

### **Community User Survey 2019 Report**

Pathology would like to express their thanks to all those who were able to complete this year's survey.

#### **INTRODUCTION**

ISO Standards sub-clause 4.14.3 set requirements that the laboratory management shall seek information relating to user perception as to whether the service has met the needs and requirements of its users. This survey has been performed to comply with these standards, and in doing so, will bring to the attention of the laboratory management any areas of services provided by the laboratory that require improvement.

The user satisfaction survey ran between 10<sup>th</sup> April to 17<sup>th</sup> May 2019 and its purpose is to obtain feedback from our users on the quality of the services provided by the laboratory.

The information gained from this survey will enable laboratory management to look at the service we provide and decide how to improve it to meet the needs and requirements of our users, as part of our commitment to continually improve quality.

#### **METHOD**

The satisfaction survey was carried out using a questionnaire which was developed in consultation with BRILS Management Team, Clinical Heads of Department and the Laboratory Director, and comprised of 21 questions designed to elicit users' general views on the quality of the services provided by Pathology.

The respondents were asked to rate their satisfaction using the following response options: Yes or No, except in the case of a question asking how the respondent would like to receive communications from the laboratory (answers available were "Email", "News Page via the Website" or "Newsletter"). A percentage distribution of responses was used to present the data and cumulative percentage dissatisfaction compared to cumulative percentage satisfaction.

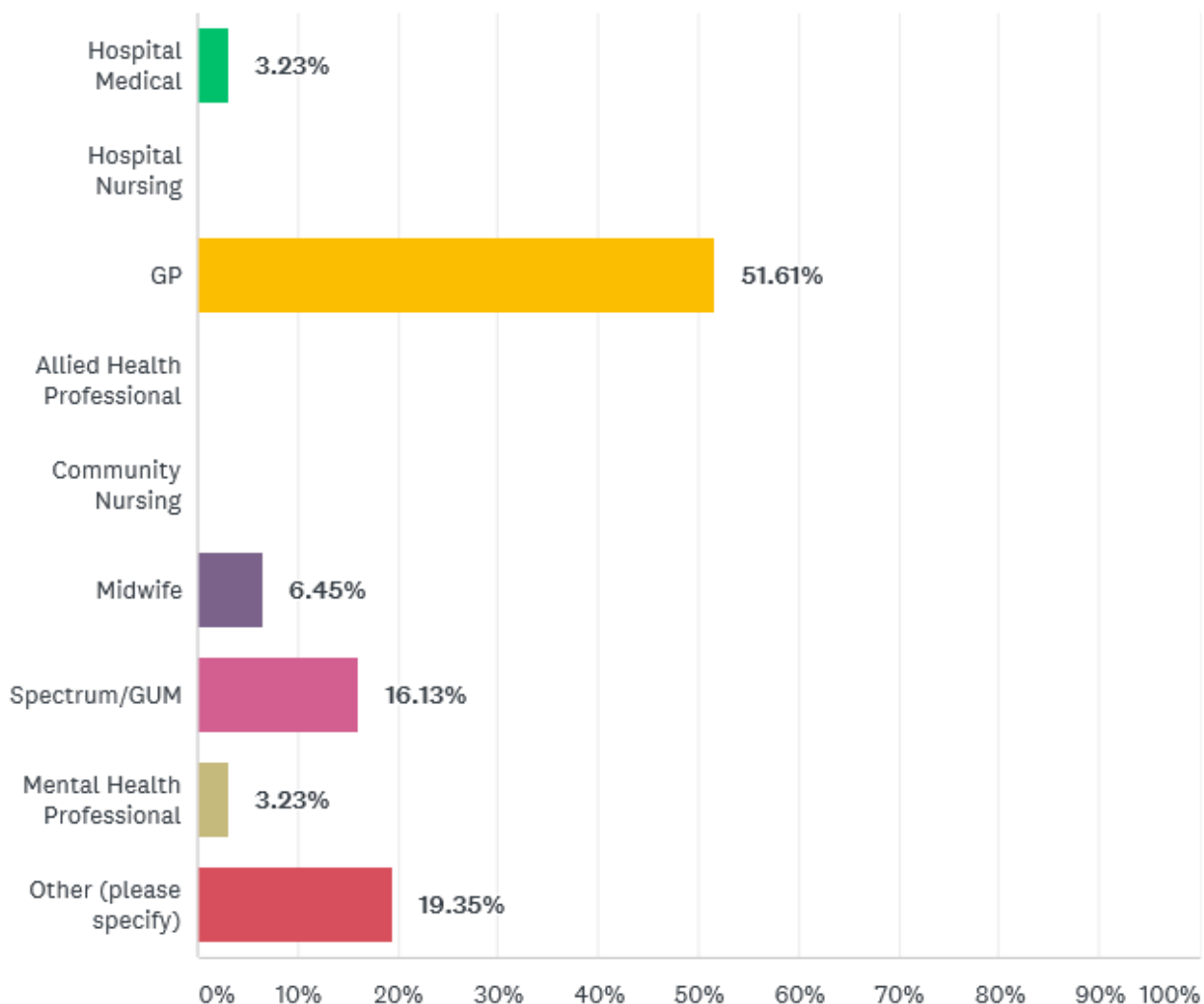
The respondents were also instructed to use 'not applicable' where appropriate. The penultimate question asks users to provide any comments to improve the service, and the final question asks users to provide feedback of any positive experiences with the service. These have been collated and have been discussed at a feedback session to the BRILS Management Team and actions identified where appropriate. Responses are detailed at the end of the report. All responses received are duplications of the text received.

Separate user surveys have been completed for Hospital Users (Barnsley - DOC 135, Rotherham – DOC 330), Phlebotomy (DOC 331), and Funeral Directors (DOC 333).

Questionnaires were sent via survey monkey to GP mailing lists, midwives, sexual health clinics and hospices. Paper copies were also sent out with the sample couriers to all sample collection points.

**RESULTS OF SURVEY**

Question 1: Staff Group



A total of 31 responses were received from users within the Community, these are broken down in to Medical, Nursing, Allied Health Professionals, Community Nursing, GP, Midwife, Spectrum/GUM (Sexual Health) and Mental Health Professionals. Of the nine respondents who answered “Other”, their responses were: GP Management, Service Manager, Rotherham Hospice and Practice Nurse.

Question 2: Name (Optional)

This question was optional and was included to allow for specific personal feedback to be given where relevant and to enable the incentive of a box of chocolate to be delivered to the winning participant in the draw. For the purpose of confidentiality, the names of participants will not be included in this report. 22 respondents gave their name, whilst 27 respondents opted to submit their response anonymously.

Question 3: Location (Optional)

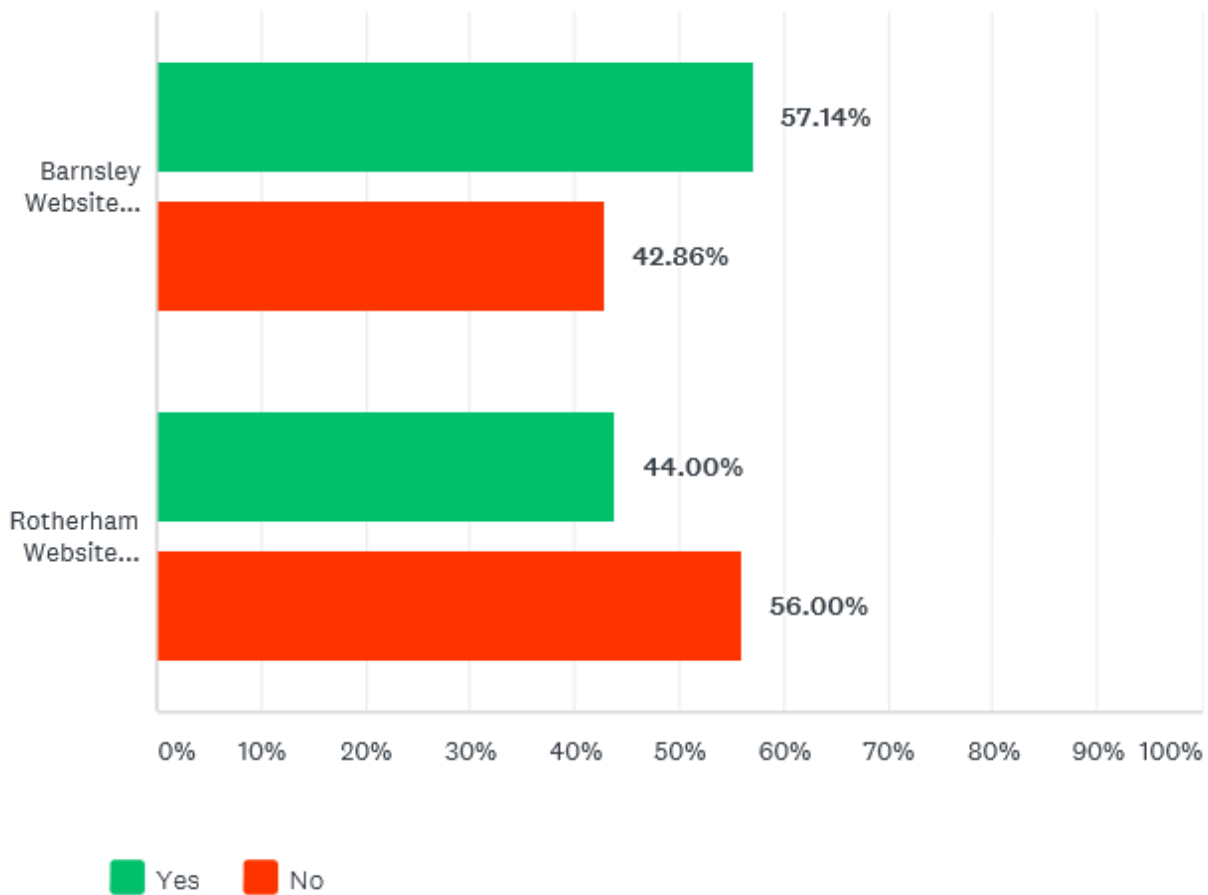
Location	Number of Participants
GP (no specified location)	1
Integrated Sexual Health (location not specified)	1
WISH	2
Spectrum	2
IPU	1
Penistone Group Practice	1
Magna Group Practice	1
Hoyland Medical Practice	1
Woodland Drive Medical Centre	1
Dinnington Group Practice	2
Community (no location specified)	2

16 respondents chose to include the department in which they worked, whilst 15 respondents chose to submit their survey anonymously. The above table shows that responses were received from a wide variety of clinical areas within the community, covering GP practices, hospice and sexual health clinics across both Rotherham and Barnsley.

Question 4: Contact Details (Optional)

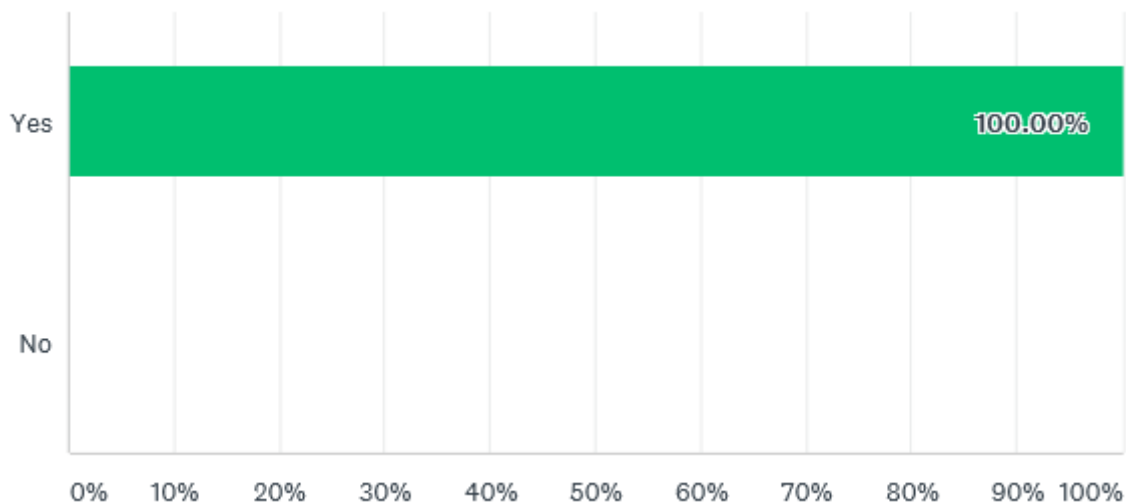
Respondents were given the option to provide their contact details, should they require a direct response about any of their answers to the questions in this survey.

Question 5: Were you aware that our User Information can be obtained via our websites?



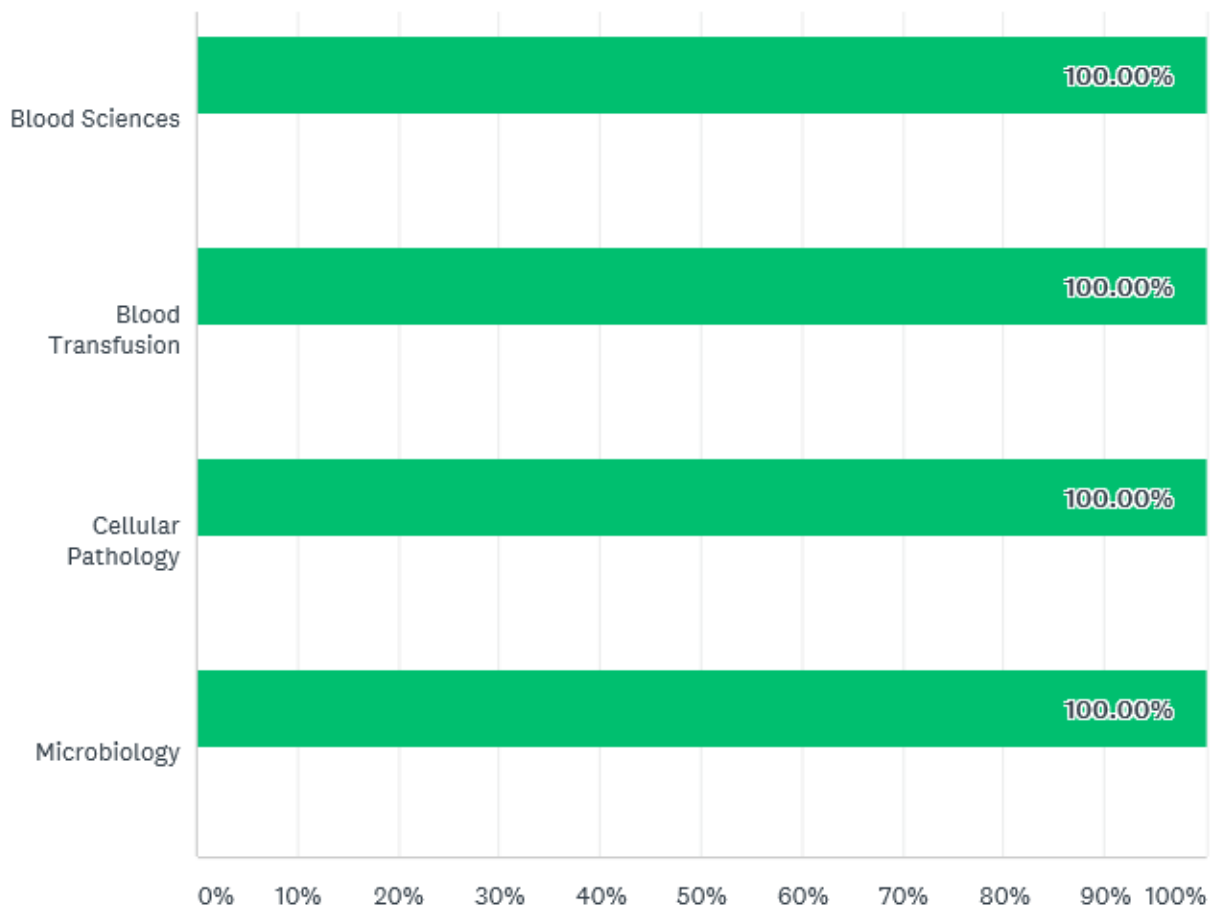
This question was added to gauge how many users were aware that user information was available via the Barnsley and Rotherham Websites. A hyperlink to each was also included in this question to educate users about the location of user information. 42.86% of respondents who stated that they were not aware that the user information could be obtained via the Barnsley website, and 56.00% were not aware that it could be obtained via the Rotherham website. Given that a third of users are still not aware of the website, the Pathology Department will further promote the website in collaboration with the hospital digital communications team.

Question 6: If yes, are you satisfied with the usefulness of the Pathology Website as a source of information for each laboratory?



17 respondents answered this question, and were all satisfied with the usefulness of the Pathology Website. Where comments were left, responses are detailed below:

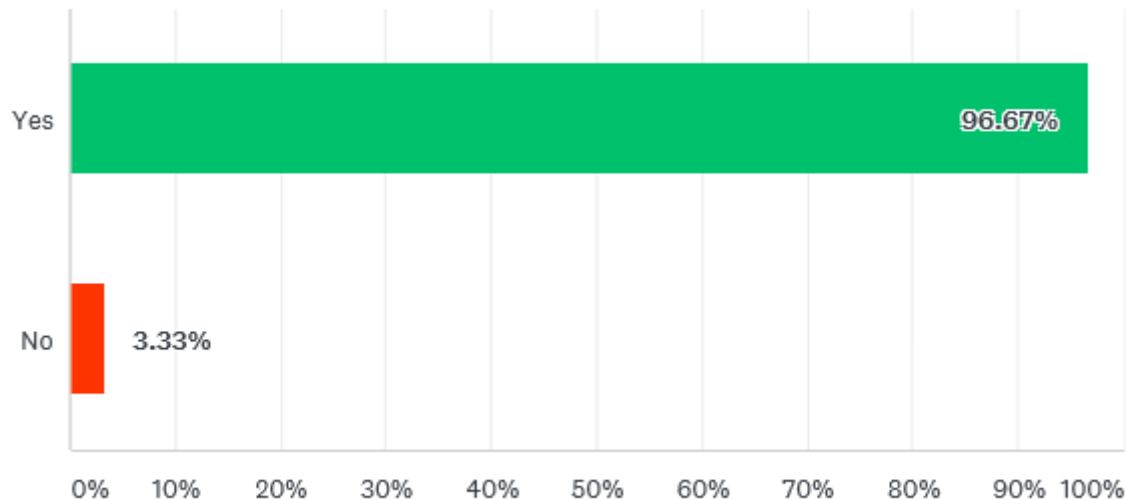
Comment	Response
Barnsley Website	We are pleased that you are satisfied with the Barnsley Website as a source of information. Should you require it, the Rotherham website is also available at: <a href="https://www.therotherhamft.nhs.uk/Pathology/Pathology/">https://www.therotherhamft.nhs.uk/Pathology/Pathology/</a>
I usually use the Barnsley site, and like the list of tests available	
Barnsley, but some samples do go to Rotherham.	The Pathology Website is available via the following links: Barnsley: <a href="http://www.barnsleyhospital.nhs.uk/pathology/">http://www.barnsleyhospital.nhs.uk/pathology/</a> Rotherham: <a href="https://www.therotherhamft.nhs.uk/Pathology/Pathology/">https://www.therotherhamft.nhs.uk/Pathology/Pathology/</a>
I have not seen it as I was unaware of it	
Can't really comment on this as i dont use it. But have used it in a previous role to look up blood bottle colours etc	
Not accessed yet.	It contains lots of useful information about Pathology and the testing process, including sample & request labelling, sample types/requirements/container's for all tests, result availability and turn-around times, laboratory accreditation, key contacts plus lots more!
Not aware	

Question 7: Are you satisfied with the range of investigations provided by the laboratory?

All respondents were satisfied with the range of investigations provided by the laboratory in all disciplines. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Good service including pick up. Great service.	Thank you for your comment. We are pleased that you are satisfied with the range of investigations provided by the laboratory.
Need to develop MGen but that isnt a local issue Can we have an in-house MGen test please?	Thank you for your support with this, we would like to develop this in-house but it would not be cost-effective with the current numbers of requests we receive however we will keep this under review.
Reports could be better	Please provide the laboratory with specific examples to allow us to investigate the possibility for improvements.
it would help reduce waste if the cost of each Investigation was listed, might stop the scatter gun approach some adopt	Unfortunately, the cost of each test is commercially sensitive. It is the responsibility of the requesting Clinician to only request the tests that are required for the investigation.

Question 8: Are you satisfied with the courier service used to transport specimens to the laboratory?



96.67% of respondents were satisfied with the courier transport used for transporting specimens to the laboratory. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Always professional - nice people	Thank you for your kind comments. These have been passed on to our couriers.
Always polite	
Polite helpful couriers, go the extra mile	
Very reliable and efficient service	
Very good.	
Although a list of knowing which GP's do late collections would be helpful.	Please contact the laboratory so that we can investigate this request.
There are times when the driver doesn't turn up e.g. Thurs 11th April AM Collection	This has been passed onto our Courier. If this occurs again, please contact the laboratory.
We are having problems with GC culture at the moment, not sure if transport times have anything to do with this.	Please contact the Integrated Microbiology Manager directly and we can discuss this issue in more detail.

Question 9: Are you satisfied with the format/layout of the test request form for handwritten non-electronic requests?

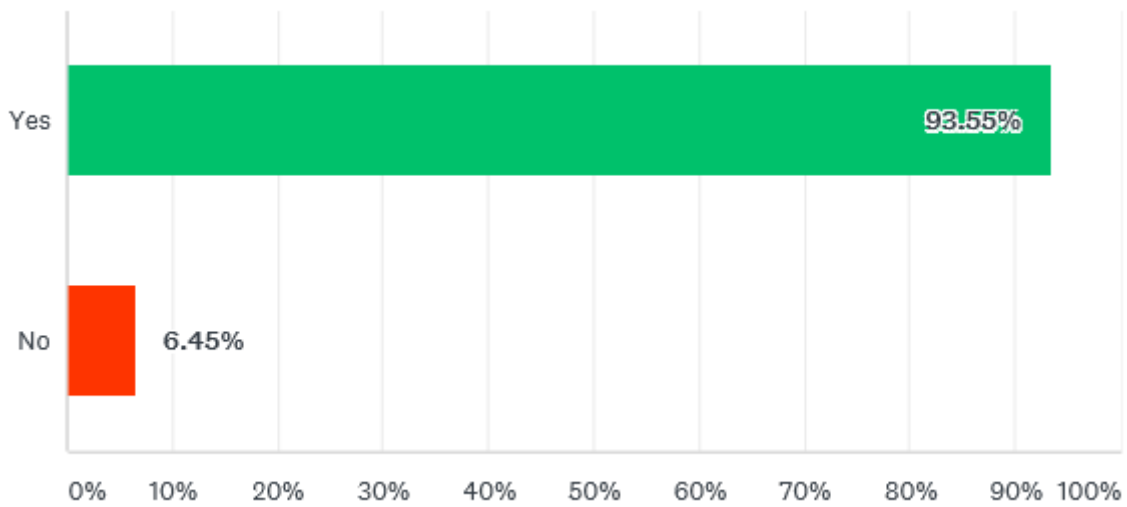


100% of users were satisfied with the format/layout of the handwritten request forms. This is an improvement on 2018 where 94.29%-100% of users were satisfied.

Comment	Response
Obvious and easy to do.	The laboratory tries to design the request form for the handwritten tests in a manner that is easy to read/complete and provide all required information. We are pleased that you are happy with this.

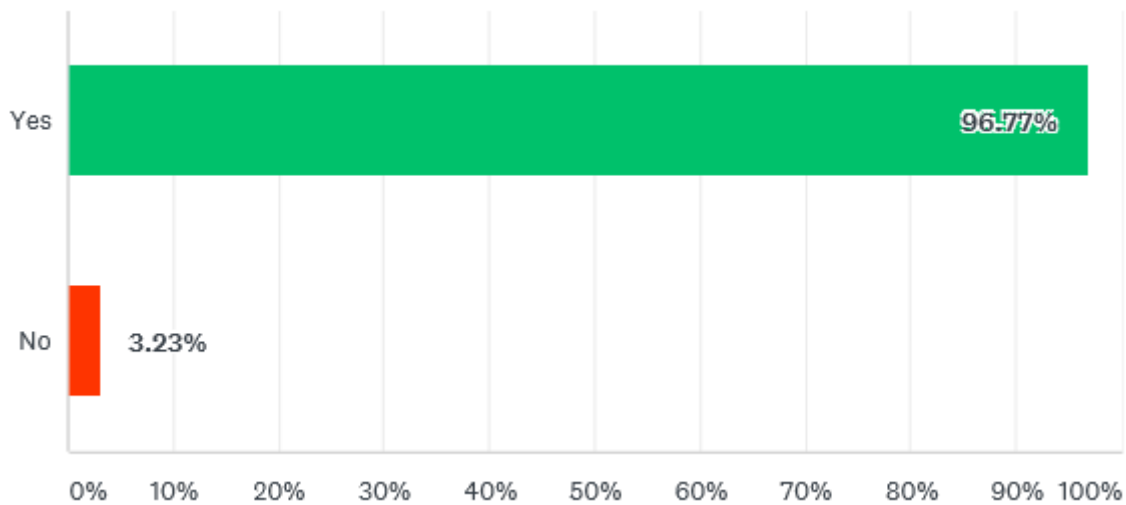


Question 10: Do you use electronic requesting?



93.55% users use electronic requesting via ICE, an increase from 87.23% of users in 2018.

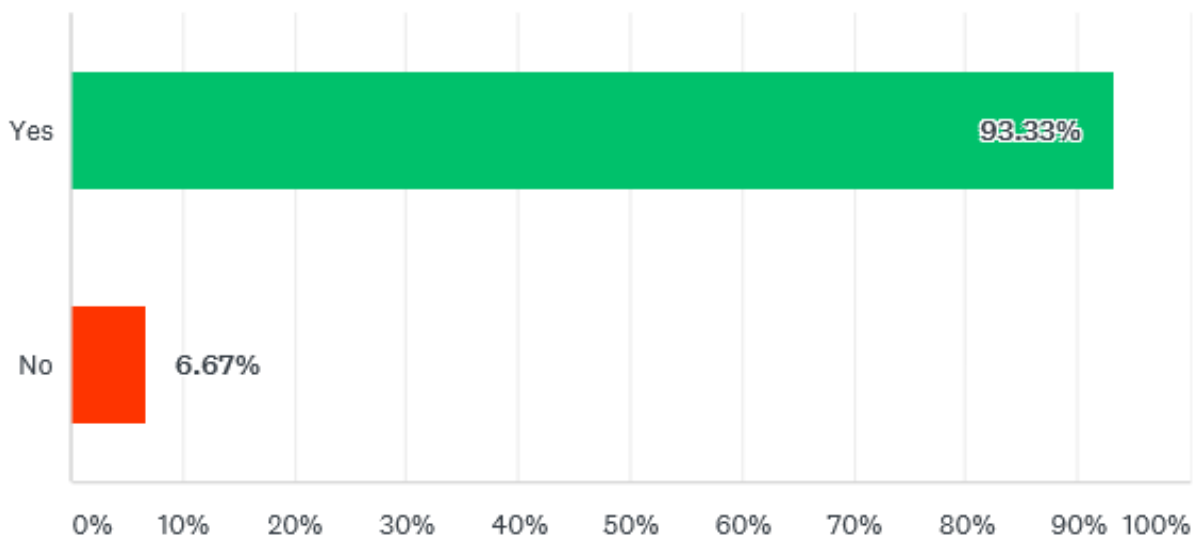
Question 11: Are you satisfied with ICE when requesting laboratory tests?



96.67% are satisfied with electronic requesting via ICE, an increase on the number of users satisfied in 2018 (91.11%-95.56%). Where associated comments were left, responses are detailed in the table below.

Comment	Response
I am satisfied with ICE, but there have been numerous occasions where results are missing from ICE. This particularly applies to smear tests done by the GP. They are rarely on ICE and I have to ring up Sheffield cytology lab to get the results.	Results from Sheffield Cytology are not processed by BRILS and are sent directly from STH. Please contact STH to discuss this issues.
I use 2 services - ordering from systm 1 which works well , and hand written forms for HIV related care which is problematic due to results going missing and being recorded as separate patients on the system It would be really helpful to request HIV tests electronically	ICE requesting from both Spectrum and GUM is planned to go-live in June 2019.
need more staff passwords.	Further information required to address this issue. Please contact BRILS IT if you require further help.
would be nice for ANP users to be listed so results can go back to them	This can easily be done. Please contact one of the Pathology Information Systems Managers and this can be setup.
In general I have no problems. However, the dialogue boxes that pop up warning of previous lab results are annoying. Not only to they slow the process down, sometimes they require a YES to continue and sometimes NO. Please look to create a consistent response pattern if the boxes are considered important	This is something we can review.

Easy to use and great search option	Thank you for your feedback. We are pleased that you area satisfied with requesting via ICE.
I think it's great, very easy to use	
Simple and easy to use.	
Dont use	If you do need to request a laboratory test via ICE in the future, we hope that you are pleased with the service.

Question 12: Are you satisfied with ICE when reviewing laboratory results?

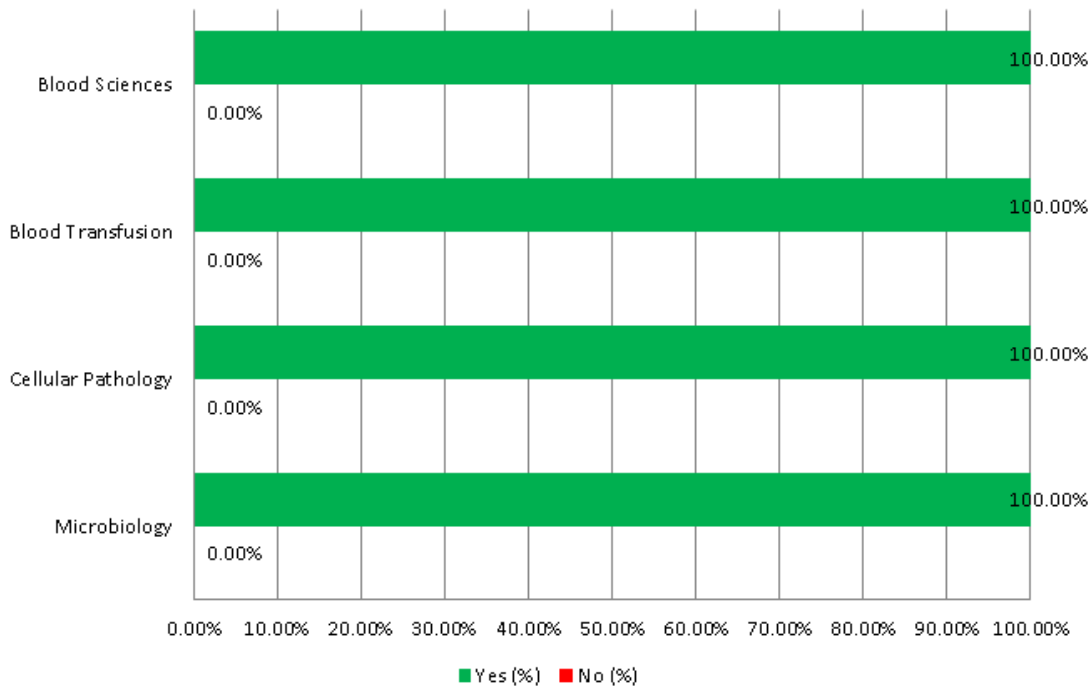
93.10% of users were satisfied with ICE when reviewing laboratory results. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Integrated Sexual Health results are under ID number and DOB. On numerous occasions, multiple records get created for the same patient, even though the same ID number and DOB have been used. You then have to manually sift through lots of results to find the test result that you were looking for. This is very time consuming.	This is a known limitation of ICE because this subset of patients do not have an NHS number. The incidence of this should be reduced by introducing electronic requesting.
When viewing results from other providers e.g. STH, it would be good to be able to download rather than just view or print.	Unfortunately, this is not possible in ICE.
Not for the HIV related care where they appear as multiple patients, although staff are very good at promptly merging the records	This is a known limitation of ICE because this subset of patients do not have an NHS number. The incidence of this should be reduced by introducing electronic requesting.
Although could be great if there was one ICE viewing platform instead of different ones for each hospital.	Indeed it would! Unfortunately the current version of ICE does not support this, but it is something that may be available in the future.
However, Consultant results are also sent to us if abnormal. We then have to follow up. When if a Consultant request then they should be responsible for the following up. Adds to our work load.	This feedback has been passed on to the Clinical Application Management Department.
Being able to access ones not ordered by us is great	Thank you for your feedback. We are pleased that

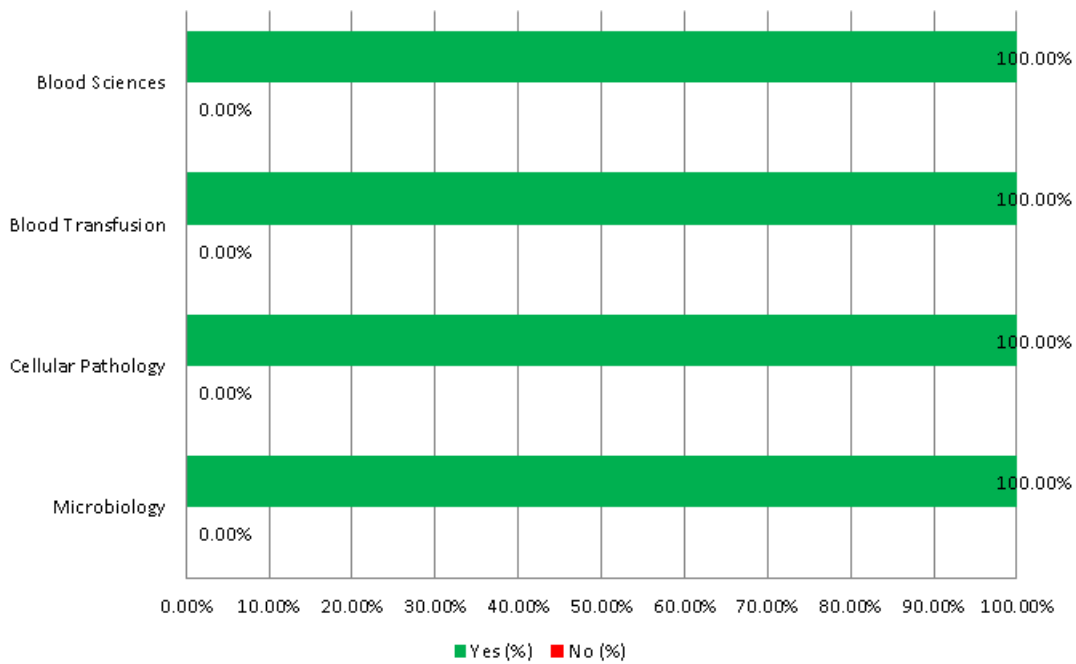
	you area satisfied with reviewing results via ICE.
We use systmone to see our results. We don't have access to ICE from wakefield (sadly)	Direct access into ICE should be possible to setup. Please contact one of the Pathology Information Systems Managers to discuss.
Dont use	If you do need to request a laboratory test via ICE in the future, we hope that you are pleased with the service.

Question 13: Are you satisfied with the usefulness and availability of advice and assistance provided by laboratory staff?

### In Normal Working Hours?



### Out of Hours?

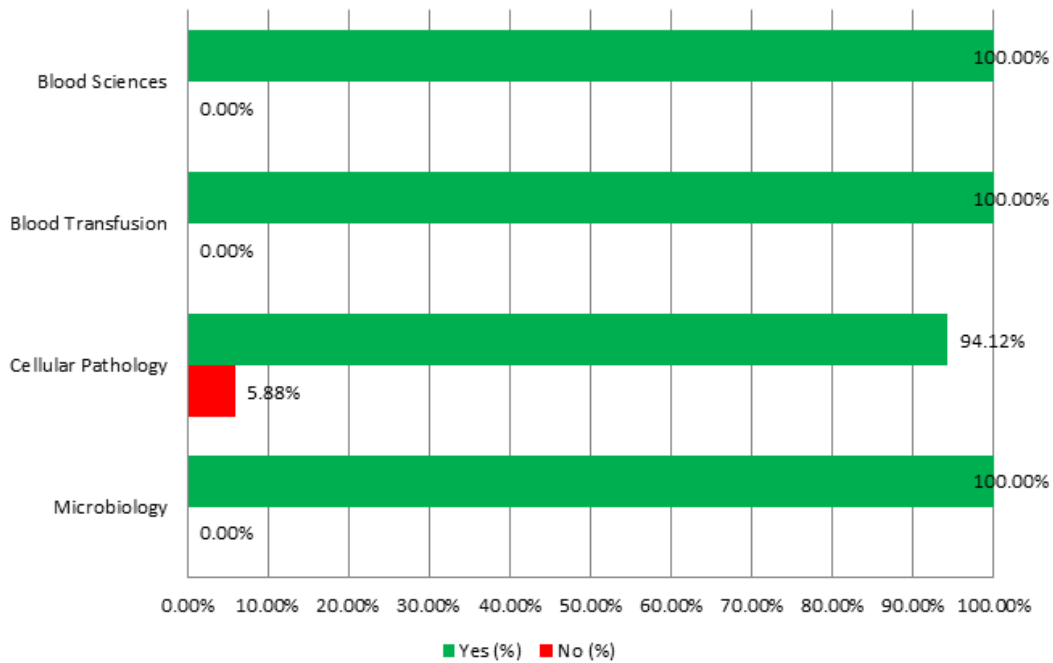


100% of users were satisfied with the usefulness and availability of advice and assistance from laboratory staff in both normal working hours and out of hours. Where associated comments were left, responses are detailed in the table below.

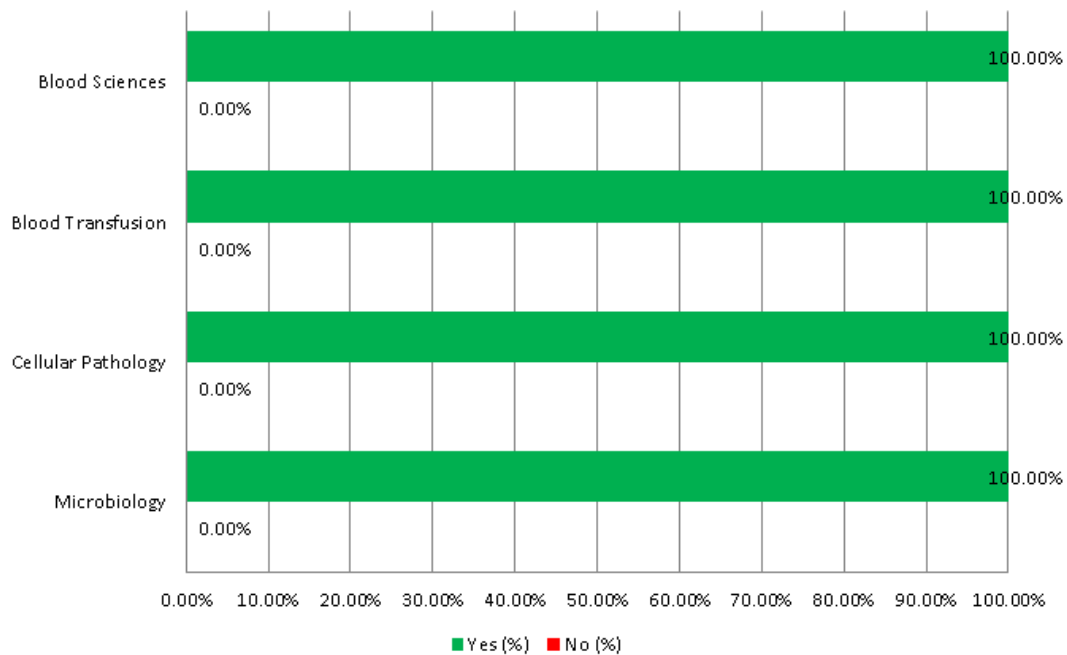
Comment	Response
Yes - <staff member name> is brilliant	Thank you for your feedback and understanding that Pathology can be a busy place for staff to work. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings. Compliments relating to individual staff members have been fed back to the individual.
Find the consultants/ staff speak to helpful and knowledgeable	
Rarely need to ring but are informative and helpful when having contacted them	
Always helpful	
Not a service I use regularly, but helpful when I've needed to.	
can you put telephone number links on the system to make easier to access	Unfortunately, we are limited to the amount of information we are able to put on the ICE homepage. However, our telephone numbers can be easily found via our websites: Barnsley: <a href="http://www.barnsleyhospital.nhs.uk/pathology/">http://www.barnsleyhospital.nhs.uk/pathology/</a> Rotherham: <a href="https://www.therotherhamft.nhs.uk/Pathology/Pathology/">https://www.therotherhamft.nhs.uk/Pathology/Pathology/</a>
I have no contact with them	Thank you for your comment. We hope that if you do need to speak to any of our laboratory staff that you are satisfied with the usefulness and availability of advice that you receive.  Laboratory contact details can be found on the website.

Question 14: Are you satisfied with the usefulness and availability of advice and assistance provided by Clinicians?

**In Normal Working Hours?**



**Out of Hours?**

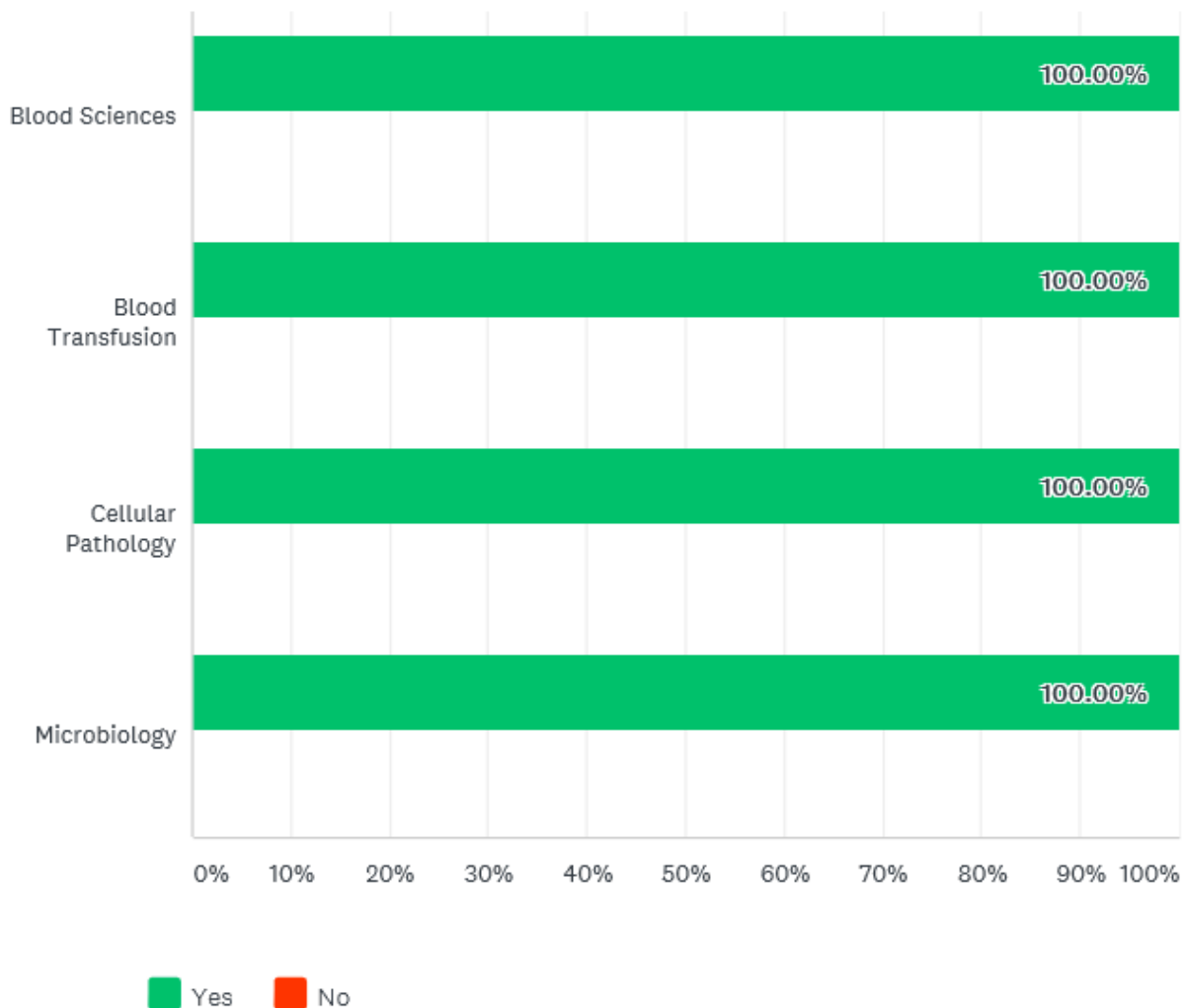




100% of users were satisfied with the usefulness and availability of advice and assistance from Clinicians both in normal working hours and out of hours, with the exception of Cellular Pathology where 94.12% of users were satisfied during normal working hours. Where associated comments were left, responses are detailed in the table below:

Comment	Response
Yes very knowledgeable and helpful Again always available and helpful	Thank you for your feedback and understanding that Pathology can be a busy place for staff to work. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings. Compliments relating to individual staff members have been fed back to the individual.
I have no contact with them OOH NA	Thank you for your comment. We hope that if you do need to speak to any of our Clinicians that you are satisfied with the usefulness and availability of advice that you receive.
Not had to ring clinicians for a few yrs, so unable to comment	
Never had need to contact clinician	

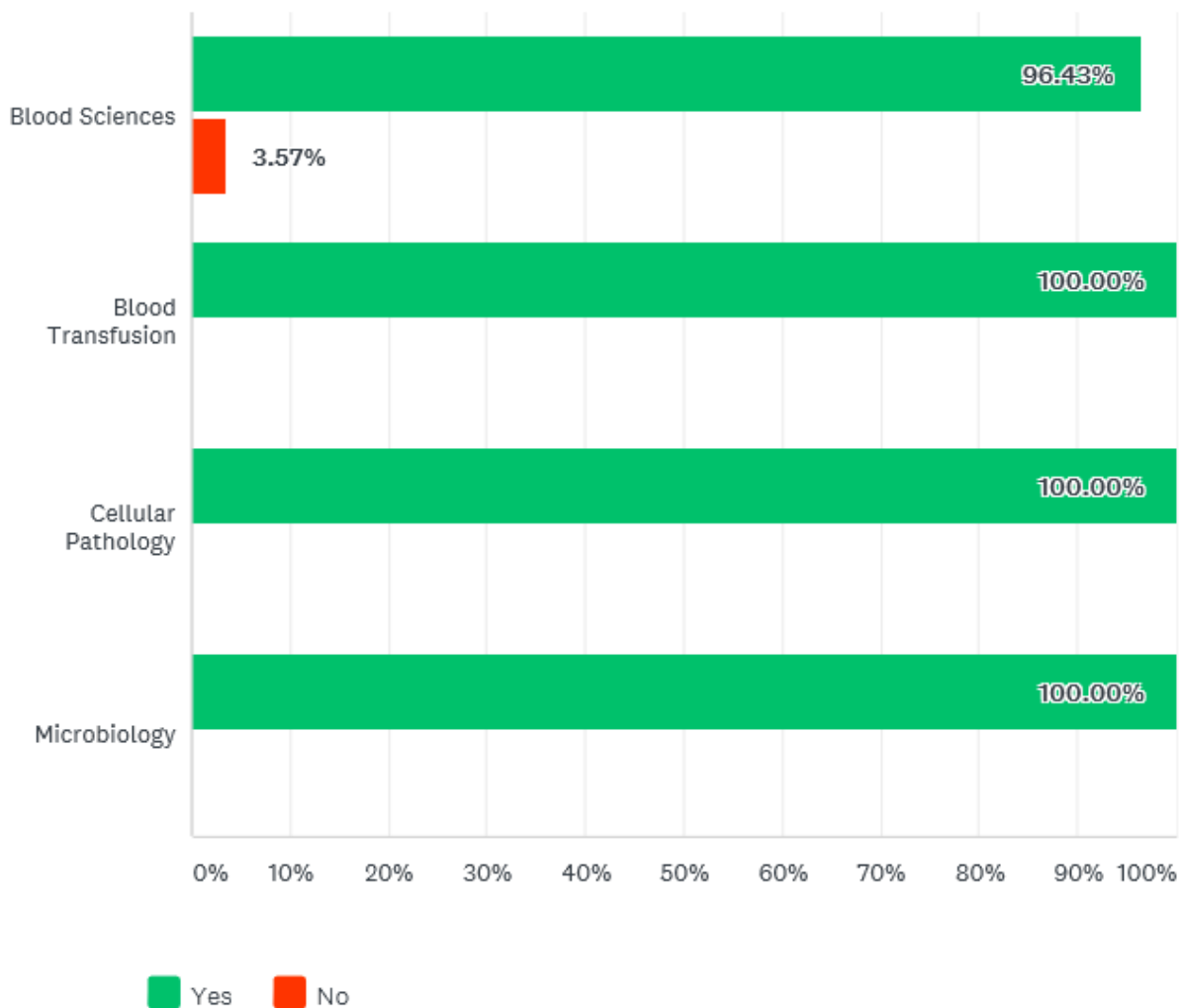
Question 15: Are you satisfied with the report turnaround times?



100% of users were satisfied with the report turnaround times in all disciplines, improving on the 2018 user survey. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Great service	Thank you for your comment. We are pleased that you are satisfied with the report turn around times.
The only delays are usually ref lab reports from NGH	The turn around times are stipulated by the referral laboratory. However, we are currently implementing a system for electronic transfer of referral lab results, which we hope will improve turn around times for this service.

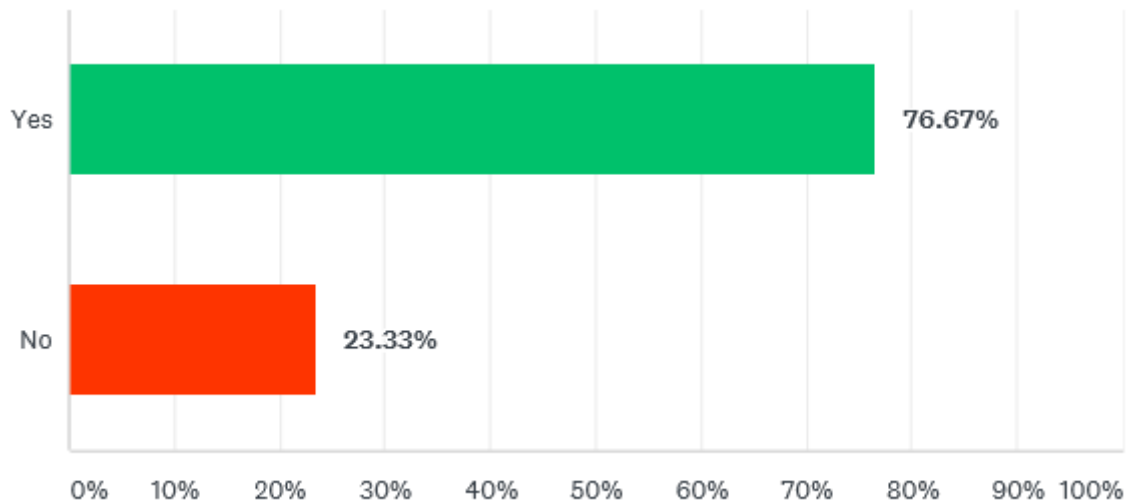
Question 16: Are you satisfied with the report content, clarity and interpretive comments?



100% of users were satisfied with the report content, clarity and interpretive comments in Blood Transfusion, Cellular Pathology and Microbiology. 96.43% were satisfied for Blood Sciences reports. This shows an improvement on the 2018 user survey for all disciplines. Where associated comments were left, responses are detailed in the table below.

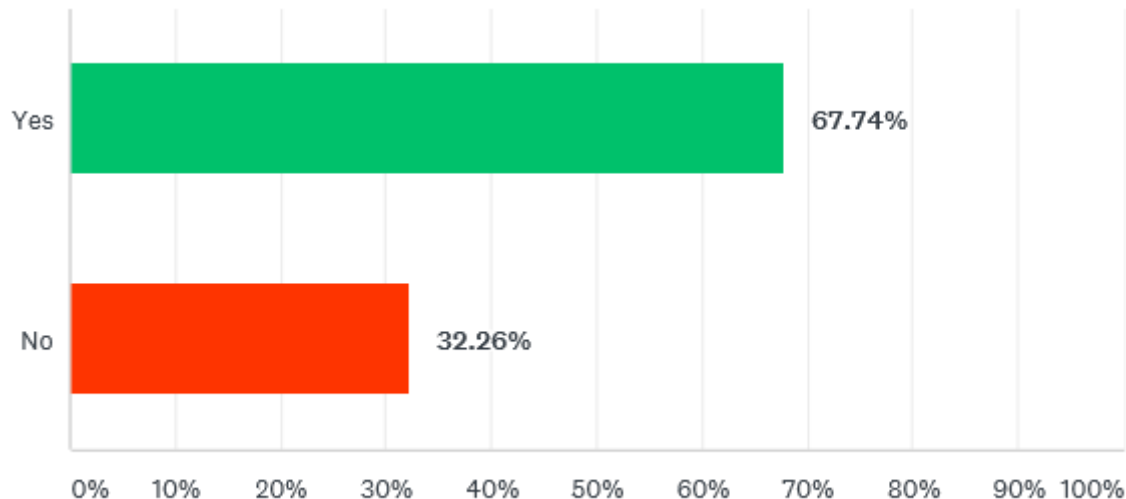
Comment	Response
Yes - easy to understand and follow	Thank you for your comment. We are please that you are satisfied with the report that you receive.
Usually helpful	
I do not read the reports	Thank you for your comment. We hope that if you do need to read the reports in the future that you are satisfied.
PSA - report units changed. No communication with GPs. K+ - lab results - informing GPs changed - no consultation. Fail to consult with GPs for changes.	Thank you for your comment. We apologise that you were not satisfied with the communication that you received. Please note that the changes PSA and Potassium were in response to a request by CCGs. Please be aware that we are currently looking to improve the way that we communicate with our users, and the answers to questions 18 and 19 of this user survey are designed to help the laboratory to implement an improved communication process.

Question 17: Are you aware of the criteria by which samples are accepted or rejected in Pathology?



This question was designed to determine the awareness of sample acceptance in Pathology for Biochemistry, Haematology, Cellular Pathology and Microbiology and determine the need to provide further education about minimum criteria for sample acceptance. A Hyperlink to the Sampling and Request Labelling page of the Pathology webpage was included in the survey question to raise awareness of the criteria. 23.33% of users were not aware of the minimum sample acceptance criteria. Pathology will provide further communication to clinical areas about the criteria by which samples are accepted or rejected.

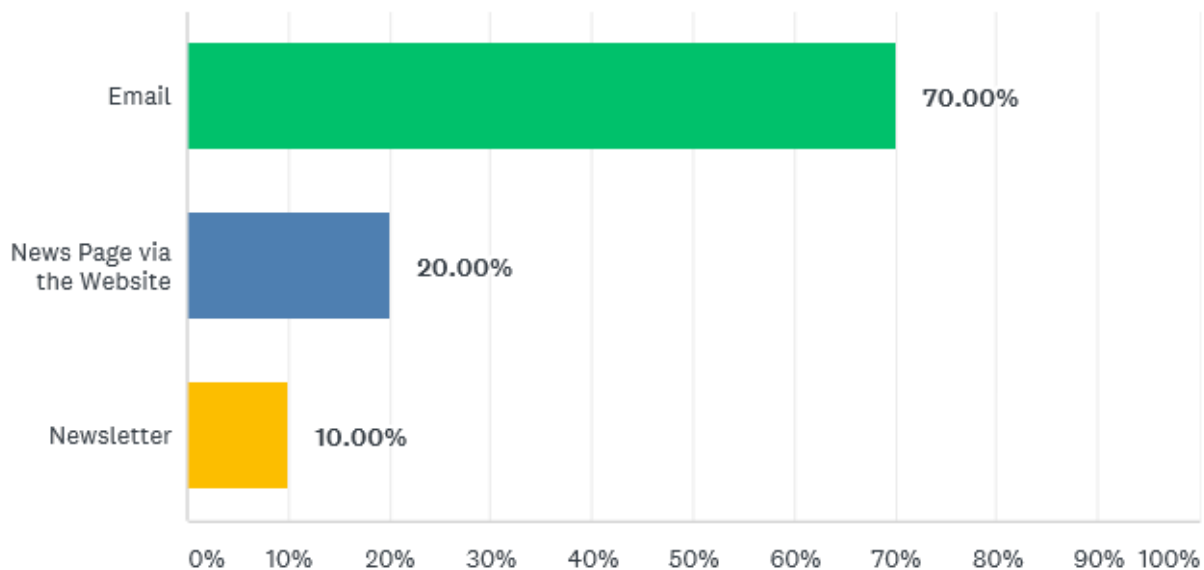
Question 18: Is laboratory news and updates communicated effectively?



32.26% of users did not feel that laboratory news and updates were communicated effectively. The laboratory is keen to improve communications to users.

Comment	Response
Recent network outage was not reported to practices	Thank you for your comment. We apologise that you were not satisfied with the communication that you received. Please be aware that we are currently looking to improve the way that we communicate with our users, and the answers to questions 18 and 19 of this user survey are designed to help the laboratory to implement an improved communication process.  Procedures are in place to communicate any urgent issues.
Dont receive any regular info updates but if we need to know something it is well communicated	
Not sure ..... don't know when last had update having said that just read something re cervical cytology so probably am getting the updates!	
Do not receive it in primary care	
I think we are out of loop working for Spectrum WISH	
Do not received this.	

Question 19: How would you like to receive communications from us?



A majority of users (70%) stated that they would rather receive communications from the laboratory via email, 20% via the website and 10% via newsletter. In response to Question 18 & Question 19, the laboratory will look to develop a regular email communication to users.

Comment	Response
When there have been issues in the lab, eg. contamination / broken analyser, the lab have usually emailed me promptly, so that we can update our patients.	Thank you for your comment. We are pleased that you are satisfied with the communication that you receive.
ICE Updates	Thank you for your suggestion.

Question 20: Do you have any comments to improve the service we provide?

Comment Number	Comment	Response
Compliment		
1	Great service thanks you Love the radiology being on there now	Thank you. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings.
2	It's really good, and very helpful to have named contacts that we can communicate directly with if there is an issue or query around specimens and results.	
Improvement Suggestions		
3	Any service changes in the department must be notified to GPs in advance. We raise issues and then told service changed. You're failing to consult with GP practices when changing part of service, reporting, reporting unit changes, informing of abnormal results. When in doubt for clinicians - please give a single number so we are not calling Barnsley Hospital. Microbiologist on-call service needs same changes due to current Microbiologist leaving.	<p>Thank you for your comment. We apologise that you were not satisfied with the communication that you received. Please be aware that we are currently looking to improve the way that we communicate with our users, and the answers to questions 18 and 19 of this user survey are designed to help the laboratory to implement an improved communication process.</p> <p>Key laboratory contact information can be found on the laboratory website. During normal working hours, the telephone numbers on the website can be used to contact the Clinicians. Unfortunately, we are unable to provide a telephone number for the on-call Clinicians, as the Clinicians provide the on-call service on a rota basis. In order to ensure that the correct on-call Clinician is contacted at that time, telephone calls must be via Hospital Switchboard.</p> <p>Please be aware that although one of our current Microbiologists is leaving we are recruiting a new clinician and the service that we provide will remain unchanged. Clinical advice from Microbiologists will still be available via switchboard.</p>
4	Very often we get results from Barnsley instead of Rotherham.	Please note that BRILS Barnsley and Rotherham Integrated Laboratory Services is a collaborative service between the laboratories at both Barnsley and Rotherham Hospital and as such, samples may be tested on either site. A list of tests processed on each site can be found on the website.
5	Scanning system	We are unsure of what you require a scanning system for. Please contact the laboratory to



Comment Number	Comment	Response
		provide further information.
6	Could do with a tick box for fructosamine testing	Thank you for your comment. We will consider your suggestion when next re-designing the handwritten request form. Please note, that due to the nature of the hand written request form, there is not space for the inclusion of tick boxes for every test therefore tick boxes are only provided for the most commonly requested tests.
7	Need to ensure that messages are received by practices as have had intermittent delivery problems. Sometimes difficult to get hold of someone on the telephone.	<p>Thank you for your comment. We apologise that you were not satisfied with the communication that you received. Please be aware that we are currently looking to improve the way that we communicate with our users, and the answers to questions 18 and 19 of this user survey are designed to help the laboratory to implement an improved communication process.</p> <p>We apologise that it is sometimes difficult to contact someone in the service that you require via telephone. Please be aware that we operate a very busy service, and endeavour to answer all telephone calls where possible. If this is a recurring problem for a specific area, please inform that laboratory.</p>
8	We need to sort out the issue of HIV test results being under one patient record	This is a known limitation of ICE because this subset of patients do not have an NHS number. The incidence of this should be reduced by introducing electronic requesting.
9	Sometimes results are sent down ICE twice, again adding to our work load!!	This issue has been addressed by making some changes in the TIE and went live on 23/05/2019.

Question 21: Have you had any positive experiences that you would like to feed back?

Comment Number	Comment	Response
Compliment		
1	I deal with user setup and transmission errors. Whoever I come into contact with has been helpful and efficient	<p>Thank you. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings.</p> <p>Where positive comments are specific to individual staff members/departments, these staff members have been made aware.</p>
2	<staff member name> and <staff member name> are always very helpful and respond to my emails very quickly with useful solutions to any problems.	
3	All staff helpful and informative whenever I have contacted them.	
4	Always polite	
5	<staff member name> always waits for samples! Haematologists- not great on names - <staff member names> always helpful appreciate this	
6	Responsive and helpful staff and service	
7	Yes - some of your staff are very helpful !	
8	Lab staff are always very helpful, thank you	
9	When phoning the laboratory, the staff are helpful.	
10	Yes, on the whole satisfied.	