

Pathology User Survey - 2021

This is a controlled document

Authorised paper copies are listed at the end of the document

Any unauthorised copies made must be destroyed after use, to ensure only the current version is available

1.0	SCOPE OF DOCUMENT	2
2.0	INTRODUCTION	2
3.0	METHODS	2
4.0	TRUST SURVEY RESPONSE RATE	2
4.1	RESPONSE RATE	2
4.2	RESPONDENTS WISHING TO BE CONTACTED	3
5.0	GP SURVEY RESPONSE RATE	3
5.1	RESPONSE RATE	3
5.2	RESPONDENTS WISHING TO BE CONTACTED	3
6.0	TRUST SURVEY RESULTS, ACTIONS AND IMPROVEMENTS	3
6.1	OVERALL VIEW OF PATHOLOGY	3
6.2	INDIVIDUAL QUESTIONS	4
7.0	GP SURVEY RESULTS, ACTIONS AND IMPROVEMENTS	7
7.1	OVERALL VIEW OF PATHOLOGY	7
7.2	INDIVIDUAL QUESTIONS	8
8.0	DISCUSSION AND CONCLUSIONS	12
9.0	REFERENCES	12
10.0	APPENDICES	14
10.1	APPENDIX 1 – EXAMPLE SURVEY	14

Pathology User Survey

1.0 SCOPE OF DOCUMENT

This document will describe the process used to discover the user's views on the Pathology service at Weston General Hospital. This document will also cover the results, actions and improvements that will be made to the service based on user feedback. Hence, this document highlights the changing clinical requirements of the service and will help improve provisions and plans for future service development.

2.0 INTRODUCTION

The Weston Pathology Department is part of the University Hospitals Bristol and Weston NHS Trust and is located at Weston General Hospital. The Pathology Department consists of Microbiology and Blood Sciences (comprised of Haematology, Biochemistry and Transfusion Sciences). A referral service is used for Histopathology related specimens which are forwarded to North Bristol NHS Trust.

The Pathology User Survey is a vital method of collecting information from our users and customers. The Pathology department aims to achieve consistently high-quality results, within our stated target turnaround times and appropriate to both clinicians and patients. This survey will help us to understand what currently works well, what doesn't work so well and what can be improved, with the aim of continually striving for a better service.

3.0 METHODS

The survey will be sent out to internal Trust employees via the Trust-wide email address. This survey will also be highlighted on the Trust computer screensavers and on the Intranet with help from the IT and Trust Communications Departments. The survey will also be sent out to GP Practice Managers whom will be asked to forward the survey link to all GP Practice staff. The survey will use the Survey Monkey platform so that all results can be collated electronically whilst reducing the need for staff to reply directly via email. The survey will be performed over a three-month period.

In addition to the user survey, feedback is received via the GP and Pathology Network meetings, Weston Hospital Staff survey, complaints and praise procedures and review meetings with joint Trusts throughout the year.

4.0 TRUST SURVEY RESPONSE RATE

Dates of survey – 26th January 2021 to 15th April 2021(3 months)
Total number of respondents – 20 respondents for the Trust survey

4.1 RESPONSE RATE

Your current position	Response Count
Junior Doctor	1
Doctor	0
Consultant	4
Nurse	9
Nurse Specialist	3
Allied Health Professional	2
Nursing/Healthcare Assistant	0
Admin	1
Other (Please define)	0
Total	20

Your current location	Response Count
Ward/ED	10
Clinic	4
Office (patient facing)	0

**University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021**

Office (non-patient facing)	2
Other (Please define)	4
Total	20

4.2 RESPONDENTS WISHING TO BE CONTACTED

N/A – no respondents left contact details to be responded to on an individual basis.

5.0 GP SURVEY RESPONSE RATE

Dates of survey - 26th January 2021 to 15th April 2021(3 months)
Total number of respondents - 13 respondents for the GP survey

5.1 RESPONSE RATE

Categorise into Junior Doctor, Doctor, Consultant, Nurse, Specialist Nurse, AHP, NA, Other (Define)

Your current position	Response Count
Practice Manager	0
Doctor (GP)	12
Nurse	0
Specialist Nurse	1
Nursing/Healthcare Assistant	0
Office/Reception	0
Other (Please define)	0
Total	13

Your current location	Response Count
Axbridge Medical Centre	0
Brent Area Medical Centre	0
Burnham Medical Centre	0
The Cedars Surgery	0
Cheddar Medical Centre	0
Graham Road Surgery	0
Highbridge Medical Centre	0
Horizon Health Centre	0
Stafford Medical Group	0
The Milton Surgery	2
Tudor Lodge Surgery	0
Winscombe Surgery	3
Mendip Vale Medical Practice	8
168 Medical Group (Longton & New Court Surgeries)	0
Other (Please define)	0
Total	13

5.2 RESPONDENTS WISHING TO BE CONTACTED

N/A – no respondents left contact details to be responded to on an individual basis.

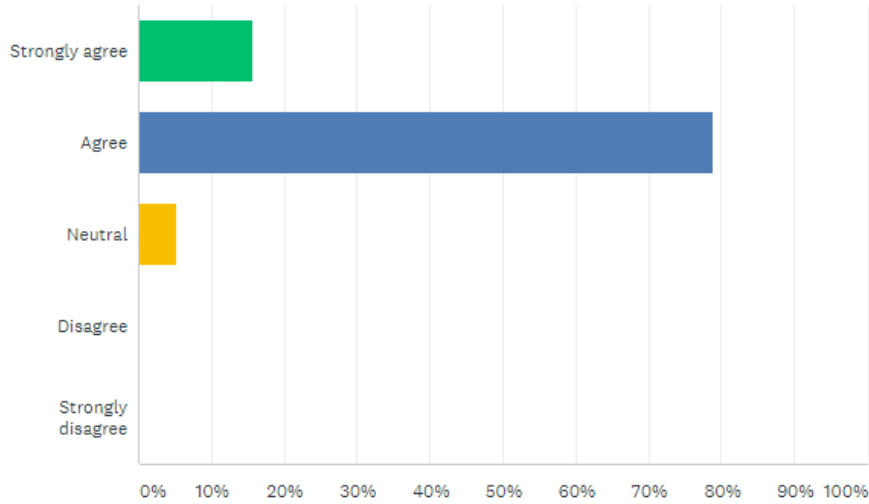
6.0 TRUST SURVEY RESULTS, ACTIONS AND IMPROVEMENTS

6.1 OVERALL VIEW OF PATHOLOGY

Q1: The overall service meets my needs.

Results: Answered 19, skipped 1

University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021

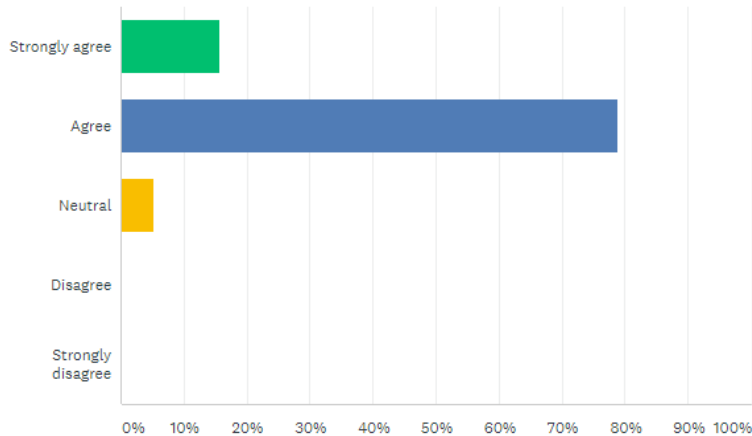


Comments: 100% of respondents were satisfied with the overall service, selecting either strongly agree, agree or neutral to this statement.

6.2 INDIVIDUAL QUESTIONS

Q2: I know where to find the Pathology User Manual.

Results: answered 19, skipped 1

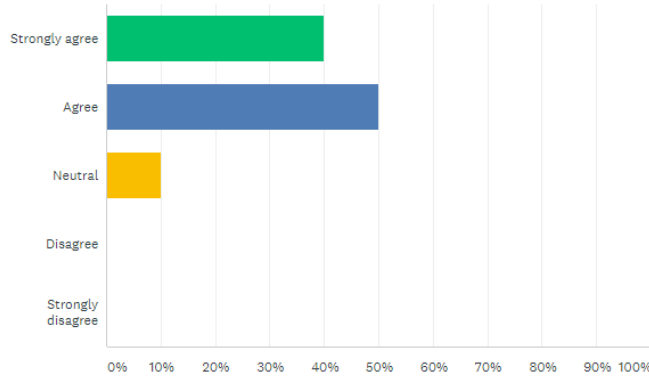


Comments: 100% of respondents knew where to find the pathology user manual, selecting either strongly agree, agree or neutral to this statement.

Q3: Staff are always polite, helpful and professional.

Results: Answered 20, skipped 0

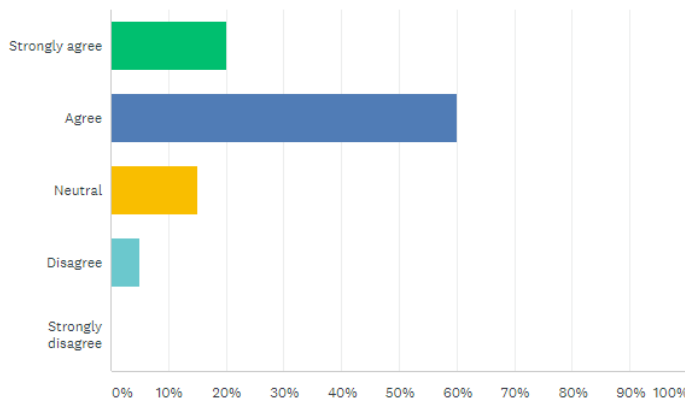
**University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021**



Comments: 100% of respondents were satisfied with the staff, selecting either strongly agree, agree or neutral to this statement.

Q4: Results are reported within an appropriate timeframe.

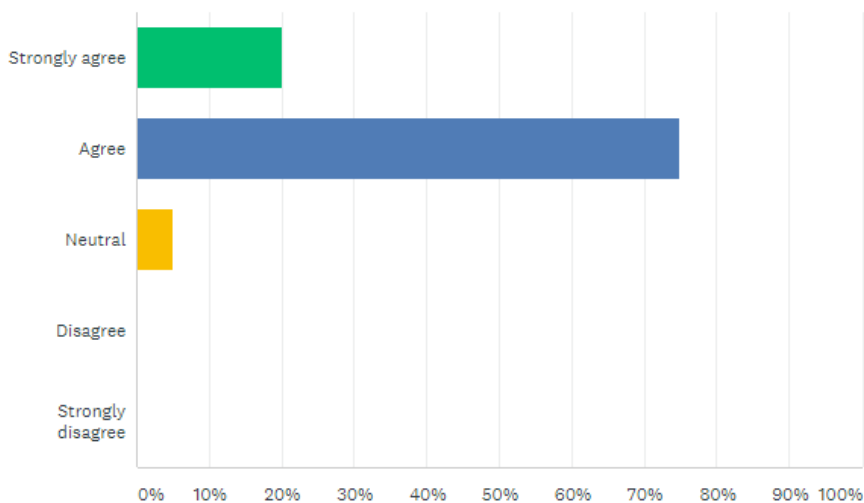
Results: Answered 20, skipped 0



Comments: 95% of respondents were satisfied with being able to contact the appropriate person, selecting either strongly agree, agree or neutral to this statement.

Q5: Laboratory Staff and Clinicians are easy to contact.

Results: Answered 20, skipped 0

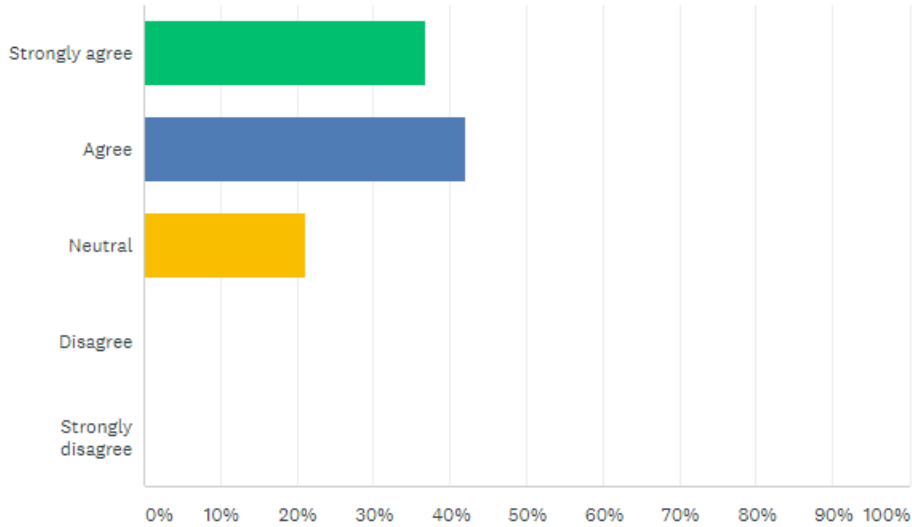


Comments: 100% of respondents were satisfied with being able to contact the appropriate person, selecting either strongly agree, agree or neutral to this statement.

**University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021**

Q6: I am confident that urgent/unexpected results will be promptly communicated to me or my cover.

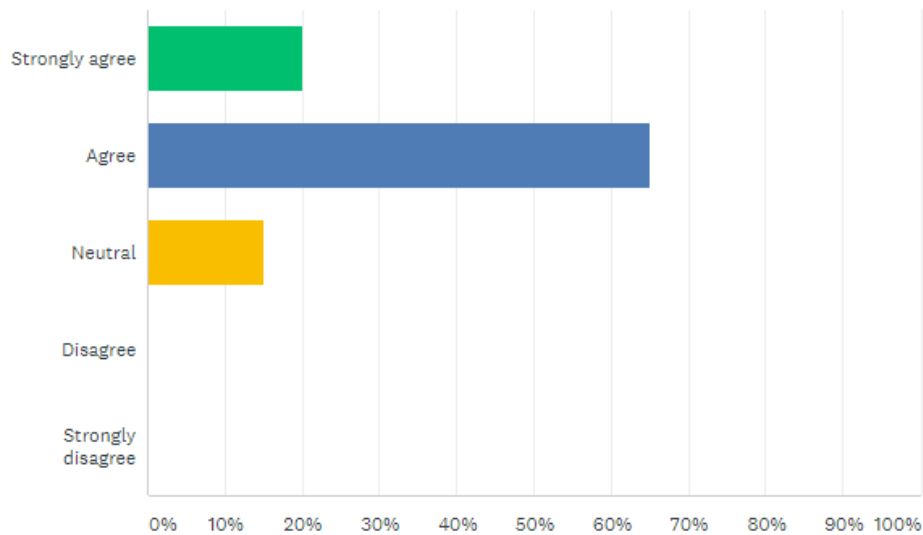
Results: Answered 19, skipped 1



Comments: 100% of respondents were satisfied with the statement that urgent and unexpected results are appropriately communicated, selecting either strongly agree, agree or neutral to this statement.

Q7: The repertoire of tests is satisfactory and meets my clinical needs.

Results: Answered 20, skipped 1



Comments: 100% of respondents were satisfied with the repertoire of tests, selecting either strongly agree, agree or neutral to this statement.

Q11: Any other comments.

Comment	Response
<i>Urgent bloods are not always reported promptly. Not all adverse results are phoned through</i>	We aim to report all urgent blood results promptly, this can however be improved by clinical users marking urgent samples correctly. The laboratory uses a standard Royal College of Pathologists critical results limits. It is likely that some results that users consider adverse do not meet the phone limits. We are happy to discuss with specific

Pathology User Survey 2021 - Version: 1.0. Index: QMS 2899. Printed: 24-Feb-2022 09:58

Authorised on: 21-Jan-2022. Authorised by: Mark Nicholas. Document Unique Reference: 89-106239764. Due for review on: 21-Jan-2023

Author(s): Natalia Casey

**University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021**

	examples.
<i>A bit more flexibility</i>	The laboratory works with specific guidelines and operating procedures. This may appear rigid but help maintain standards, uniformity and reliability of results. We are however responsive to specific needs of our users.
<i>To have requests for DPYD deficiency on ICE, rather than having to complete a paper extra form. To have the ability to request on ICE (rather than a paper form) extra tests that are needed to be done on a sample sent already.</i>	Some tests such as DPYD are quite recently available. We are happy to set this up on ICE. Our ICE configuration had not included addition of extra tests. This is likely to be possible with ICE upgrade.
<i>ICE updated to see all pts requests WGH BRI and NBT and reports to be copyable</i>	Use of open net to view results across BNSSG is available. In the future, the separate ICE systems will be merged or replaced by a new system across all services.

Trust Survey - Summary of satisfaction table

Statement	Percentage satisfied	Percentage dissatisfied	Target achieved (>90%)
The overall service meets my needs.	100%	0%	Yes
I know where to find the Pathology User Manual.	100%	0%	Yes
Staff are always polite, helpful and professional.	100%	0%	Yes
Results are reported within an appropriate timeframe.	95%	5%	Yes
Laboratory Staff and Clinicians are easy to contact.	100%	0%	Yes
I am confident that urgent/unexpected results will be promptly communicated to me or my cover.	100%	0%	Yes
The repertoire of tests is satisfactory and meets my clinical needs.	100%	0%	Yes

7.0 GP SURVEY RESULTS, ACTIONS AND IMPROVEMENTS

7.1 OVERALL VIEW OF PATHOLOGY

Q1: The overall service meets my needs.

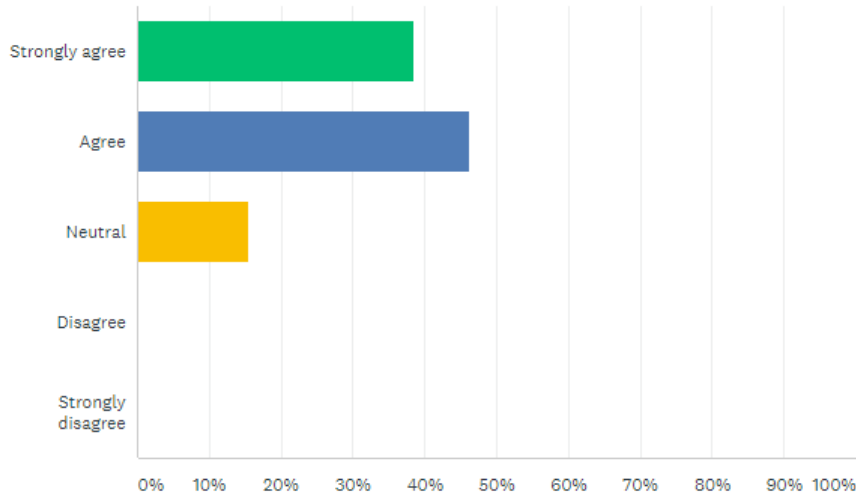
Pathology User Survey 2021 - Version: 1.0. Index: QMS 2899. Printed: 24-Feb-2022 09:58

Authorised on: 21-Jan-2022. Authorised by: Mark Nicholas. Document Unique Reference: 89-106239764. Due for review on: 21-Jan-2023

Author(s): Natalia Casey

University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021

Results: Answered 13, skipped 0

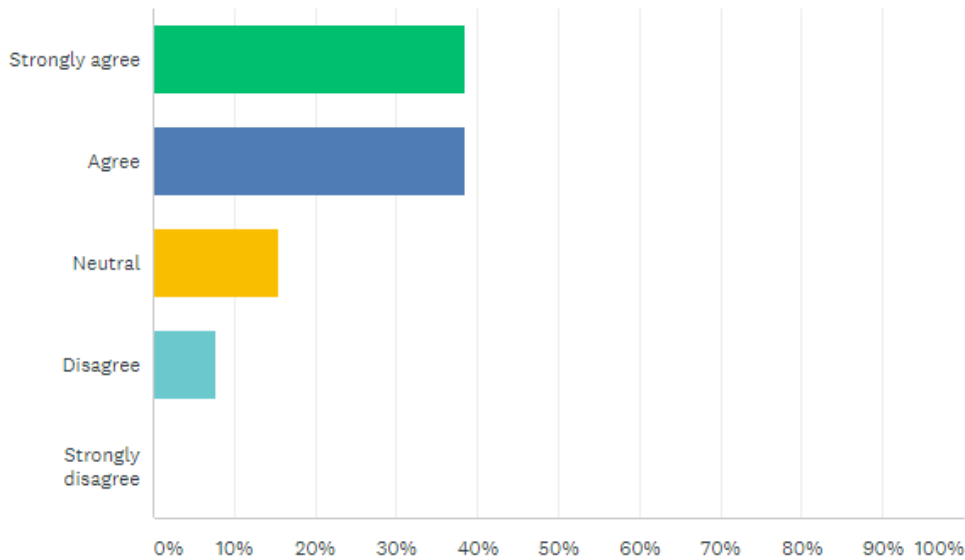


Comments: 100% of respondents were satisfied with the overall service, selecting either strongly agree, agree or neutral to this statement.

7.2 INDIVIDUAL QUESTIONS

Q2: Transport arrangements meet my needs.

Results: Answered 13, skipped 0

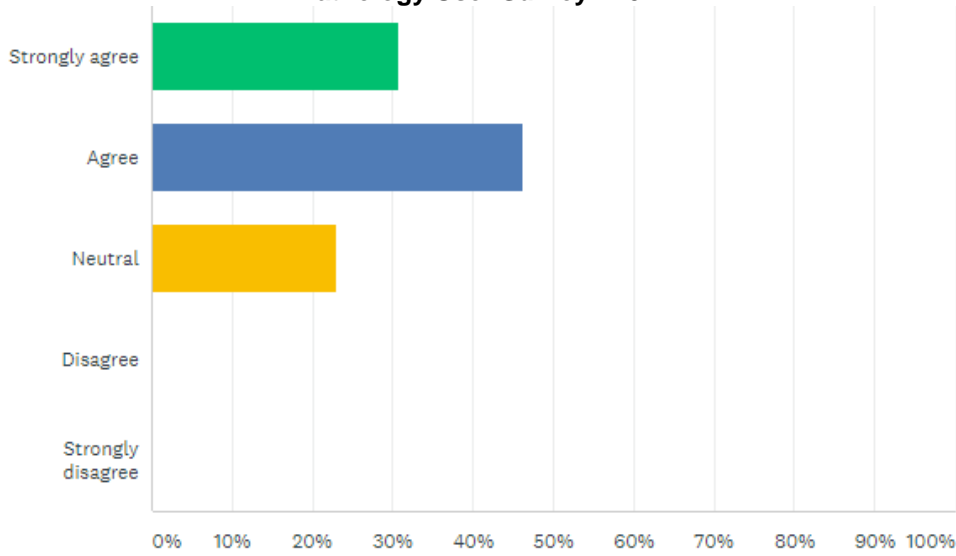


Comments: 92.3% of respondents were satisfied with the overall service, selecting either strongly agree, agree or neutral to this statement.

Q3: Staff are always polite, helpful and professional.

Results: Answered 13, skipped 0

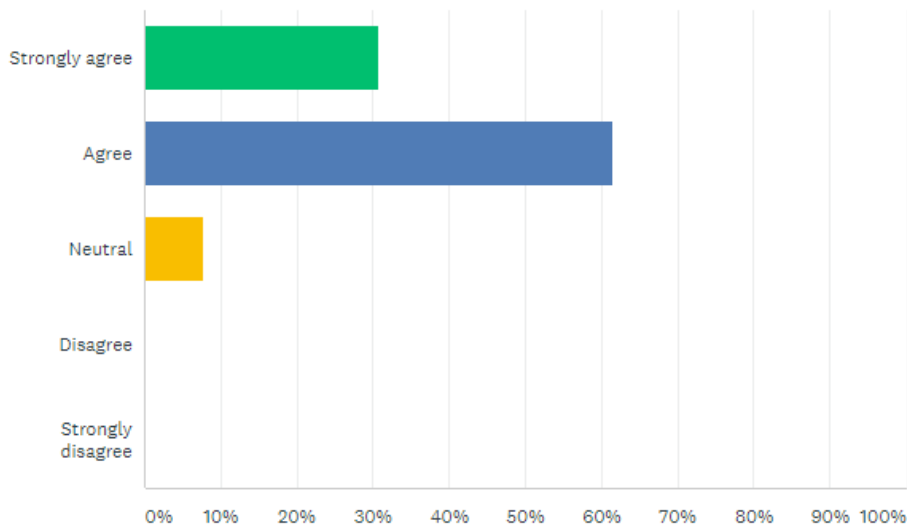
**University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021**



Comments: 100% of respondents were satisfied with the staff, selecting either strongly agree, agree or neutral to this statement.

Q4: Results are reported within an appropriate timeframe.

Results: Answered 13, skipped 0

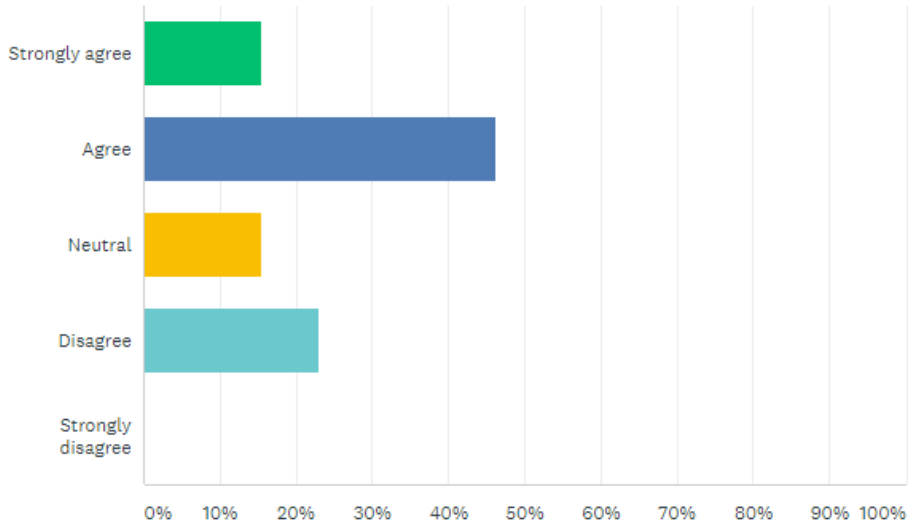


Comments: 100% of respondents were satisfied with the result reporting timeframe, selecting either strongly agree, agree or neutral to this statement.

Q6: Laboratory Staff and Clinicians are easy to contact.

Results: Answered 13, skipped 0

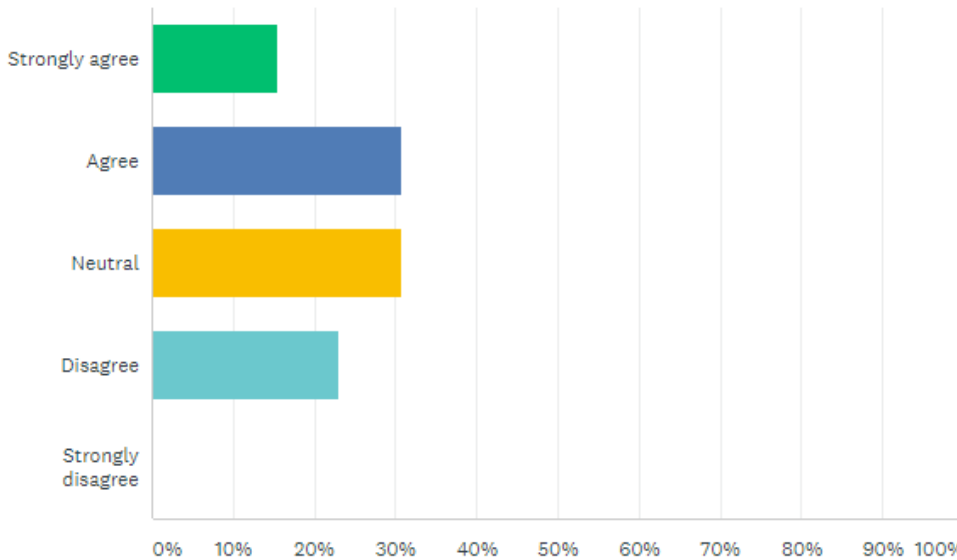
**University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021**



Comments: 76.9% of respondents were satisfied with the result reporting timeframe, selecting either strongly agree, agree or neutral to this statement.

Q7: I am confident that urgent/unexpected results will be promptly communicated to me or my cover.

Results: Answered 13, skipped 0

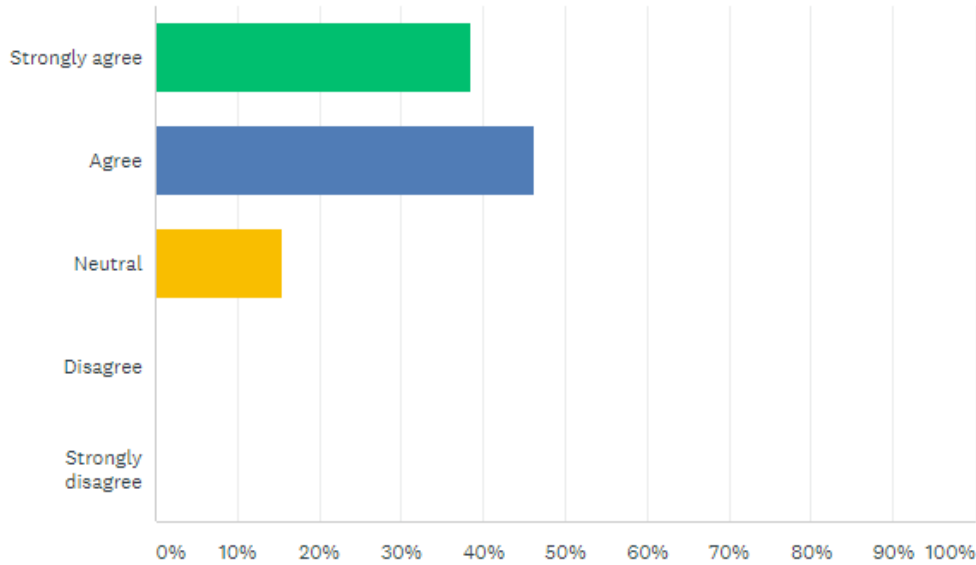


Comments: 76.9% of respondents were satisfied with the result reporting timeframe, selecting either strongly agree, agree or neutral to this statement.

Q9: The repertoire of tests is satisfactory and meets my clinical needs.

Results: Answered 13, skipped 0

**University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021**



Comments: 100% of respondents were satisfied with the repertoire of tests, selecting either strongly agree, agree or neutral to this statement.

Q11: Any other comments.

Comment	Response
<i>Comments on results and actions needed are much appreciated.</i>	Thank you.
<i>Sorting system access for new team members is an area I would request to be looked at and improved. As a user the system to get new users on line correctly seems clunky and inefficient requiring too much chasing and "sorting" and often when we have been told it is done, it hasn't or it doesn't work. Thanks in anticipation.</i>	This has been a long standing issue as it requires coordination with the IT team and Training. We continually work with the IT team to improve efficiency.
<i>Frustrations with many duplicate ICE results yesterday - we have literally spent hours as a surgery dealing with this with very unsatisfactory communication from the lab (dated 26th Jan 2021)</i>	Please contact us directly to discuss this issue.
<i>Easier to contact staff (especially clinical staff) in the labs. Better profiles available on the system similar to those available on UHB ICE. Tests such as FIT tests available to request on ICE.</i>	We are upgrading ICE so that the test repertoire will be same as UHB.
<i>Later lab collection in the afternoons so we can take bloods from urgent patients seen between 5 and 6 and so we can offer blood test appointments to patients after work</i>	We have made adjustments to accommodate later collections at surgeries. This may not be an ideal system for urgent patients as these results would be dealt with by out of hours GP service and with reduced laboratory staffing.
<i>a failsafe for when the ice through put fails that ensures significant results are communicated by other means</i>	We do have a contingency plan when ICE fails such as printing results or phoning urgent results and this is normally used.
<i>Stop duplicating test results. Be open to other tests available on other ICE systems. Stop secondary care clinicians asking primary care to do, check and report back to them on test results. Consultants to initiate medications in clinic, not delaying primary care to do. Consultants to make onward referral if required for patient, stop sending request to primary care to</i>	Thank you for the information, we will make efforts to address the issues raised. We have worked with GPS to address the secondary care issues with community phlebotomy. This is a project that is still ongoing.

University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021

<i>organise.</i>	
<i>2 x errors with multiple tests being sent, took extra time when already v busy</i>	Please contact us directly to discuss this issue.

GP Survey - Summary of satisfaction table

Statement	Percentage satisfied	Percentage dissatisfied	Target achieved (>90%)
The overall service meets my needs.	100%	0%	Yes
Transport arrangements meet my needs.	92.3%	7.7%	Yes
Staff are always polite, helpful and professional.	100%	0%	Yes
Results are reported within an appropriate timeframe.	100%	0%	Yes
Laboratory Staff and Clinicians are easy to contact.	76.9%	23.1%	No
I am confident that urgent/unexpected results will be promptly communicated to me or my cover.	76.9%	23.1%	No
The repertoire of tests is satisfactory and meets my clinical needs.	100%	0%	Yes

8.0 DISCUSSION AND CONCLUSIONS

The survey results reflect the high quality of service provided by the Pathology department at Weston General Hospital as part of Laboratory Medicine at University Hospitals Bristol and Weston.

Using our target satisfaction criteria of >90% satisfactory response, it is clear that we continue to meet the needs of our users in the majority areas. One area of concern was highlighted in the GP survey regarding lines of communication which included reporting of urgent result, ICE issues and laboratory staff or clinical support contacts. Please refer to our Pathology handbooks for information regarding turnaround times and laboratory contact information to discuss specific results or find out our phone limits for abnormal results. These documents are regularly reviewed to ensure they meet the highest standards and are user-friendly.

We would like to thank our users for taking the time to complete this survey. We continue to seek other means of feedback and continually review the service to ensure it is fit for purpose, of high quality and always improving. The feedback from this survey will help focus those efforts.

If you did not get an opportunity to provide feedback or wish to ask any questions about our improvement activities, please contact our Head of Service:

Mrs Elizabeth Worsam
Elizabeth.Worsam@uhbw.nhs.uk

9.0 REFERENCES

N/A

**University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021**



University Hospitals Bristol and Weston NHS FT
Dept. Pathology,
Pathology User Survey - 2021

10.0 APPENDICES

10.1 APPENDIX 1 – EXAMPLE SURVEY

Trust Survey	
Individual Details	
Current Job Role (Please select only one)	<ul style="list-style-type: none"> • Junior Doctor • Doctor • Consultant • Nurse • Nurse Specialist • Allied Health Professional • Nursing/Healthcare Assistant • Other (Please define)
Working Location (Please select only one)	<ul style="list-style-type: none"> • Ward • Clinic • Office (non-patient facing) • Office (patient facing) • Other (Please define)
Survey Questions (Please select only one answer per question) (1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, 5 = Strongly Agree)	
Q1: The overall service meets my needs.	1 2 3 4 5
Q2: I know where to find the Pathology User Manual.	1 2 3 4 5
Q3: Staff are always polite, helpful and professional.	1 2 3 4 5
Q4: Results are reported within an appropriate timeframe.	1 2 3 4 5
Q5: Reports are concise and clear.	1 2 3 4 5
Q6: Laboratory Staff and Clinicians are easy to contact.	1 2 3 4 5
Q7: I understand the criteria for when samples can be accepted or rejected.	1 2 3 4 5
Q8: I am confident that any suggestions I make are considered appropriately.	1 2 3 4 5
Q9: What improvements would you like to see made?	
Q10: Any other comments.	
And finally...	
If you would like us to respond to you directly, please leave your name and contact details here:	

Pathology User Survey 2021 - Version: 1.0. Index: QMS 2899. Printed: 24-Feb-2022 09:58