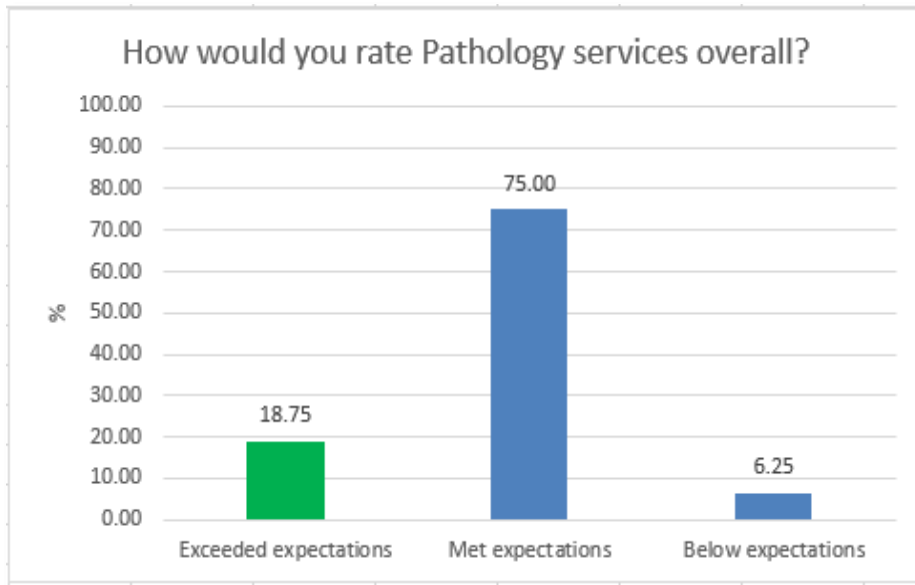


2020 Responses

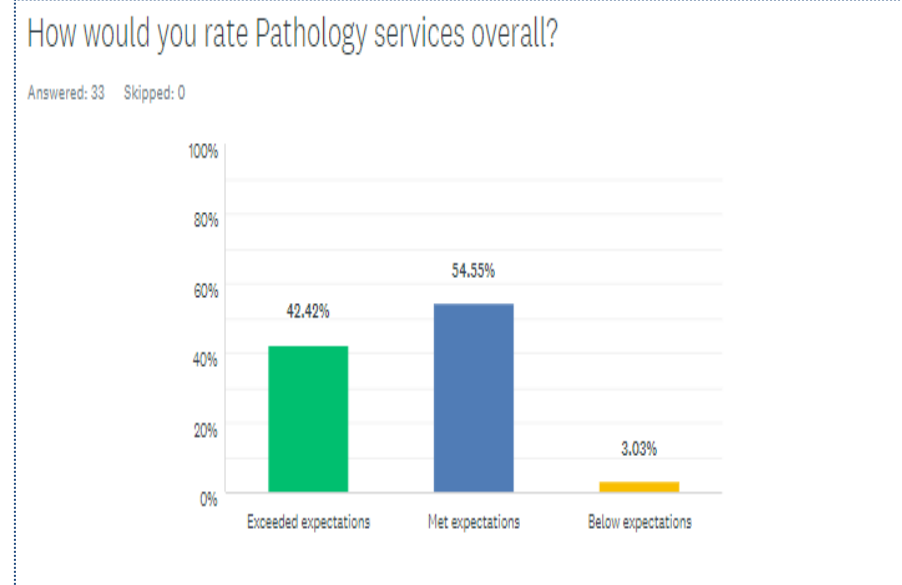


Question 6

2021 Responses



2020 Responses

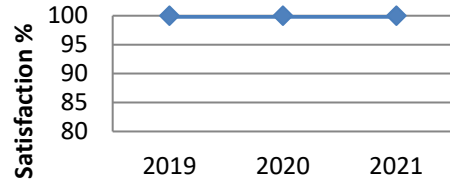


Question 7

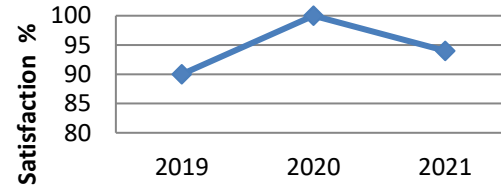
The final part of the survey, **question 7**, relates to suggested improvements within individual disciplines or service areas. This question captured free-text answers of areas you would like us to improve, which are summarised on pages 11 and 12 below. We have reviewed, actioned (where possible) and responded to the main issues raised in each discipline.

Trends

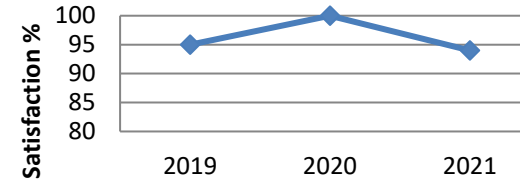
How satisfied are you with the range of in house tests available?



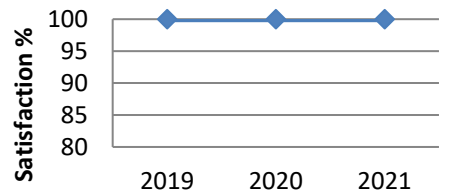
How satisfied are you with the turnaround time for urgent/critical results?



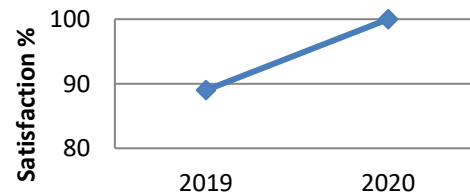
How satisfied are you with the out-of-hours service, including: on call; weekends; and evenings?



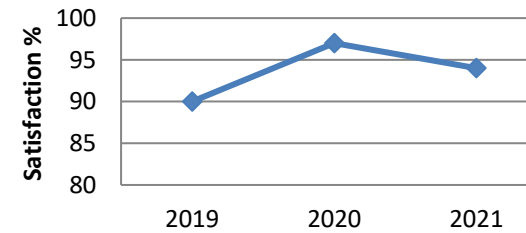
How satisfied are you with the availability and content of clinical advice?



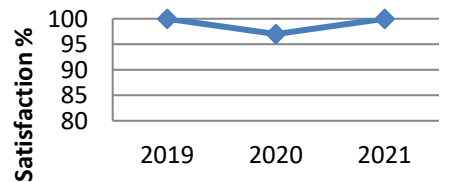
How satisfied are you with the support provided for Point of Care testing by the laboratory?



How would you rate Pathology services overall?



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



User comments...

Our Feedback / Actions...

“More contact numbers for advice on the individual pages would be very helpful, rather than having to find on ruh website”

Thanks for the feedback. We are reviewing our Pathology website more frequently than before to ensure that it is up to date. Please contact the lab to detail the pages you refer to

“It would be great if we have the opportunity to take bloods in the afternoon - several times a week - late pick up would be hugely helpful.” (GP - Beckington)

Thank you for the feedback. Extra afternoon collections have been implemented for B&NES & Wiltshire and we are currently working on implementing an additional collection at Beckington

A later blood collection from the surgery (GP - Beckington) so that we can book afternoon appointments with our nurses for blood test (current collection approx 13:30)

“Our blood collection is around 1pm, a later collection would be very beneficial. I am not clinical, therefore cannot comment on the clinical questions.” (Practice mgr. Beckington)

Sometimes difficult to locate tests required, particularly for new staff. Search isn't always helpful for more obscure tests. and it's not always crystal clear which box to tick for specific tests/ body parts (GP Chippenham)

Some specific examples would be helpful for our IT team. Our IT team will contact you and review.

“Result quickly”

Thank you!

“When calling seem to be passed from one department to another. Not clear process for order pots and forms”

We are reviewing our contact pages, with more frequent audits, we aim to continually improve these so you have the correct contact information. Central specimen reception will direct you to the appropriate person if there is difficulty in finding a contact.

The Autoimmune screen should be slightly relabelled as it tends to get used for rheum autoimmune which isn't the best use. (GP St Chads)

Our IT and Laboratory staff will investigate this and provide feedback

Clotting samples are regularly rejected despite being almost full- often these have important samples such as D-Dimer. Is there not a way that the machine can be more forgiving, especially seeing as point of care test/paediatric tests can do it with far smaller amounts of blood? (GP St Chads)

A specific ratio of blood to anticoagulant is required, (9 volumes blood to 1 volume anticoagulant – (tri-sodium citrate)) to ensure accuracy of results. Therefore with larger tubes, a larger amount of blood is needed. POCT devices that you refer to are calibrated and controlled for these quantities.
<https://onlinelibrary.wiley.com/doi/full/10.1111/bjh.16776>

Closing Remarks

Thank you for taking your much valued time to complete our survey. We realise how important your feedback is to our continued improvement and success. We hope to have your engagement in further surveys as they are used to help shape our service delivery to meet your needs.

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

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