

## **Introduction**

Laboratory Medicine complies with ISO 15189:2012 “*Medical laboratories: Requirements for quality and competence*”. Standard 4.14.3 “*Assessment of user feedback*” states that the laboratory shall seek information relating to user perception as to whether the service has met the needs and requirements of users. This survey has been performed to comply with these standards, and in doing so, will bring to the attention of laboratory management areas where we could improve the service.

Our focus group in 2022 were internal members of staff, particularly users of the laboratory service based across UHBW. This is the first user survey that is combined across both hospital sites, now that Laboratory Medicine across Weston and Bristol has also merged.

## **Objectives**

To better understand the effectiveness of our processes in delivering an appropriate service that meets the needs of our users. To help us highlight positive elements to continue and replicate across sites and to understand where our service can be improved from the perspective of our users, so we can address and find solutions to better meet their needs.

We aim to better user satisfaction through this annual exercise to continuously improve the service we provide to our users, increase the quality of results released, and in turn, deliver better patient care.

## **Response to the Survey**

For this survey, the focus group was internal staff across University Hospitals Bristol and Weston. The survey was designed by the Quality Team within Laboratory Medicine to elicit user’s views of the service in light of the recent merger and continuous quality improvement.

The survey was open for responses between Monday 14<sup>th</sup> November 2022 to Monday 12<sup>th</sup> December 2022, using the platform Survey Monkey.

We received, over the four weeks, eighteen responses in total, five from the Bristol Royal Infirmary and thirteen from Weston General Hospital, and were self-identified as working in the following roles:

Role	Bristol Royal Infirmary	Weston NHS Foundation Trust
Junior Doctor	0	0
Doctor	0	1
Consultant	0	1
Nurse	0	3
Nursing/Healthcare Assistant	2	1
Admin	0	2
Allied Health professional	2	4
Other (please specify)	1	1
<b>Totals</b>	<b>5</b>	<b>13</b>

### **Method Used**

The following questions for the survey were designed by the Laboratory Medicine Quality Team.

**Q1: What is your current job role?**

**Q2: Which trust site is your role predominantly based?**

*(Demographic questions were included to better isolate issues that maybe role or site specific)*

**Q3: The overall service meets my needs.**

**Q4: I know where to find the Laboratory medicine user guides (used at the Bristol Royal Infirmary) of the Pathology User Manual (used at Weston NHS Foundation Trust)**

**Q5: Laboratory staff are always polite, helpful and professional.**

**Q6: Results are clear, concise, easy to understand and reported within an appropriate timeframe.**

**Q7: I am confident that urgent/unexpected results will be promptly communicated to be actioned.**

**Q8: The level of out of hours service meets my needs.**

**Q9: Since the 2020 merge between University Hospitals Bristol and Weston NHS Foundation Trust, any operational changes to the pathology service are communicated effectively so there has been no negative affect on the service delivered as a result.**

*(The satisfaction of the above statements were graded from Strongly agree, Agree, Neutral, Disagree, and Strongly disagree. We interpreted Strongly agree, Agree, or Neutral as equal to satisfied. Disagree or Strongly disagree as dissatisfied)*

**Q10: What improvements would you like to see in the Laboratory Medicine service that will help improve your work in your role? Specify the trust site, department and assay of any suggestions you provide to help us best implement them. Please provide contact information if you would like to receive a direct response.**

*(Finally an open question was included to allow staff to express specific comments they wished to highlight)*

The survey was built, distributed and collected on the Survey Monkey platform.

The link to access the survey was distributed cross both trusts via the Newsbeats Trust email. We originally requested Trust Communications to distribute the survey weekly. However the survey was only distributed in Monday 14<sup>th</sup> November 2022 & Monday 5<sup>th</sup> December 2022 editions of Newsbeats.

In the first week we noticed a low number of responses from the Bristol Royal Infirmary only. We arranged a poster with a QR code link to the survey to be distributed in wards and departments on both sites to increase accessibility to encourage staff to participate. These posters were distributed the second week of survey opening at Weston General Hospital and in the third week at the Bristol Royal Infirmary.

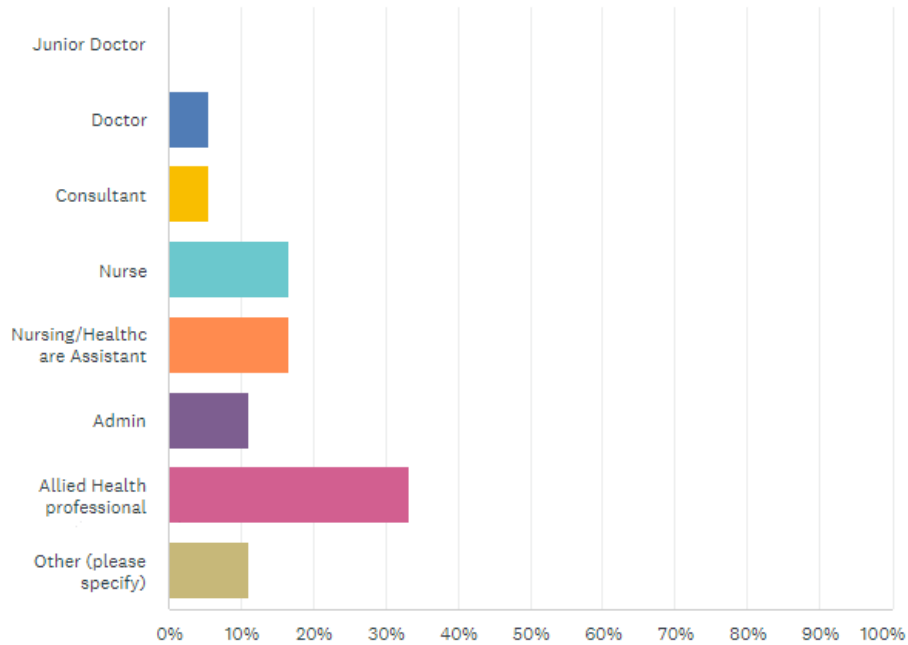
The laboratory's target for user satisfaction is that for each statement a satisfactory response of > 90% must be achieved. Any results falling outside of this limit will require further investigation to see what appropriate actions are required to improve that aspect of the service.

## **Results**

The following graphs illustrate the results of the responses for each of the questions:

**Q1: What is your current job role?**

Results: answered 18, skipped 0



ANSWER CHOICES	RESPONSES
Junior Doctor	0.00% 0
Doctor	5.56% 1
Consultant	5.56% 1
Nurse	16.67% 3
Nursing/Healthcare Assistant	16.67% 3
Admin	11.11% 2
Allied Health professional	33.33% 6
Other (please specify) <a href="#">Responses</a>	11.11% 2
<b>TOTAL</b>	<b>18</b>

Other (please specify) responses include:

1. Nutrition Pharmacist
2. Assistant Practitioner in Radiology

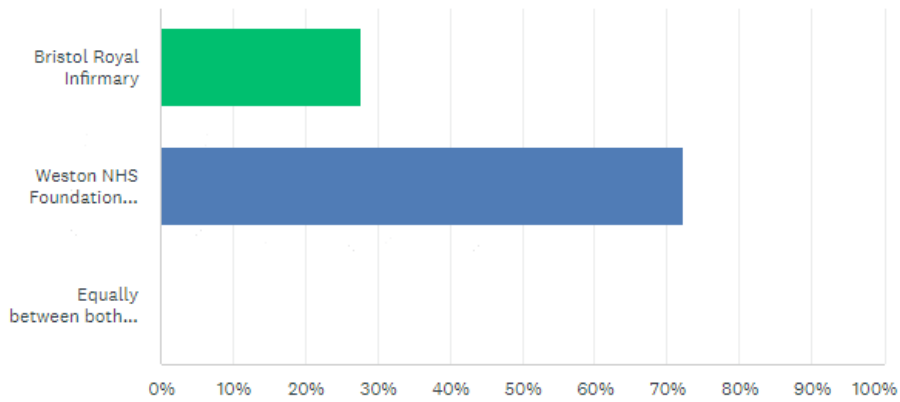
Comments: Few responses from clinical staff, especially from the Bristol Royal Infirmary site.

**Q2: Which trust site is your role predominantly based?**

Results: answered 18, skipped 0

# Laboratory Medicine User Survey 2022 – University Hospitals Bristol & Weston NHS Foundation Trust

Document Reference: PD-GEN-UHBW-usersurvey2022

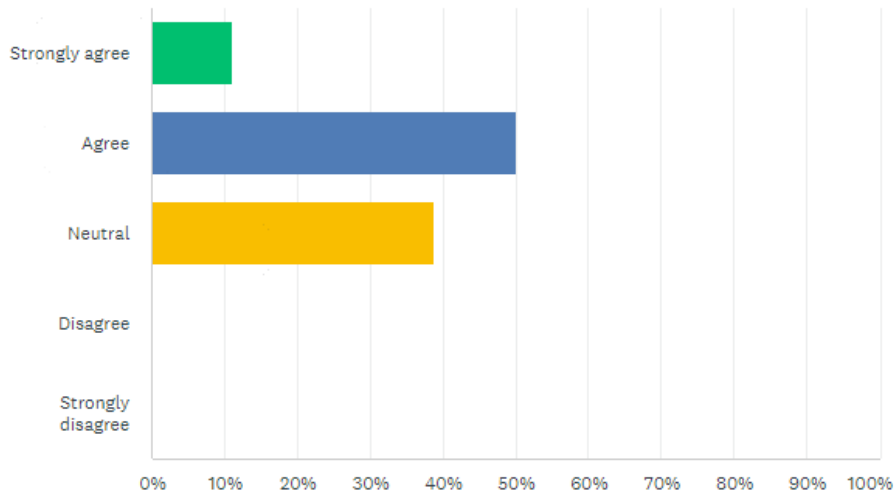


ANSWER CHOICES	RESPONSES
▼ Bristol Royal Infirmary	27.78% 5
▼ Weston NHS Foundation Trust	72.22% 13
▼ Equally between both sites	0.00% 0
<b>TOTAL</b>	<b>18</b>

Comments: More responses from Weston General despite being the smaller site.

### Q3: The overall service meets my needs.

Results: answered 18, skipped 0

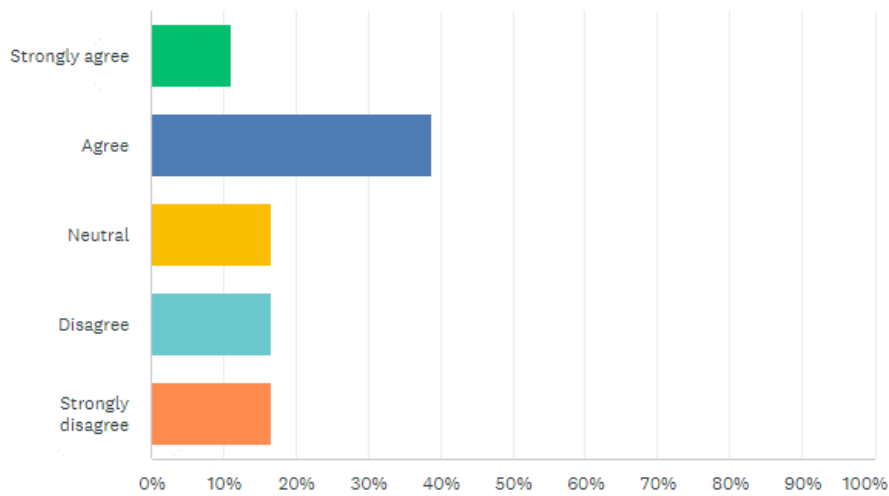


ANSWER CHOICES	RESPONSES	
Strongly agree	11.11%	2
Agree	50.00%	9
Neutral	38.89%	7
Disagree	0.00%	0
Strongly disagree	0.00%	0
<b>TOTAL</b>		<b>18</b>

Comments: 100% user satisfaction that the service meets our users' needs.

**Q4: I know where to find the Laboratory medicine user guides (used at the Bristol Royal Infirmary) or the Pathology User Manual (used at Weston NHS Foundation Trust).**

Results: answered 18, skipped 0

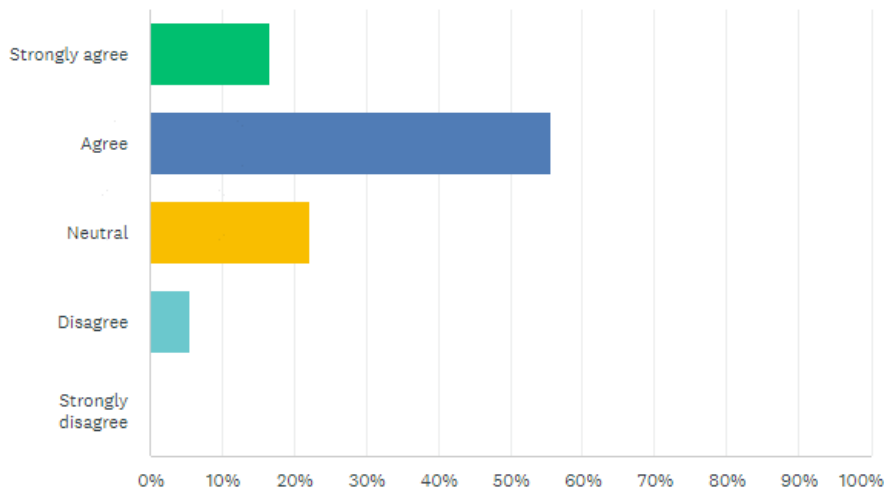


ANSWER CHOICES	RESPONSES
Strongly agree	11.11% 2
Agree	38.89% 7
Neutral	16.67% 3
Disagree	16.67% 3
Strongly disagree	16.67% 3
<b>TOTAL</b>	<b>18</b>

Comments: Significant proportion of staff (33%) did not know where to access the Laboratory guides. Majority of this group were in administration or Allied Health profession roles. One participant that did not know where to find the guides was in a Nursing/Healthcare Assistant role.

**Q5: Laboratory staff are always polite, helpful and professional.**

Results: answered 18, skipped 0



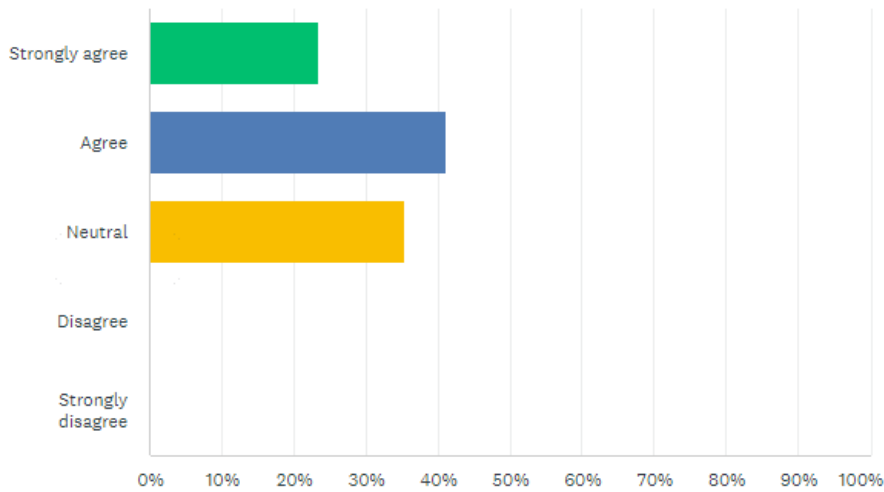
ANSWER CHOICES	RESPONSES
Strongly agree	16.67% 3
Agree	55.56% 10
Neutral	22.22% 4
Disagree	5.56% 1
Strongly disagree	0.00% 0
<b>TOTAL</b>	<b>18</b>

Comments: 94% user satisfaction that staff are always polite, helpful and professional. One consultant based at Weston General disagrees. Please see their open response to question 10.

**Q6: Results are clear, concise, easy to understand and reported within an appropriate timeframe.**

Results: answered 17, skipped 1



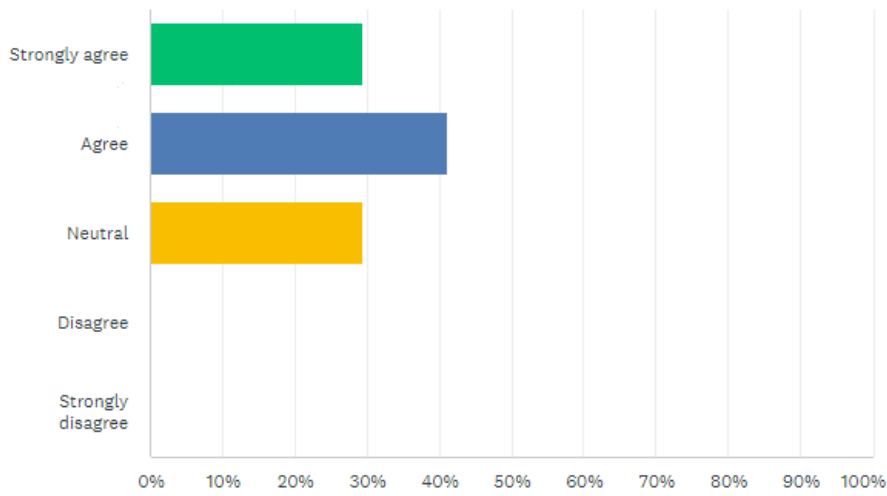


ANSWER CHOICES	RESPONSES
Strongly agree	23.53% 4
Agree	41.18% 7
Neutral	35.29% 6
Disagree	0.00% 0
Strongly disagree	0.00% 0
<b>TOTAL</b>	<b>17</b>

Comments: Skipped by one participant in an administrative role. 100% user satisfaction that results are clear, concise, easy to understand and reported within an appropriate timeframe.

**Q7: I am confident that urgent/unexpected results will be promptly communicated to be actioned.**

Results: answered 17, skipped 1

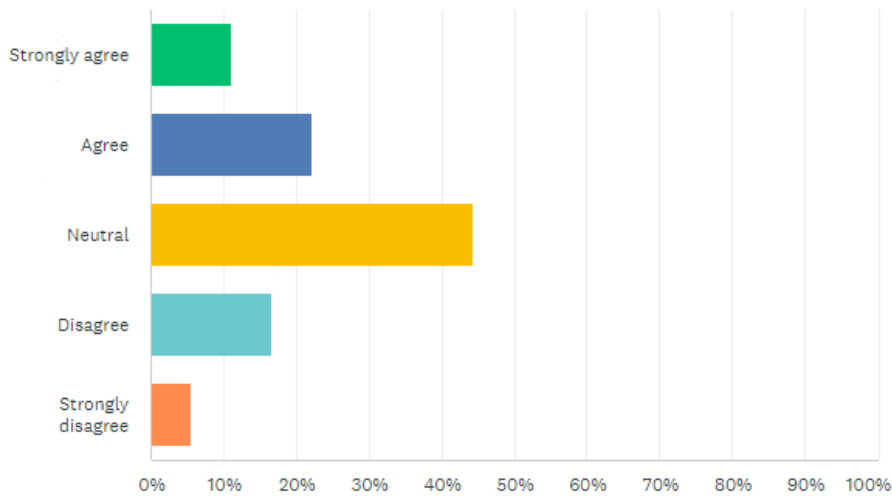


ANSWER CHOICES	RESPONSES
Strongly agree	29.41% 5
Agree	41.18% 7
Neutral	29.41% 5
Disagree	0.00% 0
Strongly disagree	0.00% 0
<b>TOTAL</b>	<b>17</b>

Comments: Skipped by on participant in a Nursing/Healthcare Assistant role. 100% user satisfaction that users are confident that urgent/unexpected results will be promptly communicated to be actioned.

**Q8: The level of out of hours service meets my needs.**

Results: answered 18, skipped 0

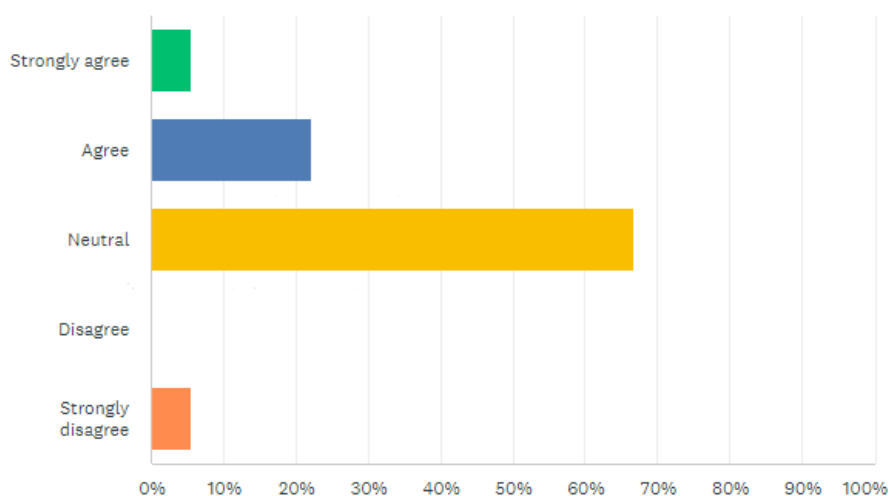


ANSWER CHOICES	RESPONSES
Strongly agree	11.11% 2
Agree	22.22% 4
Neutral	44.44% 8
Disagree	16.67% 3
Strongly disagree	5.56% 1
<b>TOTAL</b>	<b>18</b>

Comments: A doctor, a nurse and a consultant was not satisfied with the out of hours service at Weston General Hospital. An Allied Health professional based at the Bristol Royal Infirmary also did not feel the laboratory service was sufficient to support their work out of hours.

**Q9: Since the 2020 merge between University Hospitals Bristol and Weston NHS Foundation Trust, any operational changes to the pathology service are communicated effectively so there has been no negative affect on the service delivered as a result.**

Results: answered 18, skipped 0



ANSWER CHOICES	RESPONSES
Strongly agree	5.56% 1
Agree	22.22% 4
Neutral	66.67% 12
Disagree	0.00% 0
Strongly disagree	5.56% 1
<b>TOTAL</b>	<b>18</b>

Comments: 94% user satisfaction that no negative affect on the service delivered as a result of the merger. One consultant from Weston General strongly disagrees. Please see their open response to question 10.

### Questions 3-9 User Satisfaction Summary

The target is >90% users satisfied, by answering either strongly agree, agree or neutral.

Statement	Percentage Satisfied (Strongly Agree to Neutral)	Percentage Dissatisfied (Disagree to Strongly Disagree)	Assessment against Satisfaction Target (>90%)
The overall service meets my needs.	100%	0%	ACHIEVED
I know where to find the Laboratory medicine user guides (used at the Bristol Royal Infirmary) of the Pathology User Manual (used at Weston NHS Foundation Trust)	72%	28%	FAILED
Laboratory staff are always	94%	6%	ACHIEVED

polite, helpful and professional.			
Results are clear, concise, easy to understand and reported within an appropriate timeframe.	100%	0%	ACHIEVED
I am confident that urgent/unexpected results will be promptly communicated to be actioned.	100%	0%	ACHIEVED
The level of out of hours service meets my needs.	78%	22%	FAILED
Since the 2020 merge between University Hospitals Bristol and Weston NHS Foundation Trust, any operational changes to the pathology service are communicated effectively so there has been no negative affect on the service delivered as a result.	94%	6%	ACHIEVED

### Question 10 User Comments Summary

**Q10: What improvements would you like to see in the Laboratory Medicine service that will help improve your work in your role? Specify the trust site, department and assay of any suggestions you provide to help us best implement them. Please provide contact information if you would like to receive a direct response.**

Results: answered 7, skipped 11

- Getting results back sometimes takes ages when intensive care patients need changes to their treatments – *BRI Allied Health professional*
- happy with the way its run, helpful and friendly staff – *BRI Nursing/Healthcare Assistant*
- Prompt eGFR results especially out of hours. – *Weston Allied Health professional*
- No one to contact on out of hours, to clarify doubts – *Weston Nurse*
- Blood bank needs a bit of improvement. Thanks – *Weston Doctor*
- This survey wasn't ideal for me as I work in BRHC not BRI but have answered that work in BRI. Main problems relate to ICE and how the application works rather than lab medicine service. I'd like to see better use of app so it's always clear when a sample was drawn, where it is (some sort of bar code tracking before gets to lab) . Once it gets to lab it is easy to find out what is going on. While blood is being transported between ward and lab it is very difficult.. – *Nutrition Pharmacist in BRHC*

- First please do not refer to Weston NHS Foundation Trust - it is now Weston General Hospital which is part of UHBW. The big deficiency now on the Weston site has been the stopping of on site gram stain analysis for urgent microbiology samples. The delays now are significant and the lab staff in Weston are often rude when sending samples. –  
*Weston Consultant*

### **Laboratory Responses and Suggested Actions**

Reviews and discussions of user surveys results are performed within the Laboratory’s Clinical Governance and Management meetings. These reviews and discussions allow for the formulation of plans, actions to be identified and for the Head of Department’s to respond to user’s outlining any suggestions or ideas that are to be implemented.

<b>Comment</b>	<b>Laboratory Response/Action</b>
<i>Getting results back sometimes takes ages when intensive care patients need changes to their treatments – BRI Allied Health professional</i>	All samples from ITU are prioritised and processed as urgent. More than 90% of all urgent samples are reported within 90 minutes although more specialist tests may take longer.
<i>happy with the way its run, helpful and friendly staff – BRI Nursing/Healthcare Assistant</i>	Thank you.
<i>Prompt eGFR results especially out of hours. – Weston Allied Health professional</i>	eGFR is reported with all creatinine results and is a rapid turnaround time test that is monitored. In Bristol, we currently run at around 97% reported within 6 hours for all samples and 90% reported within 80 minutes for urgent samples. In Weston, we currently run at around 99% reported within 6 hours for all samples and 93% reported within 80 minutes for urgent samples.
<i>No one to contact on out of hours, to clarify doubts – Weston Nurse</i>	The on call biomedical scientist covering all specialties can be bleeped at any time out of hours, and for clinical queries a consultant or registrar in biochemistry, haematology or microbiology can be contacted via switchboard at all times.  Please find phone and bleep numbers in our user guides and information for users pages on the intranet. Weston: <a href="#">WAHT Intranet</a> Bristol: <a href="#">Information for Users</a>

**Laboratory Medicine User Survey 2022 – University  
Hospitals Bristol & Weston NHS Foundation Trust**

Document Reference: PD-GEN-UHBW-usersurvey2022

<p><i>Blood bank needs a bit of improvement. Thanks – Weston Doctor</i></p>	<p>Please contact us directly to discuss your concerns. It would be useful to gain more detail into the problems encountered so that we can seek to rectify these.</p>
<p><i>This survey wasn't ideal for me as I work in BRHC not BRI but have answered that work in BRI. Main problems relate to ICE and how the application works rather than lab medicine service. I'd like to see better use of app so it's always clear when a sample was drawn, where it is (some sort of bar code tracking before gets to lab) . Once it gets to lab it is easy to find out what is going on. While blood is being transported between ward and lab it is very difficult.. – Nutrition Pharmacist in BRHC</i></p>	<p>Firstly, apologies for not including BRHC in the survey. This was our first UHBW wide survey and we will make this improvement for next year.</p> <p>Regarding your second concern, ICE is run by Trust IT and not Laboratory Medicine in Bristol and there is only limited scope to alter its functionality. In Weston, although ICE is currently looked after by ourselves, there are plans to merge this with Bristol as well.</p> <p>Sample collection time (which is the date and time the ICE label is printed) is displayed with all results. However, ICE cannot track samples in transit and there is no routinely available IT solution that will do so. As you point out, full information about sample status is available once it reaches the laboratory and is booked into the Laboratory Information Management System. Please discuss further with Trust IT if you have ideas for an alternative solution.</p>
<p><i>First please do not refer to Weston NHS Foundation Trust - it is now Weston General Hospital which is part of UHBW. The big deficiency now on the Weston site has been the stopping of on site gram stain analysis for urgent microbiology samples. The delays now are significant and the lab staff in Weston are often rude when sending samples. – Weston Consultant</i></p>	<p>Please accept our apologies for not clarifying this in Q9. We were referring to the previous Trust's names but will remove this in our next survey and will refer to UHBW.</p> <p>In terms of the gram stain results, the Weston team are aware of the sample delay issues and have been continually working hard with NBT since the transfer in August 2022 to try to improve the process and service provided by NBT. Our Microbiology Lead Consultant has attended HMAc meetings at Weston to share the plans and answer any concerns from clinical teams.</p> <p>Please get in contact directly if you wish to discuss any individual issues with lab staff professionalism. The team always endeavour to facilitate easy contact with the lab in NBT for transport arrangements and the department does not tolerate any rude behaviour.</p>

## **Conclusion and Summary**

This hospital user survey reflects the high quality service provided by Laboratory Medicine across our hospital sites at University Hospitals Bristol and Weston NHS Foundation Trust.

We achieved our user satisfaction target for five of the seven statements, and narrowly missed out on achieving the other two, which we believe was affected by the low response rate of the survey, particularly at the Bristol Royal Infirmary site. However, as these two statements are both related to test repertoire information, the laboratory is undergoing an overhaul of its internet website which will contain all the information our users require in a clearer and more user-friendly format. If there are tests that you require that are not listed on our repertoire please get in touch with our teams to discuss how best we can support your request. To ensure that our current repertoire meets need, we constantly review the tests we are providing in terms of their suitability, turnaround times and workloads to ensure we provide the best possible service. We are committed to continually improving our services and value the feedback that has been provided. This feedback will be used to guide future improvement measures and is discussed at our governance meetings.

Current out of hours information and test information can be found within user handbooks and on our intranet pages in the following links:

Weston: [WAHT Intranet](#) (Open the user handbooks at the bottom of the page for more detailed laboratory information)

Bristol: [Information for Users](#) (Please choose from the laboratory departments on the left for more detailed information)

## **Acknowledgements**

We appreciate the time taken by our users to complete the survey. We continue to seek other means of feedback where possible. We are continually reviewing the service we provide to our users and continually seeking to improve wherever possible, despite the growing financial and staffing challenges we face. We will take the feedback we have gained from this survey and use it to focus our efforts.

We are grateful to all those who took the time to respond to our user survey and we hope that we will be able to address the issues you have raised so that filling in the questionnaire was time well spent. We will be repeating the User survey in 2025, to re-assess our performance and monitor any improvement.

If you want feedback on the action plan, or you did not get an opportunity to complete the user survey and want to provide feedback regarding our services please contact our Quality Management Team, Carolyn Perry [Carolyn.Perry@uhbw.nhs.uk](mailto:Carolyn.Perry@uhbw.nhs.uk) or Natalia Casey [Natalia.Casey@uhbw.nhs.uk](mailto:Natalia.Casey@uhbw.nhs.uk) who will be happy to respond to any feedback.

If you prefer, please contact the Deputy Head of Service Adrian Brown: [adrian.brown@uhbw.nhs.uk](mailto:adrian.brown@uhbw.nhs.uk)