

Community User Survey 2020 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 7th February to 6th March 2020 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 25 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.

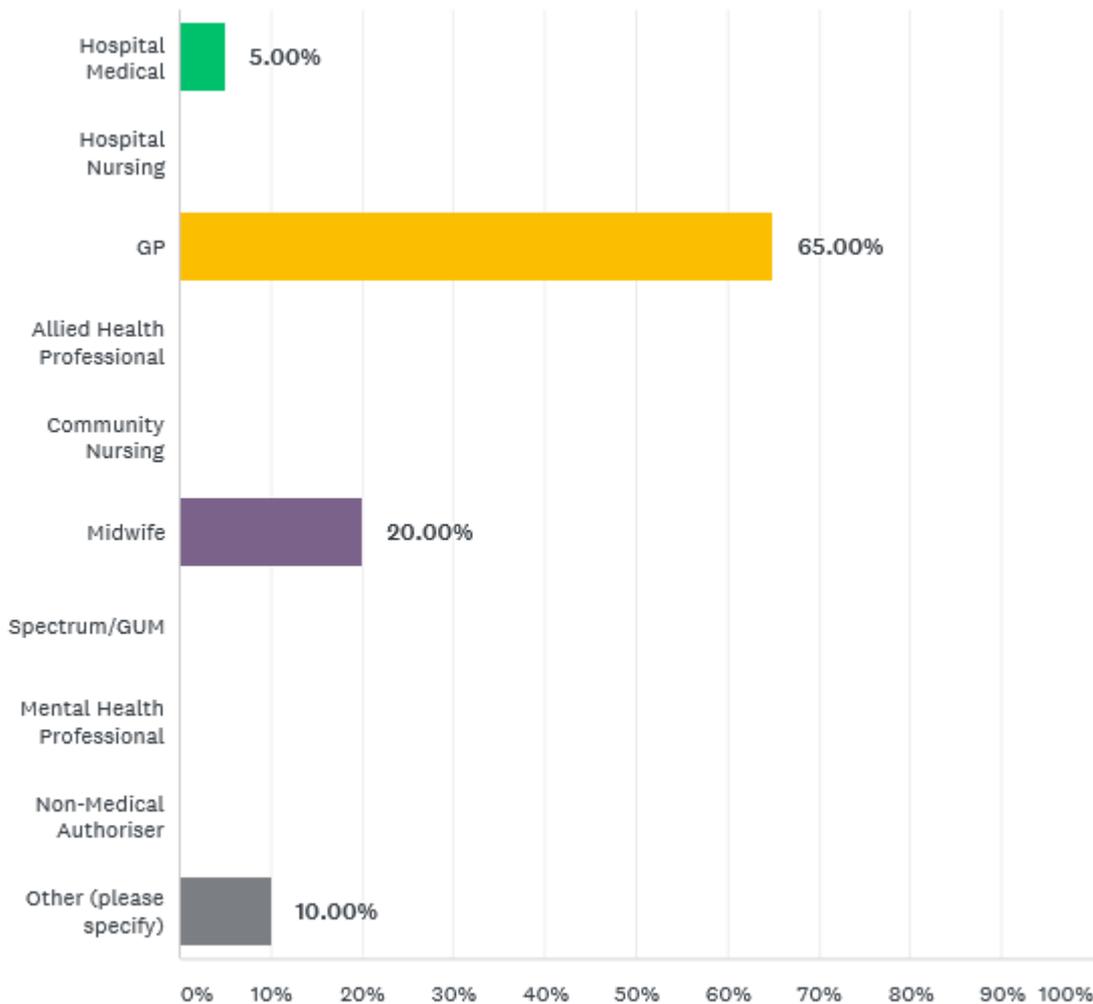
The respondents were also instructed to use 'not applicable' where appropriate. The penultimate question asks users to provide any comments to improve the service, and the final question asks users to provide feedback of any positive experiences with the service. These have been collated and have been 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, community midwives, sexual health clinics, hospices and private healthcare providers using the service. 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 20 responses were received from users within the Community, including Medical staff, GPs, Midwives and other staff members. Of the two respondents who answered “Other”, their responses were: Community Midwife Support Worker and Nurse in Private Medical Clinic.

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.

Question 3: Location (Optional)

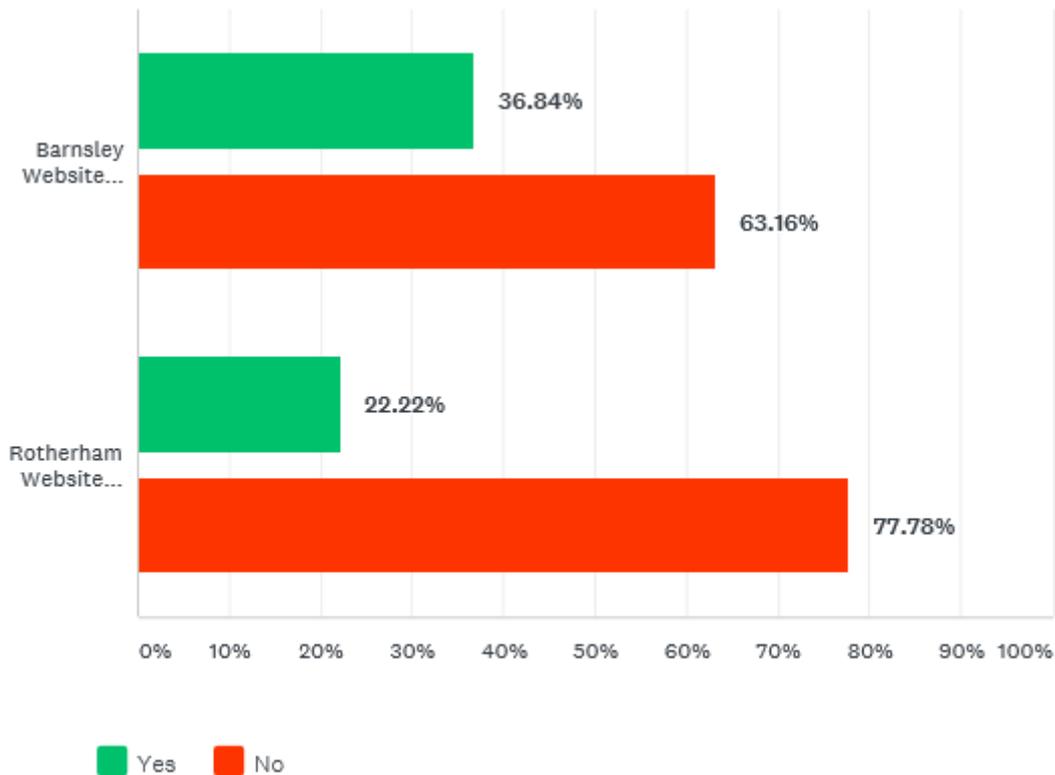
| Location | Number of Participants |
|-------------------------------|------------------------|
| Rycroft P. C. C | 1 |
| Highgate Surgery | 1 |
| Brinsworth Medical Centre | 1 |
| Whiston Medical Centre | 1 |
| Wickersly H. C | 1 |
| Kinvara Private Hospital Ward | 1 |
| Core Medical Clinics | 1 |
| Community NHS Trust | 1 |
| Penistone Group Practice | 2 |
| Community Midwifery | 3 |
| Wombwell Medical Centre | 1 |
| Chapelfield Medical Centre | 1 |

15 respondents chose to include the department in which they worked. The above table shows that responses were received from a wide variety of clinical areas within the community, covering GP practices, Community Midwifery and Private Healthcare Providers across both Rotherham and Barnsley.

Question 4: Contact Details (Optional)

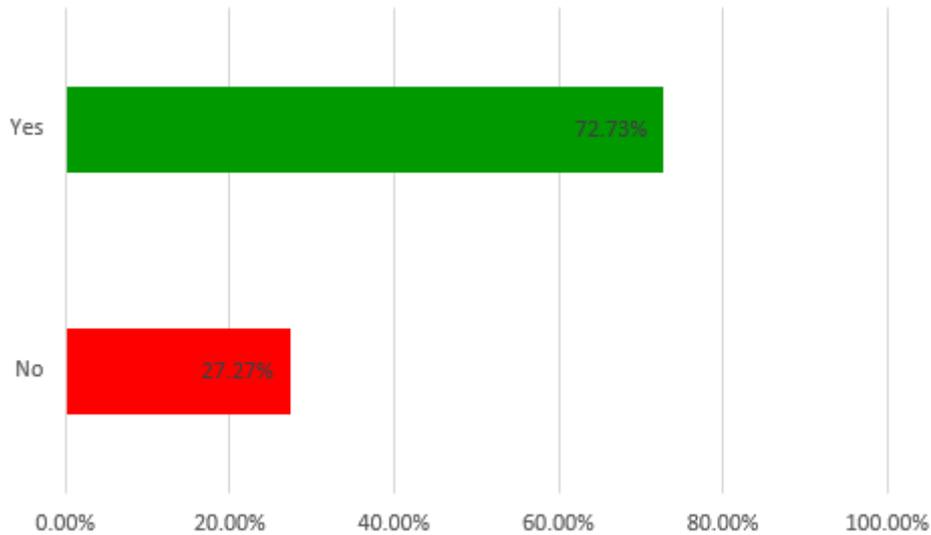
Respondents were given the option to provide their contact details, should they require a direct response about any of their answers to the questions in this survey.

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. 63.16% of respondents who stated that they were not aware that the user information could be obtained via the Barnsley website, and 77.78% were not aware that it could be obtained via the Rotherham website. An increased percentage of respondents were not aware that the webpages existed than in 2019. Continued promotion of the webpage is required to ensure as many users as possible are aware that of user information.

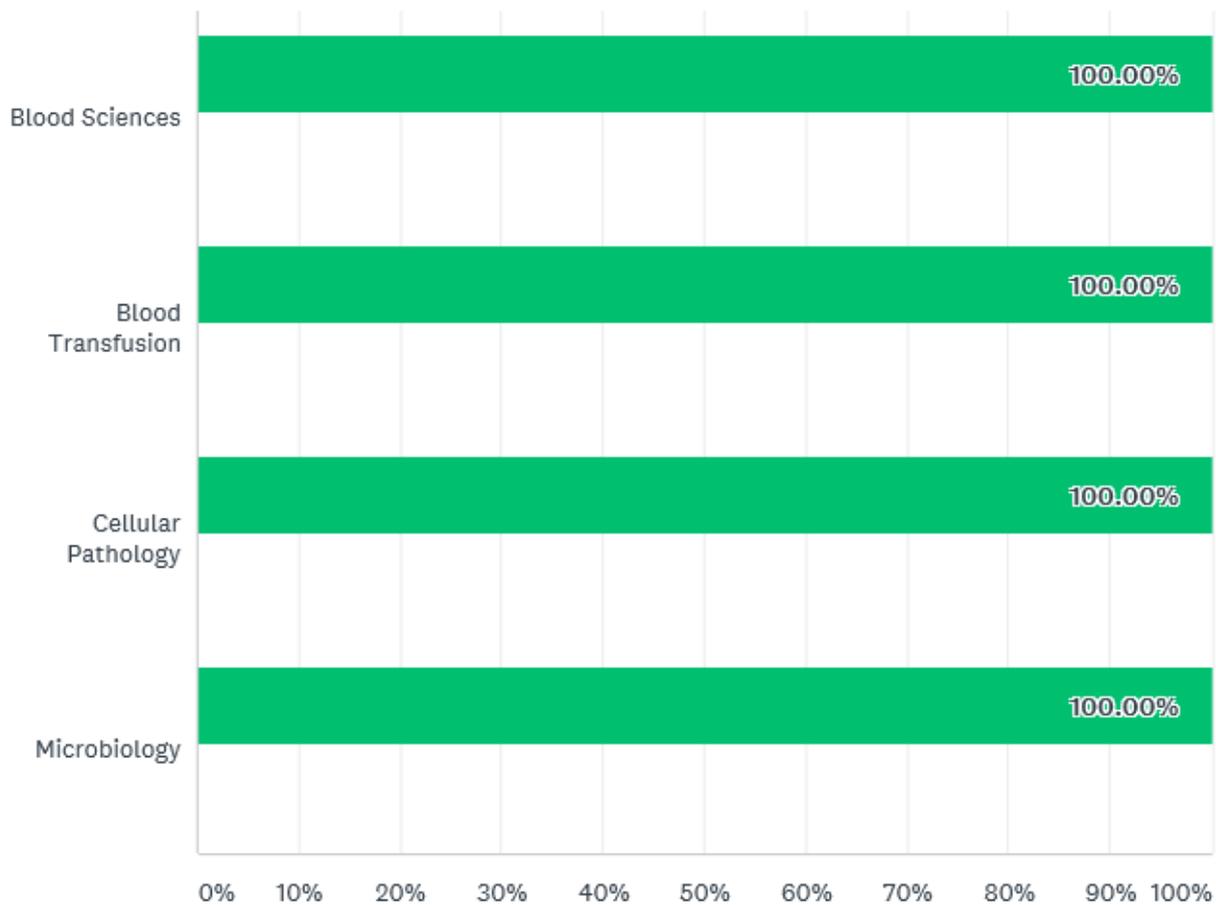
Question 6: If yes, are you satisfied with the usefulness of the Pathology Website as a source of information for each laboratory?



11 respondents answered this question. 72.73% were satisfied with the usefulness of the Pathology Website. Where comments were left, responses are detailed below:

| Comment | Response |
|--|--|
| Will use in future | The Pathology Website is available via the following links: Barnsley: http://www.barnsleyhospital.nhs.uk/pathology/ Rotherham: https://www.therotherhamft.nhs.uk/Pathology/Pathology/ 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 and key contact information. |
| Unaware of website | |
| Unaware of the website resource for Barnsley | |
| Not aware | |

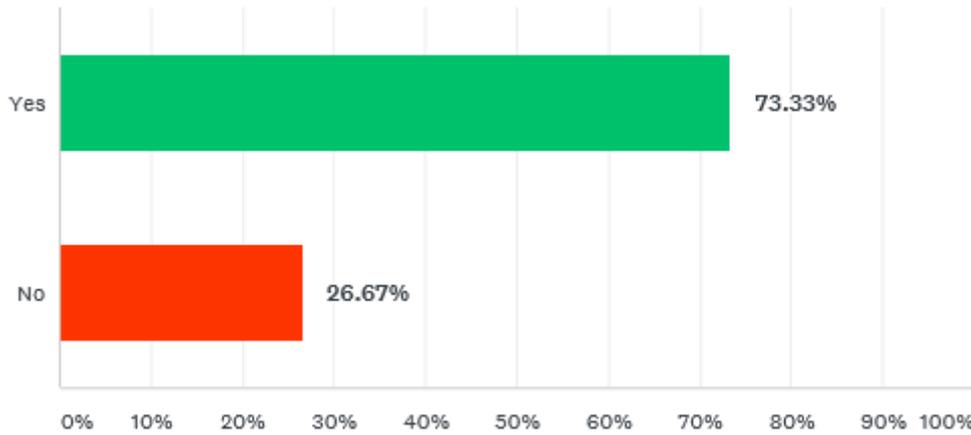
Question 7: Are you satisfied with the range of investigations provided by the laboratory?



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.

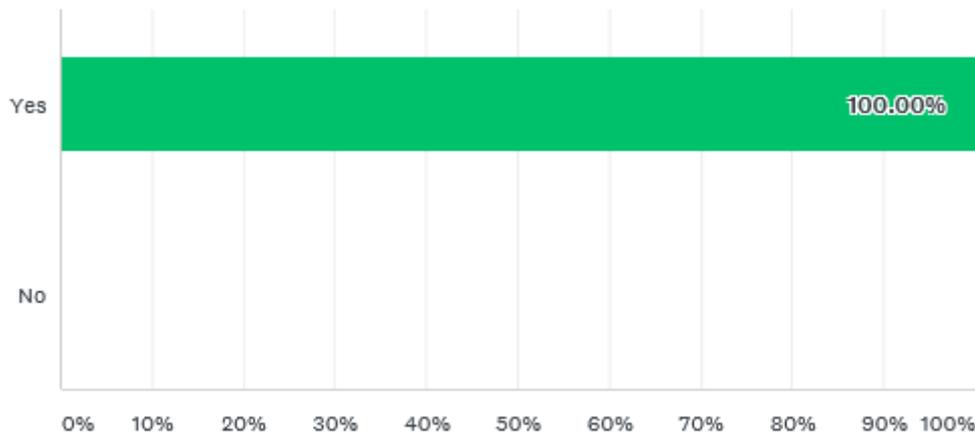
| Comment | Response |
|-------------------------|--|
| Think brilliant service | Thank you for your comment. We are pleased that you are satisfied with the range of investigations provided by the laboratory. |

Question 8: Would it be helpful to know the cost of each investigation?



This question was asked following a user suggestion that it would be helpful to know the cost of investigations to enable clinicians to make better judgements about ordering clinically relevant tests. 73.33% of respondents felt that it would be helpful to know the cost of each investigation. Laboratory Management will discuss this response and the best way to make this information available to our users.

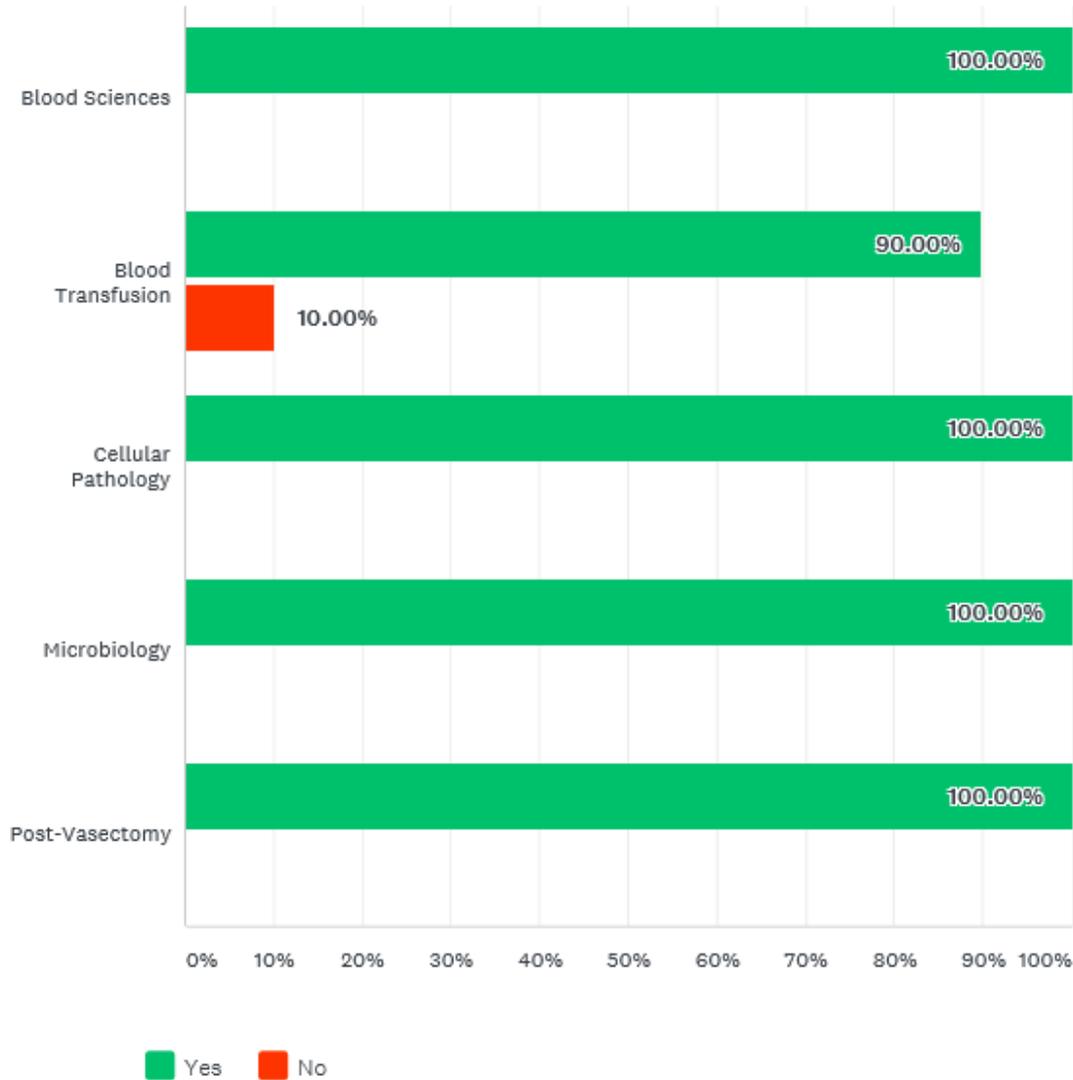
Question 9: Are you satisfied with the courier service used to transport specimens to the laboratory?



All survey 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 |
|--|--|
| Very satisfied - always friendly and polite also. | Thank you for your kind comments. These have been passed on to our couriers. Where compliments have been received for individual staff members, these have been passed on to the staff member. |
| Excellent service | |
| Excellent service, friendly helpful staff | |
| <Staff Member Name> is great, he has come back to the surgery on more than one occasion to collect a late blood test from me. Thank you! | |
| Love <Staff Member Name> - always waits if you ask him too - lovely chap x | |
| Sometimes doesn't turn up. | Please reporting instances to the Laboratory for investigation. |

Question 10: Are you satisfied with the format/layout of the test request form for handwritten non-electronic requests?

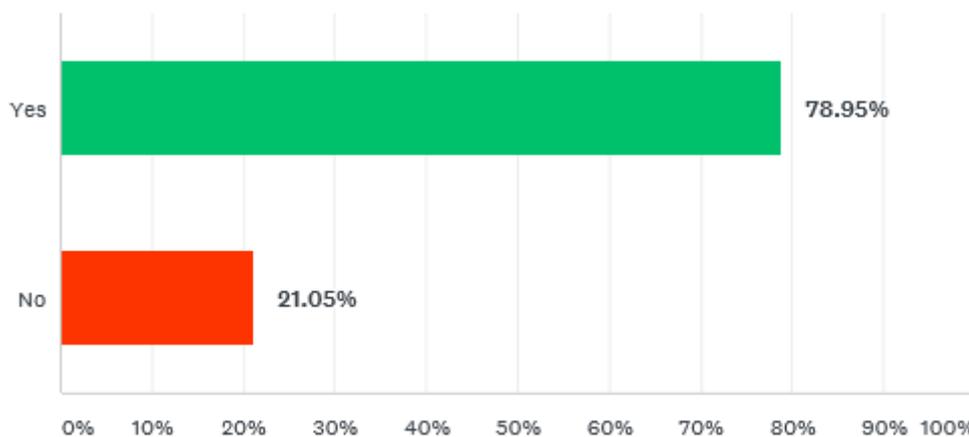


100% of respondents were satisfied with the format/layout of the handwritten request forms in Blood Sciences, Cellular Pathology, Microbiology & Post-Vasectomy Semen Analysis. 90% of respondents were satisfied with the request forms in Blood Transfusion. Where comments were left, responses are detailed below:

| Comment | Response |
|-------------|--|
| Easy to use | 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. |

| | |
|--|---|
| <p>Repetitive at times You have to write too many names on the form. Sample taker/ requester or named midwife which may not be the same person/ signature. Increases margin for error</p> | <p>Request cards contain prompts for all of the information required by the laboratory to ensure that we are able to fully identify the patient and ensure that the right test is performed on the right sample for the right patient, and to ensure that results are sent back to the requestor is responsible for the care of the patient and act on the results of any diagnostic testing. Please ensure that all of this information is necessary to allow processing of tests and availability of results.</p> |
|--|---|

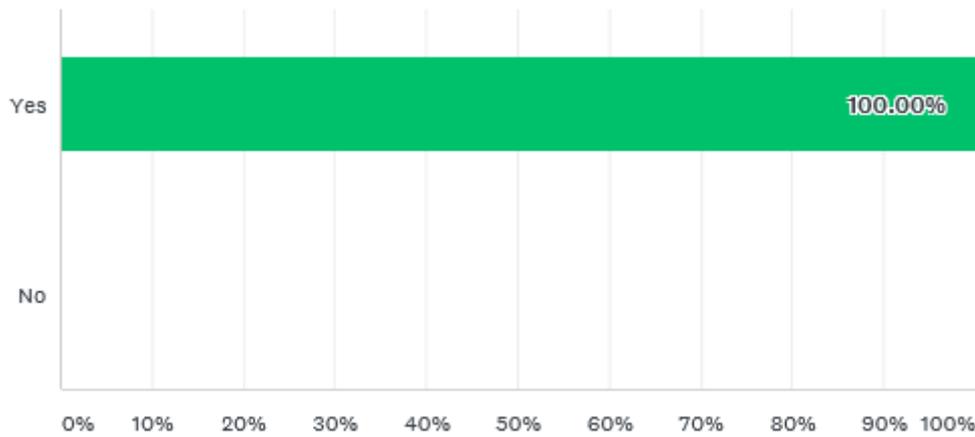
Question 11: Do you use electronic requesting?



78.95% of respondents use electronic requesting via ICE, a decrease from 93.55% of respondents in 2019. Note that this may not be reflective of all users, as only 20 responses were obtained. Respondents were asked to detail reasons for not using electronic requesting if they selected no to this question.

| Comment | Response |
|---|---|
| Not available? | Please contact the laboratory to discuss setting up of electronic requesting. |
| Wherever possible electronic requesting is used. In some areas there are no printing facilities or internet connection which forces you to handwrite E.g. Family centres. Some Gp surgeries do not allow community midwives to access their systems | Access to individual GP practice systems is governed by that GP practice. |

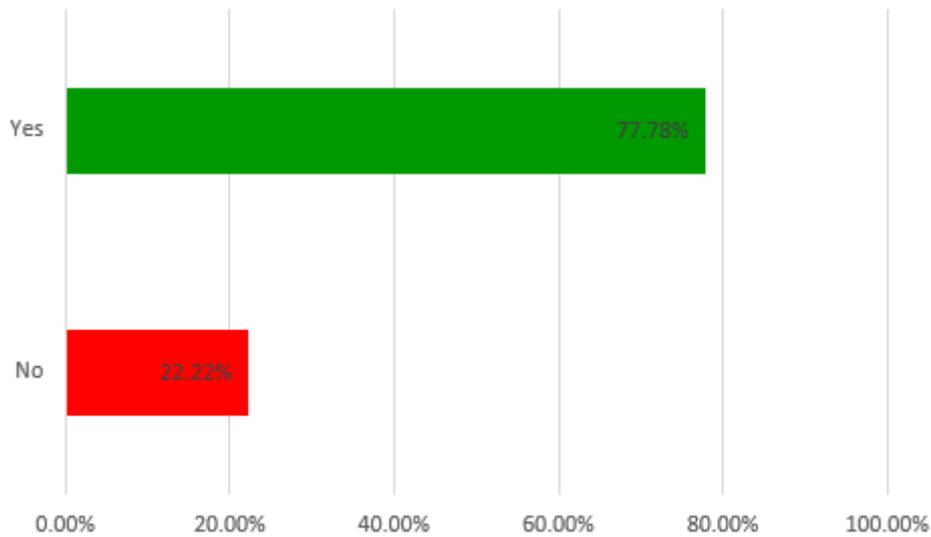
Question 12: Are you satisfied with ICE when requesting laboratory tests?



100% of respondents are satisfied with electronic requesting via ICE, an increase on the number of respondents satisfied in 2019 (96.67%). Where associated comments were left, responses are detailed in the table below.

| Comment | Response |
|----------|---|
| Love it! | Thank you for your feedback. We are pleased that you are satisfied with requesting via ICE. |

Question 13: Are you satisfied with ICE when reviewing laboratory results?

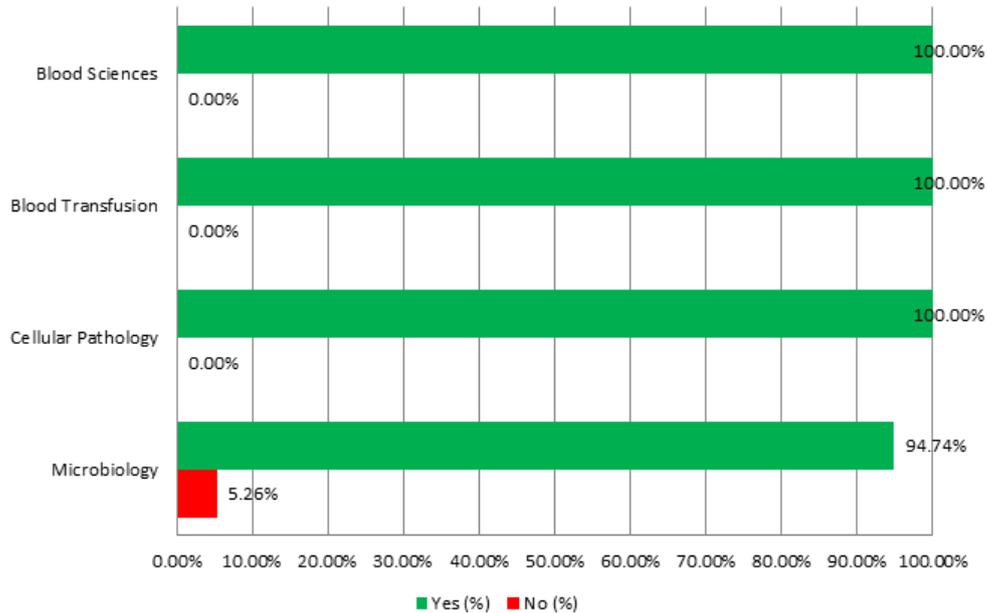


77.78% of respondents were satisfied with ICE when reviewing laboratory results. This is a decrease on 2019 where 93.10% were satisfied. Where associated comments were left, responses are detailed in the table below.

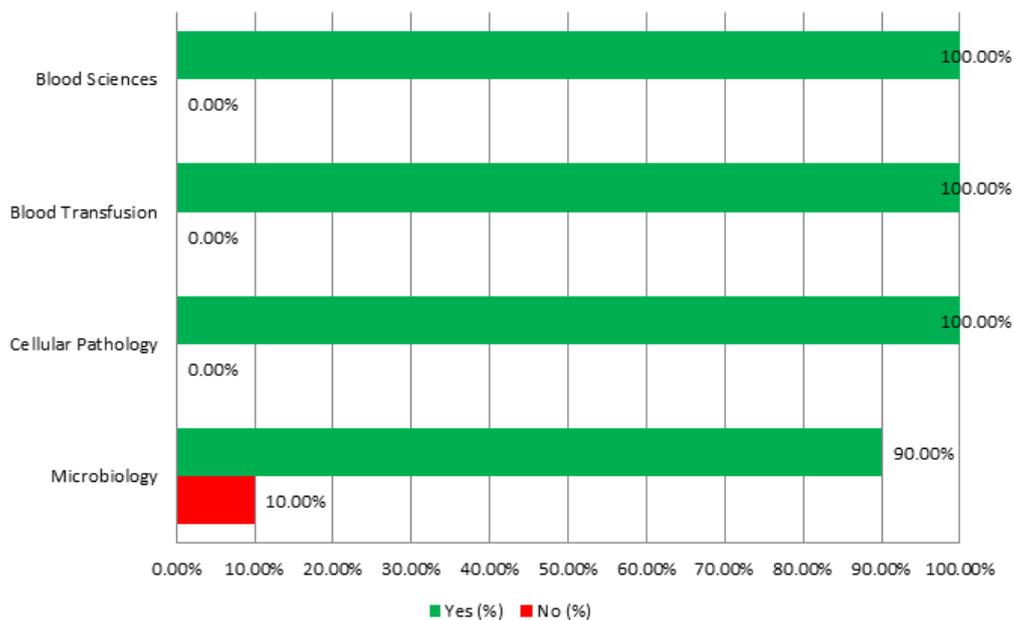
| Comment | Response |
|---|---|
| Sometimes lots of duplicate results on the same day, also sometimes batch loads of duplicates several days later which have already been dealt with but need to be checked through to ensure nothings missed occasionally results fail to come into my inbox - although if i search on ICE hospital system they are there. | We are aware of issues with some instances of duplicate reports and are working with the provider of ICE, CliniSys, to resolve the issue. We apologise for any inconvenience this has caused. |
| Okay only fly in the ointment is the number of times get results at the moment Can get 3-4 times the same result - so if this glitch wasn't there would be very happy | |
| Most of the time this is ok. There have been occasions where some GTT samples have not been available at the time of checking as they are waiting to be reviewed by a consultant. This results in a delay in obtaining the result and can lead staff to forget to check again, potentially leading to missed positive results | If a GTT result is not available when expected please contact the laboratory. Our turnaround times for all tests are listed on our Website: http://www.barnsleyhospital.nhs.uk/pathology/ |
| cumulative results appear very close to each other so sometimes confusing | This is a feature of ICE which is unfortunately beyond our control. We have fed this back to the ICE system supplier, CliniSys. |
| But struggle with ice mail for radiology as only go into this when dealing with patients so can't look at it at that time due to confidentiality. Would be better if some link to GP system so got direct to this. Most does get passed via links BUT always get 2 copies. But sometimes do not get unless logged in to ICE | Please contact Radiology regarding queries for ICE Mail. |

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

In Normal Working Hours?



Out of Hours?



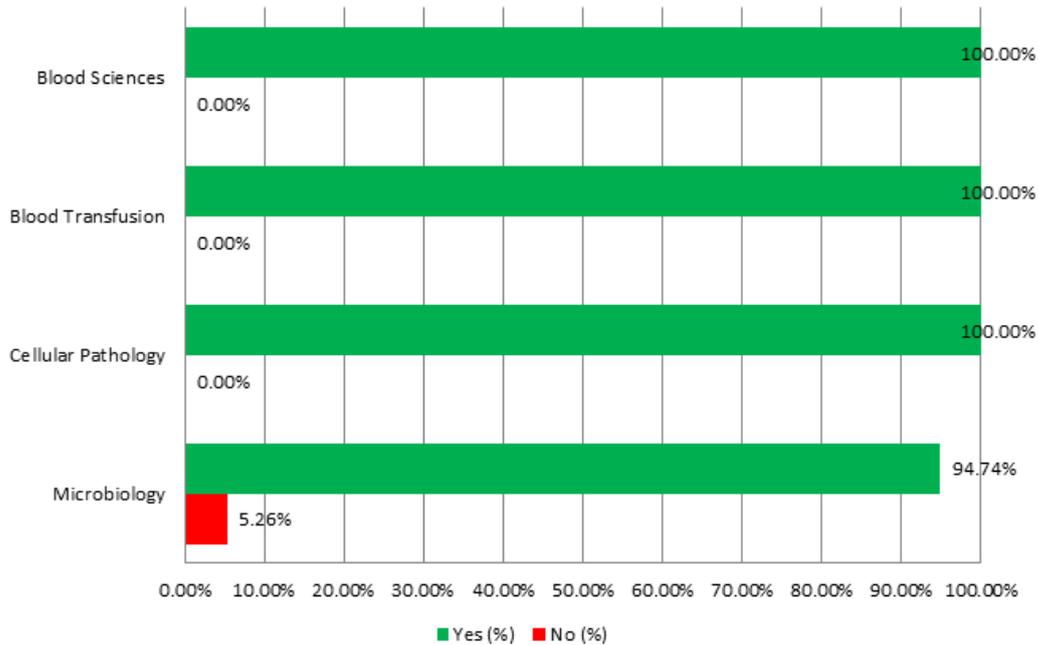
100% of respondents were satisfied with the availability of advice and assistance from laboratory staff in both normal working hours and out of hours in Blood Sciences, Blood Transfusion and Cellular Pathology. More than 90% were satisfied with the availability of advice provided by Microbiology staff in and out of normal working hours. Previously, this question asked about availability and usefulness of advice, however, it was decided that separate questions should be asked relating availability and usefulness as

the responses may differ. Where associated comments were left, responses are detailed in the table below.

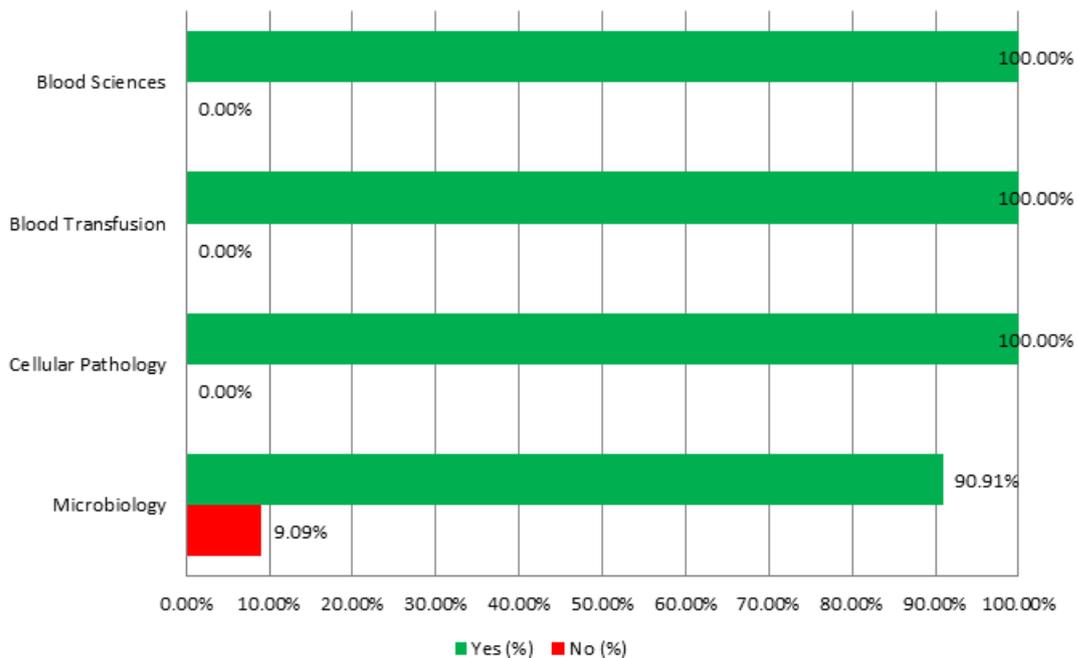
| Comment | Response |
|--|--|
| Love being able to call and talk to someone and get sensible clear advise Just spelling some of the drugs can be fun! | Thank you for your feedback. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results 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. |
| microbiology take a long time to post msu results to ICE and sometimes do not post at all even if results are available to them. They do not post if location is not filled in on the ice form | The full culture results can take up to 3-4 days if the organism grown is multi-resistant as additional tests have to be performed, most results of sensitive organisms are available in 24 hours, however bacteria take 18hrs minimum to grow so we cannot send out results of cultures any earlier. Negative urines that are not cultured are reported same day as receipt. Unfortunately, if the location is not specified on the request form we are unable to send the results back to you directly. We require a location to know where to send the results to for Information Governance purposes. |

Question 15: Are you satisfied with the usefulness of advice and assistance provided by laboratory staff?

In Normal Working Hours?



Out of Hours?

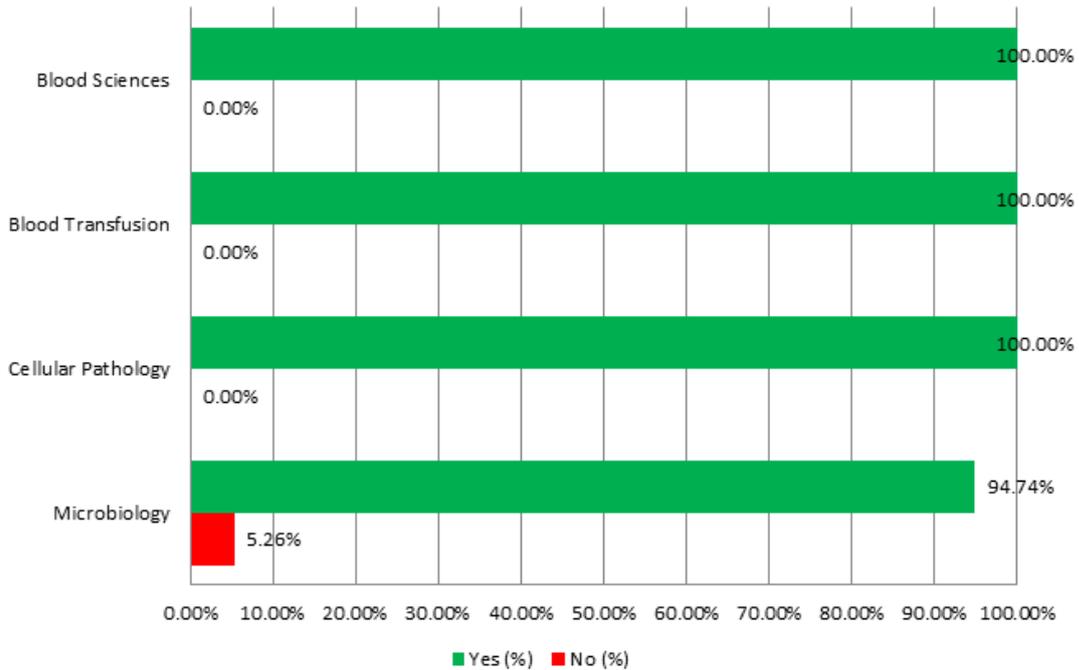


100% of respondents were satisfied with the usefulness of advice and assistance from laboratory staff both in normal working hours and out of hours, with the exception of Microbiology where more than 90% of respondents were satisfied. Where associated comments were left, responses are detailed in the table below:

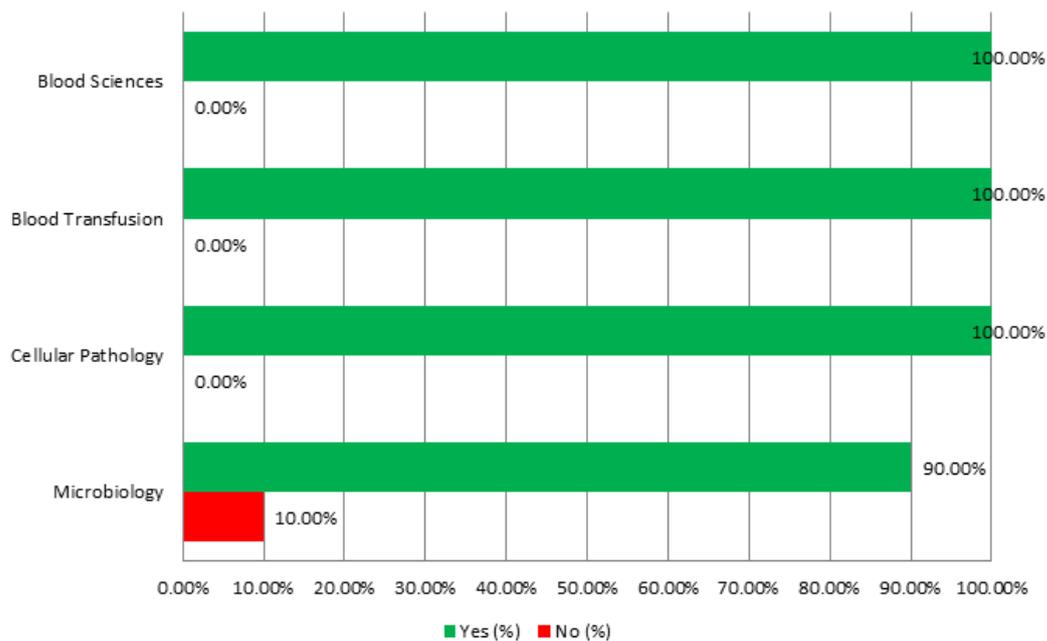
| Comment | Response |
|---|---|
| Rotherham have been absolutely brilliant with us as a hospital and have always helped us with our questions | Thank you for your feedback. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have 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. |

Question 16: Are you satisfied with the availability of advice and assistance provided by Clinicians?

In Normal Working Hours?



Out of Hours?



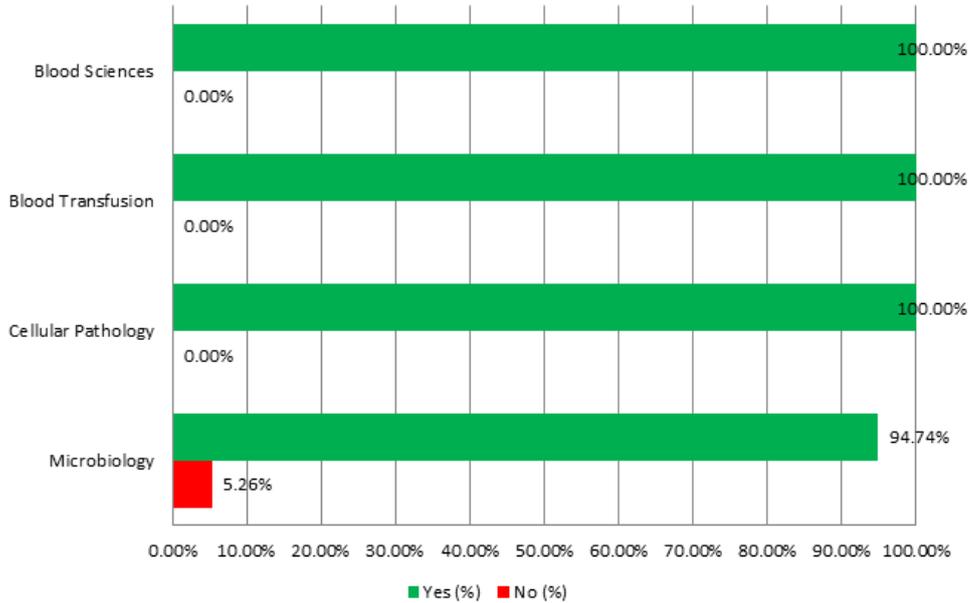
100% of respondents were satisfied with the availability of advice and assistance from Clinicians both in normal working hours and out of hours, with the exception of Microbiology where more than 90% of

respondents were satisfied. Where associated comments were left, responses are detailed in the table below:

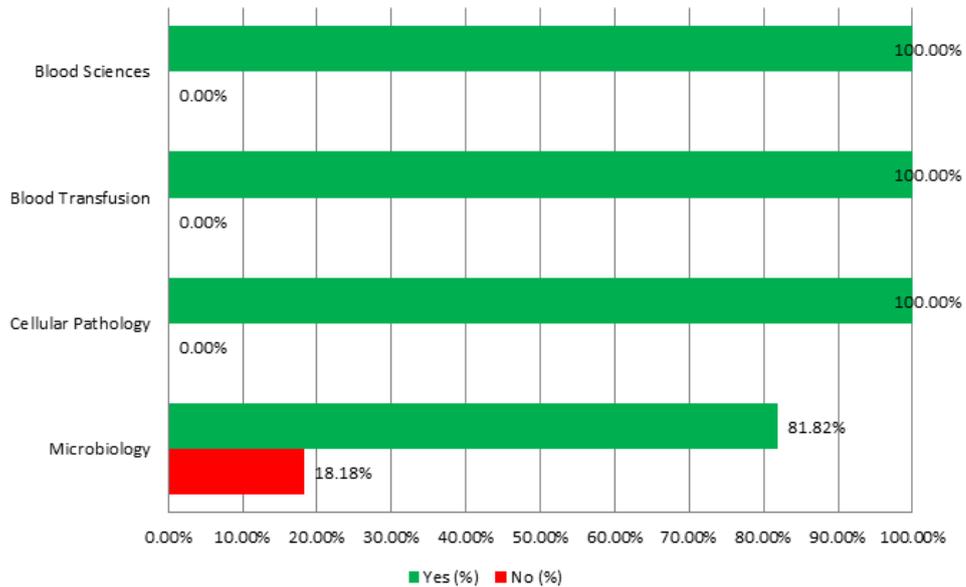
| Comment | Response |
|--|---|
| I always receive excellent clear advice. | Thank you for your feedback. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings. Compliments relating to individual staff members have been fed back to the individual. |
| Brilliant service | |

Question 17: Are you satisfied with the usefulness of advice and assistance provided by Clinicians?

In Normal Working Hours?

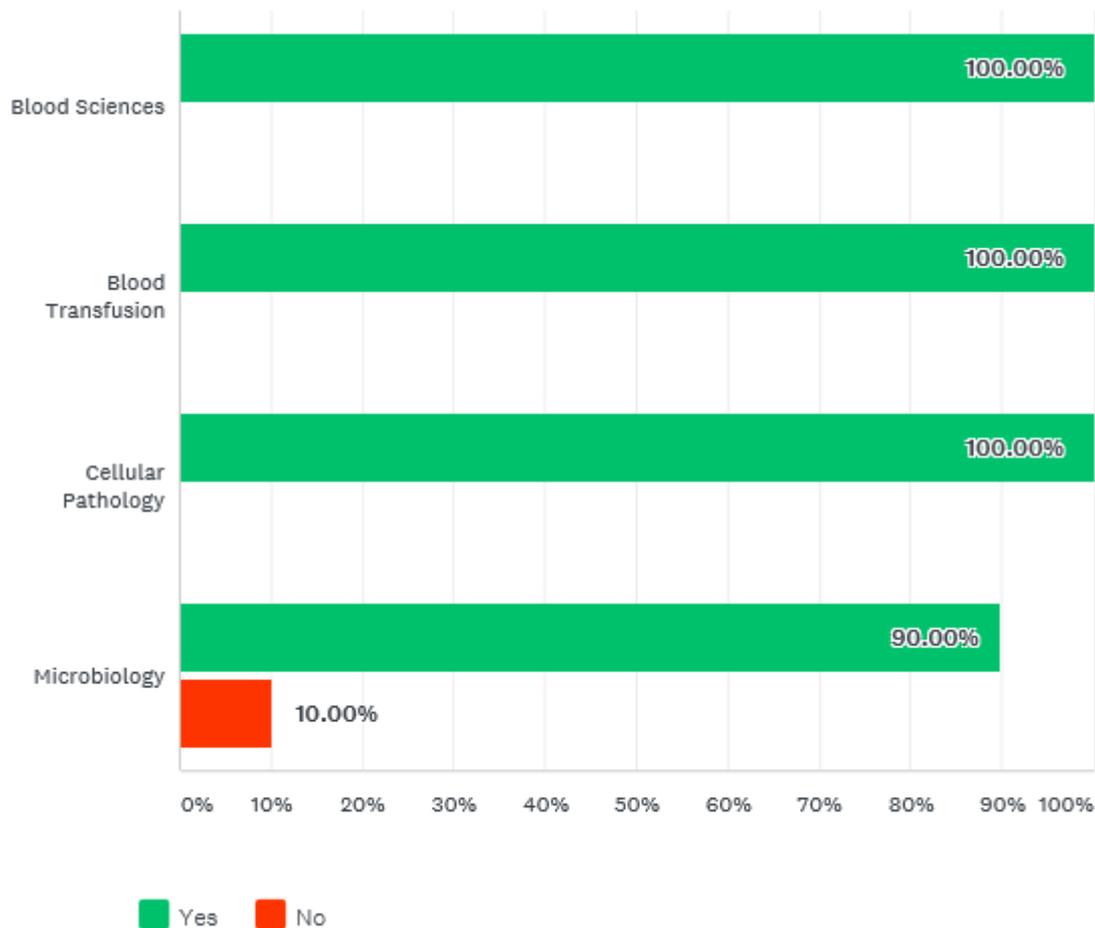


Out of Hours?



100% of respondents were satisfied with the usefulness of advice and assistance from Clinicians both in normal working hours and out of hours in Blood Sciences, Blood Transfusion and Cellular Pathology. In Microbiology, 94.74% were satisfied with the usefulness of advice in normal working hours and 81.82% were satisfied out of normal working hours. No associated comments were left.

Question 18: Are you satisfied with the report turnaround times?

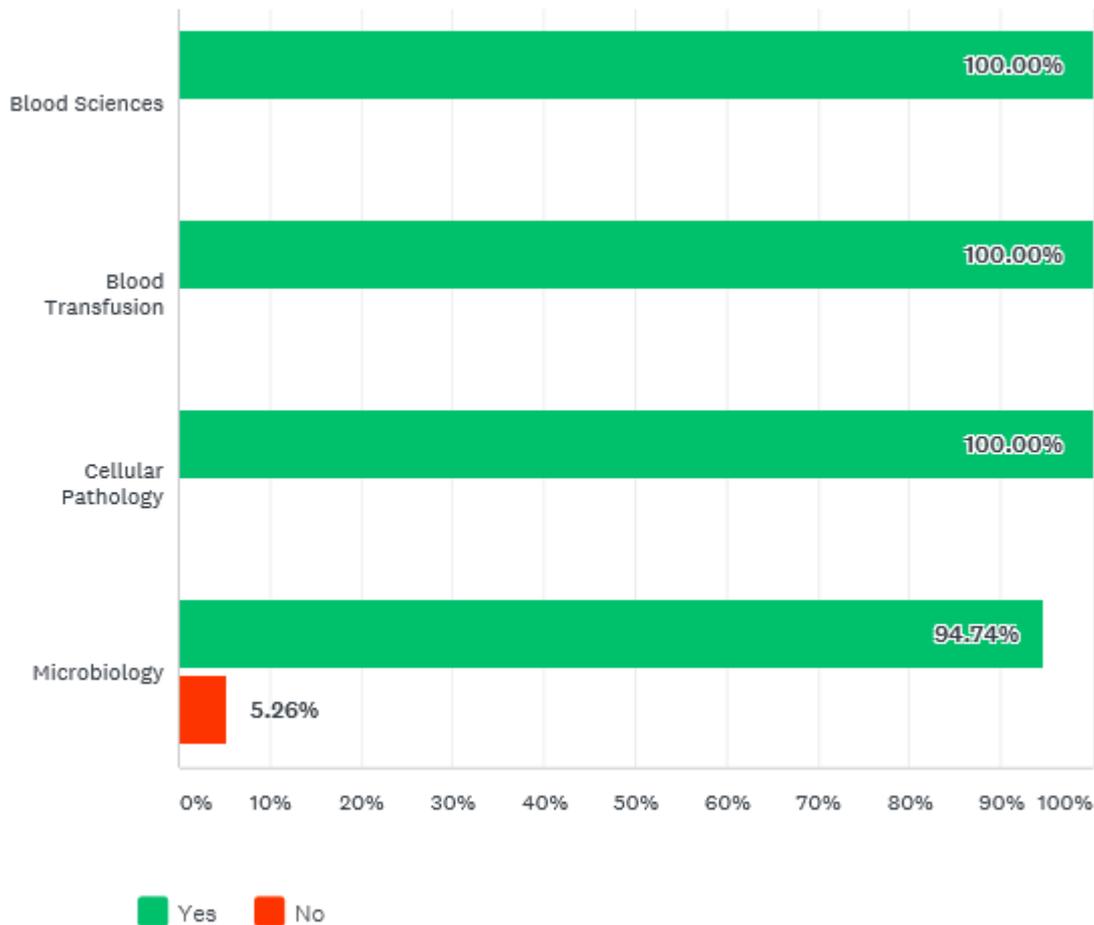


100% of respondents were satisfied with report turn around times for Blood Sciences, Blood Transfusion and Cellular Pathology. 90% of respondents were satisfied with report turnaround times for Microbiology. Where associated comments were left, responses are detailed in the table below.

| Comment | Response |
|--|--|
| Sometimes the antenatal screen (hep b, HIV and syphilis) seems to take a while | Turn around times for antenatal screens are monitored as a KPI on a monthly basis. Please note that the target turn around time for an antenatal screen is 8 days. Please contact the laboratory if you wish to discuss the turnaround time for a particular test or patient, or if you wish to discuss any general turnaround time issues with relation to antenatal samples. |
| microbiology msu results can take a long time or don't get posted at all sometimes | The full culture results can take up to 3-4 days if the organism grown is multi-resistant as additional tests have to be performed, most results of sensitive organisms are available in 24 hours, |

| | |
|--|--|
| | <p>however bacteria take 18hrs minimum to grow so we cannot send out results of cultures any earlier. Negative urines that are not cultured are reported same day as receipt.</p> <p>Unfortunately, if the location is not specified on the request form we are unable to send the results back to you directly. We require a location to know where to send the results to for Information Governance purposes.</p> |
| <p>The use of boric acid sample pots is a problem as samples have to be decanted into these containers after arriving in plain pots. Plain pots still have to be used for smaller samples and doing dipsticks. This is at the risk of spilling the sample.</p> | <p>The purpose of boric acid containers is to preserve the urine sample. If the sample is not preserved, the bacteria present in the sample may not accurately represent the clinical picture.</p> <p>The laboratory is currently implementing a blood collection style tube for urine, this will mean an easier system of sample collection and will mean decanting is not required.</p> |

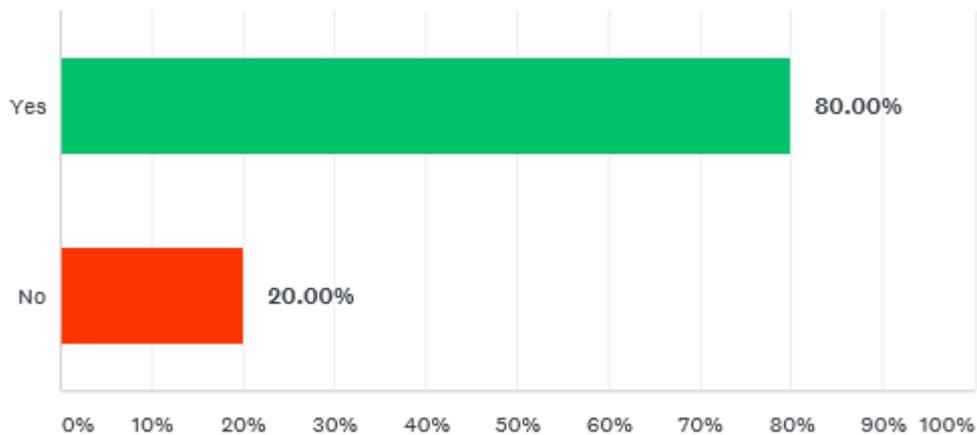
Question 19: Are you satisfied with the report content, clarity and interpretive comments?



100% of respondents were satisfied with the report content, clarity and interpretive comments in Blood Sciences, Blood Transfusion and Cellular Pathology. 94.74% were satisfied for Microbiology. Where associated comments were left, responses are detailed in the table below.

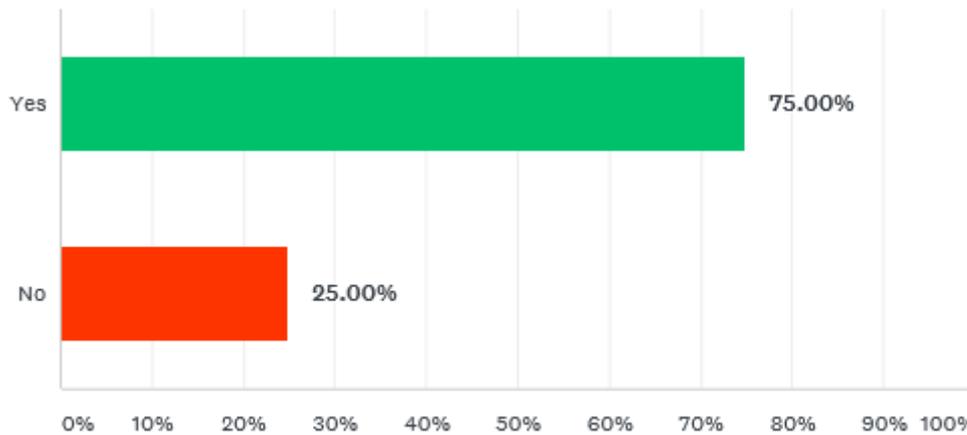
| Comment | Response |
|---|---|
| microbiology reports for catheter samples that we send in symptomatic patients and state this on form do not have sensitivities so we have to call to get full result from consultant microbiologist when we only have 10min appts to see patient and sort and this takes additional time | Antibiotics sensitivities are reported based on an antimicrobial policy in order to provide the most appropriate treatment for the infection and to maintain antimicrobial stewardship. Catheter samples often have bacteruria which are not reflective of a true UTI. |

Question 20: Are you aware of the criteria by which samples are accepted or rejected in Pathology?



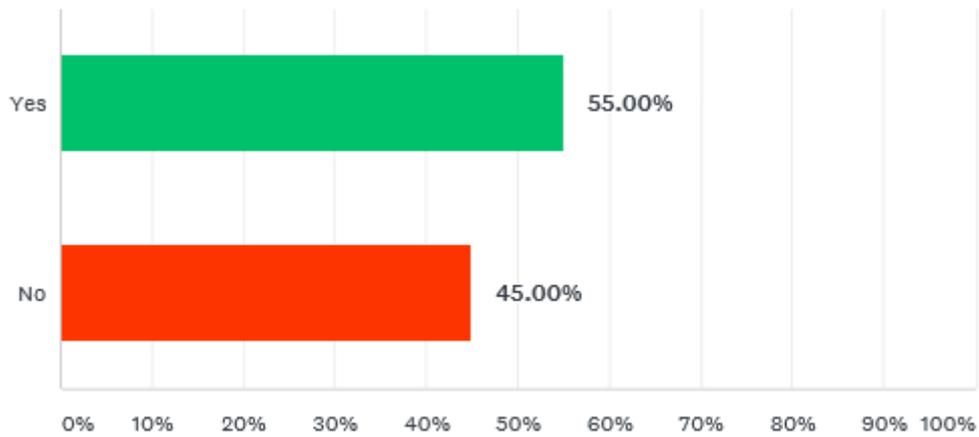
This question was designed to determine the awareness of sample acceptance in Pathology for Biochemistry, Haematology, Cellular Pathology and Microbiology and determine the need to provide further education about minimum criteria for sample acceptance. A Hyperlink to the Sampling and Request Labelling page of the Pathology webpage was included in the survey question to raise awareness of the criteria. 20% of respondents were not aware of the minimum sample acceptance criteria. Further information has been made available to the clinical areas over the last year, however, it is clear that further education regarding Pathology Sample Acceptance and the rationale for this. Please note that a minimum data set is required to ensure full patient identification in the laboratory. The laboratory receives a large number of samples on a daily basis, and it is paramount that the laboratory ensures full traceability of the sample to the request, and to the patient record.

Question 21: If you take samples for Blood Transfusion (e.g. blood grouping samples) are you aware of the criteria by which these samples are accepted or rejected?



This question was designed to determine the awareness of sample acceptance for Blood Transfusion 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. The sample acceptance criteria for Blood Transfusion is more stringent than for the rest of Pathology due to BSQR requirements. 25% of respondents were not aware of the minimum sample acceptance criteria. Information has been made available to clinical areas via communications, the Pathology webpage and Trust inductions, however, this response suggests that further education of clinical staff is required.

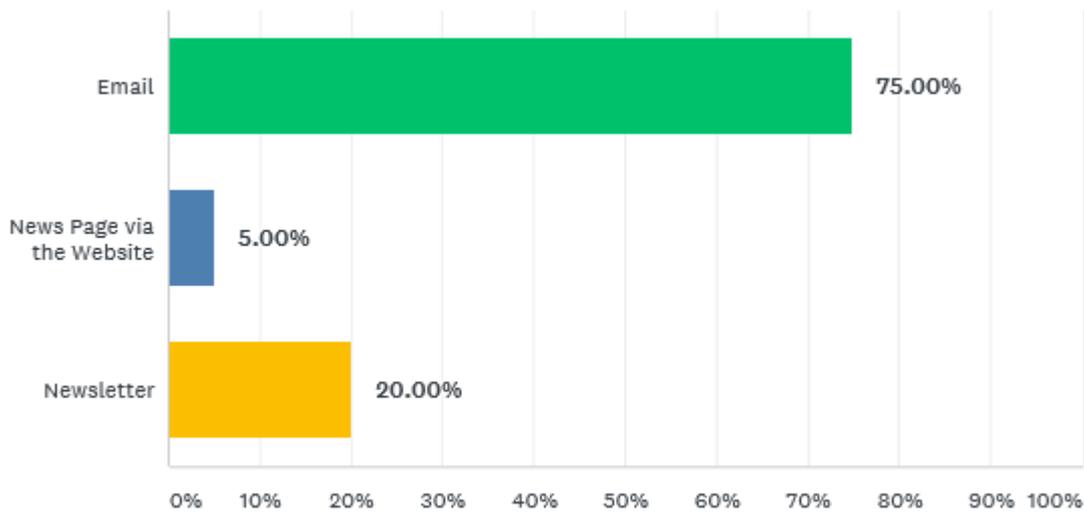
Question 22: Is laboratory news and updates communicated effectively?



45% of respondents did not feel that laboratory news and updates were communicated effectively. The laboratory is keen to improve communications to users. Where comments were left by respondents, responses are detailed in the table below.

| Comment | Response |
|---|--|
| No updates etc reviewed | 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. |
| Sorry not sure where get these from? | |
| Can't recall receiving any | |
| We don't receive these in practice. Only the hours if it a bank holiday and if a reporting unit has changed. It would be good to receive updates on others things. I also think it's a brilliant idea if practices knew the cost of blood test so that it's just not check box exercise and it would give them food for thought... is this really needed at this time. | Procedures are in place to communicate any urgent issues. |
| I have had some FBC samples lately that were 'too old to test' on questioning this was down to a lab error but was not communicated that way until I asked. I have never known a member of lab staff admit to a lab error without questioning about a rejected sample. It is always down to other staff error and I find it hard to believe that the is no 'human error' among the lab department itself. | Laboratory procedure is to add a comment to any rejected samples to ensure that users are aware of the reasons for rejections. If you wish to discuss the reasons for a specific sample being rejected, please contact the laboratory. |
| Be good to have evidence shown for rejected samples | Please note that there are certain requirements for some tests (e.g. our analysers need a specific amount of sample to be able to perform the tests, or a sample that is too old for analysis may give a false result). |

Question 23: How would you like to receive communications from us?



A majority of respondents (75%) stated that they would rather receive communications from the laboratory via email, 5% via the website and 20% via newsletter. In response to Question 22 & Question 23, the laboratory will look to develop a regular email communication to users.

| Comment | Response |
|---|---|
| Can't believe I am saying that as get a lot of emails - but helpful to know changes | Thank you for your comment. We aim to let users know of any changes as soon as possible and are committed to investigating the most effective way to do this. |

Question 24: Do you have any comments to improve the service we provide?

| Comment | Response |
|--|--|
| I have spoken to the biochemistry doctor recently about some changes to uric acid testing and he is looking into it. | Thank you for your comment. We are pleased that you have a good working relationship with our Biochemistry Consultant Clinical Scientist and aim to resolve your query as soon as possible. |
| Better communication for the reasons for delayed/ rejected samples (excluding blood transfusion as they always state a reason) | Laboratory procedure is to add a comment to any rejected samples to ensure that users are aware of the reasons for rejections. If you wish to discuss the reasons for a specific sample being rejected, please contact the laboratory. |
| Just getting rid of the repeat result reports would be nice | We are aware of issues with some instances of duplicate reports and are working with the provider of ICE, CliniSys, to resolve the issue. We apologise for any inconvenience this has caused. |
| Timely inputting of results | Please note that different tests take different lengths of time to complete due to the nature of the test being undertaken. We report all results as soon as we are possibly able to. If you require a result and this has not yet been reported, please contact the laboratory and we will be happy to inform you of the progress with your result and give you an estimate of when you can expect the result to be available. Our turnaround times are published on our Website. |
| To know the prices of tests | Thank you for your comment. Question 8 was added to this questionnaire to gauge how useful users felt that this information would be. The laboratory will investigate the most appropriate way to ensure that this information is available to our users. |

Question 25: Have you had any positive experiences that you would like to feed back?

| Comment Number | Comment | Response |
|----------------|--|--|
| Compliment | | |
| 1 | Happy with overall service. | <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 | As a new member of staff from another trust area the department have been very good with all my questions and have helped us out | |
| 3 | Good communication from microbiology | |
| 4 | Any time I have had telephoned or called at the department, I have experienced helpful, friendly staff. | |
| 5 | Yes I have written in the boxes above. | |
| 6 | Love <Staff Member Name>! Great clear advise every time | |
| 7 | Majority of time, systems work well | |
| 8 | blood results are always given in a timely manner and blood products are easily available in emergencies. | |
| 9 | <Staff Member Name> in IT is brilliant always there to help and offer support. Thank | |
| 10 | I have always had great service from the team, queries always dealt with in a timely manner. | |