

Referral Laboratory 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 07th October 2019 to 29th November 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 15 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 respondents 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 (QR-PQ-085/DOC330 - Rotherham, QR-PQ-102/DOC135 - Barnsley), Community users (QR-PQ-097/DOC 329), Barnsley Phlebotomy (DOC 331), and Mortuary Users (MR-HIS-MORT-061 – Rotherham, DOC 333 – Barnsley).

Questionnaires were sent via survey monkey to Trust users – via the communications team, direct email lists and a news item on the hub.

RESULTS OF SURVEYQuestion 1: Name (Optional)

This question was optional and was included to allow for specific personal feedback to be given where relevant. For the purpose of confidentiality, the names of participants will not be included in this report. 8 respondents gave their name, whilst 3 respondents opted to submit their response anonymously.

Question 2: Job Title (Optional)

This question was optional and was included to allow for specific personal feedback to be given where relevant. It is also recognised different feedback may be received from people who interacted with our service in different ways, which would be useful for the continual improvement of BRILS. 8 respondents gave their location, whilst 3 respondents opted not to answer the question. Respondents included Clinical Scientists, Lab Managers, Head/Chief Biomedical Scientists, Senior Biomedical Scientists and Laboratory Technicians.

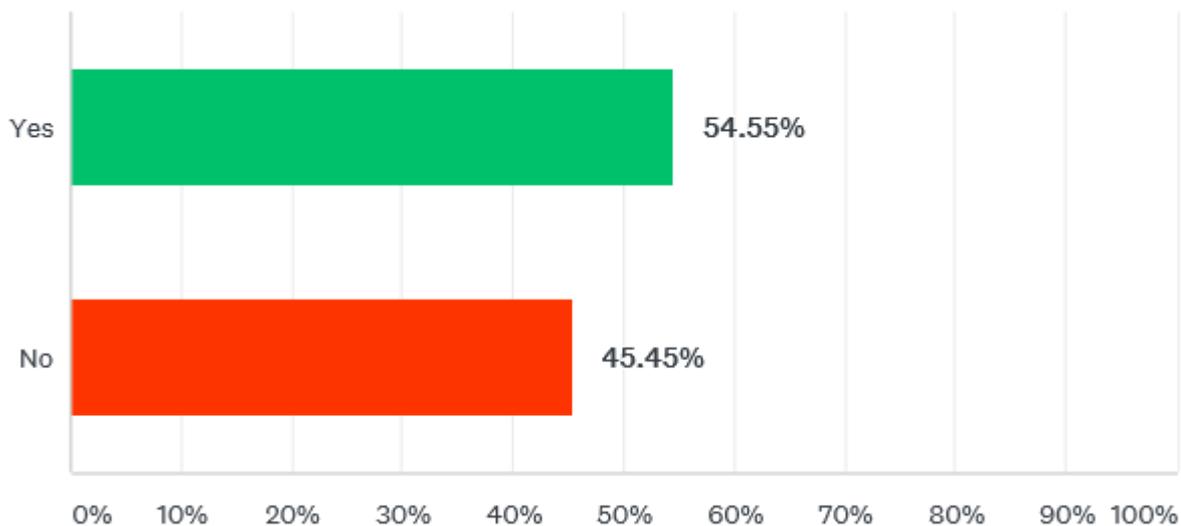
Question 3: Location (Optional)

This question was optional and was included to allow for specific personal feedback to be given where relevant. For the purpose of confidentiality, the locations of services who choose to refer their work to BRILS will not be included in this report. 7 respondents gave their location, whilst 4 respondents opted not to answer the question.

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 of our website: <https://www.therotherhamft.nhs.uk/Pathology/Pathology/>?

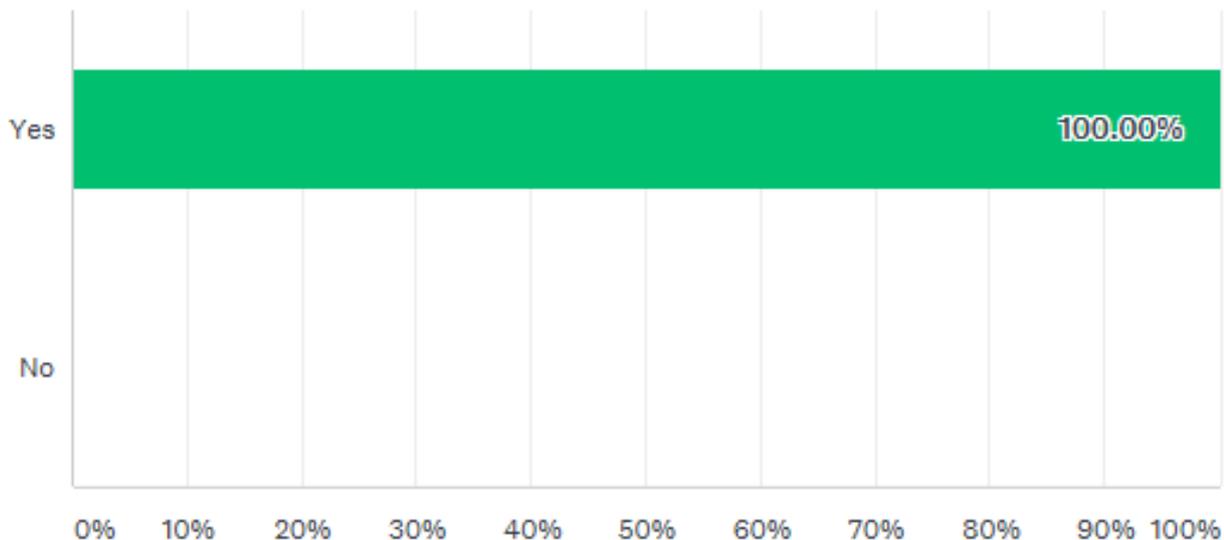


This question was added to gauge how many users were aware that user information was available via the hub. A hyperlink to the Laboratory Medicine webpage was also included in this question to educate users about the location of user information. 45.45% of the 11 respondents who answered this question stated that they were not aware of our website. Given this response, the Pathology Department will further promote the website in collaboration with the hospital digital communications team.

The following comments were made by respondents regarding this question:

Comment	Response
I hadn't used the website, but will in future	Thank you for taking the time to answer this question. We hope that you are satisfied with the information provided on our website if you do need to use it.
Not until this email regarding the survey. Use to use the Vitamins website that you had but this has been discontinued.	The vitamins website was hosted externally and is not supported by BRILS. Any information required for the testing of vitamins is available on our website: https://www.therotherhamft.nhs.uk/Pathology/Pathology/

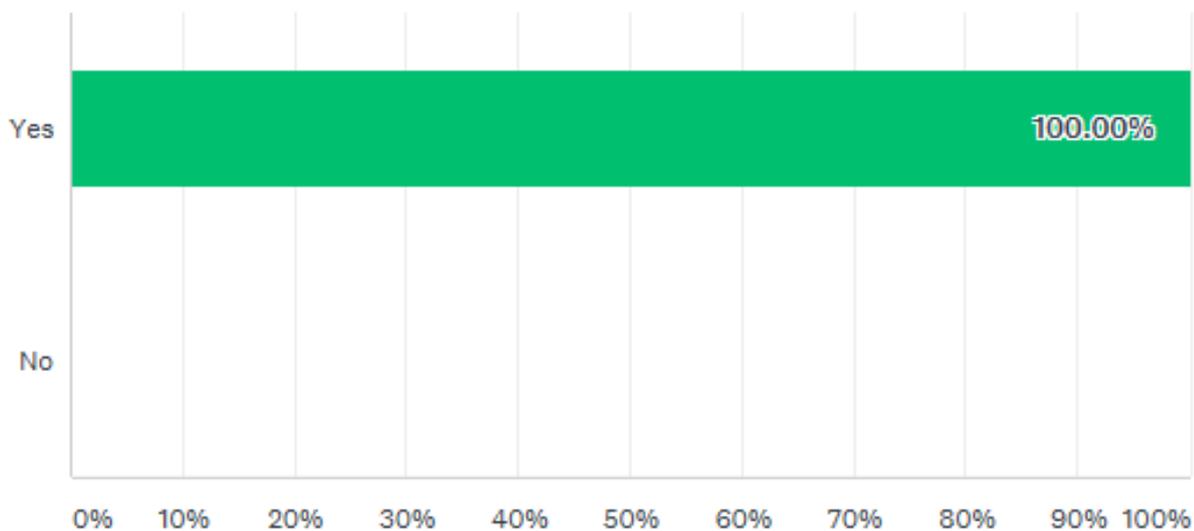
Question 6: If yes, are you satisfied with the usefulness of the Laboratory Medicine website as a source of information for each laboratory?



Of the 7 respondents who answered this question, 100% were satisfied with the usefulness of the Laboratory Medicine website as a source of information for each laboratory. This indicates that the information provided is of a high standard, but users aren't aware that the information is available. The following comments were made by respondents regarding this question:

Comment	Response
Not had much call to use it, but when we have it's been clear and useful.	Thank you for your response. We are pleased to hear that you are satisfied with our website as a source of information.

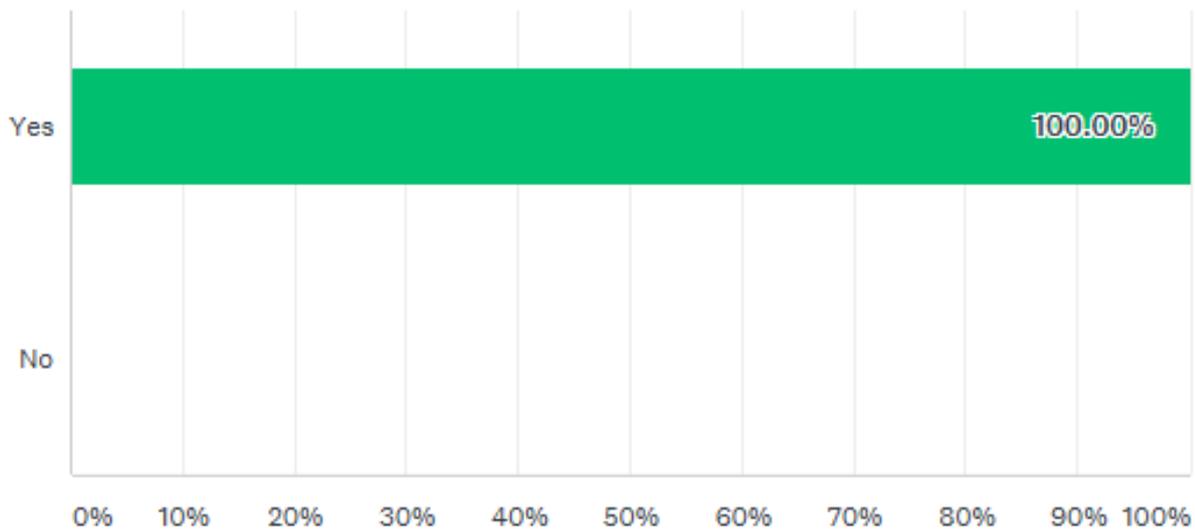
Question 7: Are you satisfied with the usefulness and availability of advice and assistance provided by laboratory staff?



100% of the 11 users who answered this question were satisfied with the usefulness and availability of advice and assistance provided by laboratory staff. The following comments were made regarding this question:

Comment	Response
Have not needed to contact them.	Thank you for your response. We hope that you are happy with the service you receive if you do need to contact the laboratory staff at BRILS for advice and assistance in the future.
Usually very prompt in sending out Vitamin C tubes when request them.	Thank you for your feedback. We are pleased to hear that you are happy with the service you receive. All positive comments received have been fed back to staff via staff meetings. They 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.

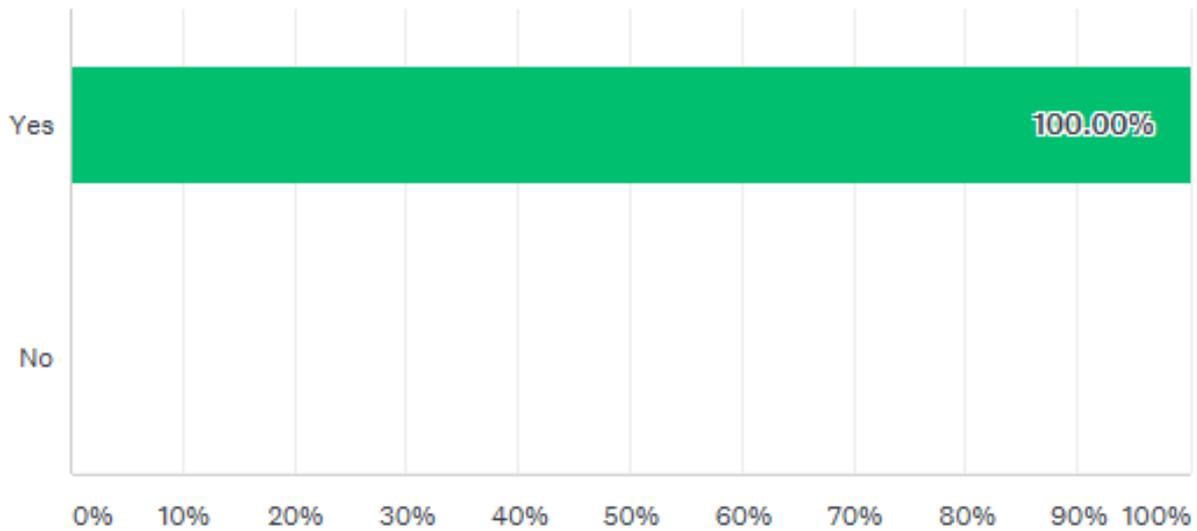
Question 8: Are you satisfied with the usefulness and availability of advice and assistance provided by Consultant staff?



100% of the 11 users who answered this question were satisfied with the usefulness and availability of advice and assistance provided by Consultant staff. The following comments were made regarding this question:

Comment	Response
Have not needed to contact them.	Thank you for your response. We hope that you are happy with the service you receive if you do need to contact the laboratory staff at BRILS for advice and assistance in the future.
Personally not required clinical advice, no information received from our clinical scientists about any issues if they require assistance.	
Very low Vitamin C levels are phoned out and advice given.	Thank you for your feedback. We are pleased to hear that you are happy with the service you receive. All positive comments received have been fed back to staff via staff meetings. They 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.

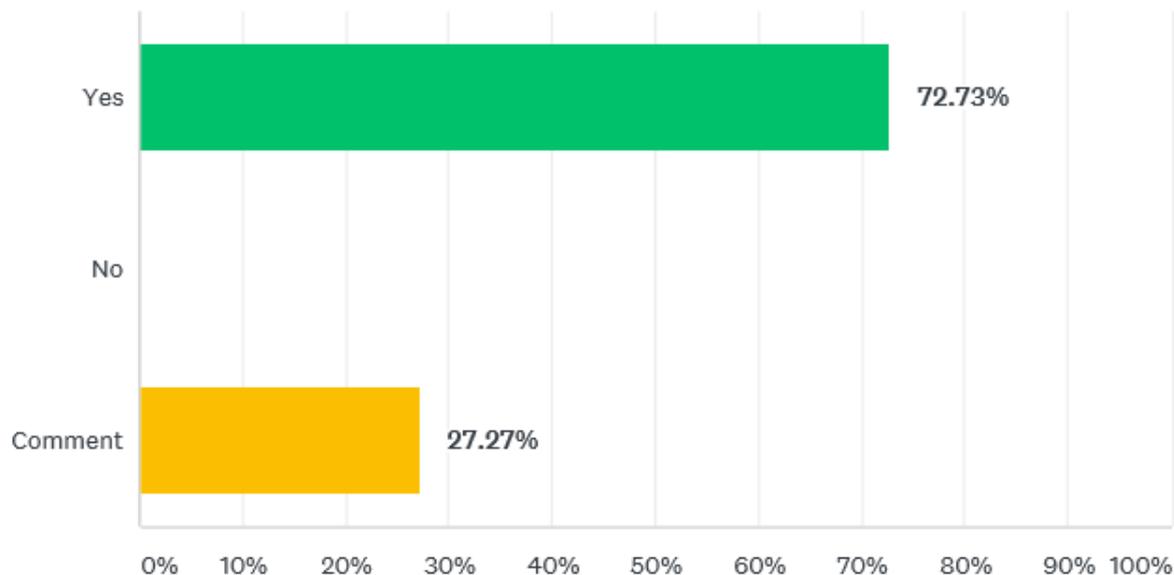
Question 9: Are you satisfied with the report turnaround times?



100% of the 11 users who answered this question were satisfied with the report turnaround times. The following comments were made regarding this question:

Comment	Response
Just started NPEx	Thank you for working with us to use NPEx. We are currently rolling out its use. If any of our users would like to work with us to implement NPEx for referring samples to BRILS, please contact the BRILS IT team on bdg-tr.BRILS-IT@nhs.net

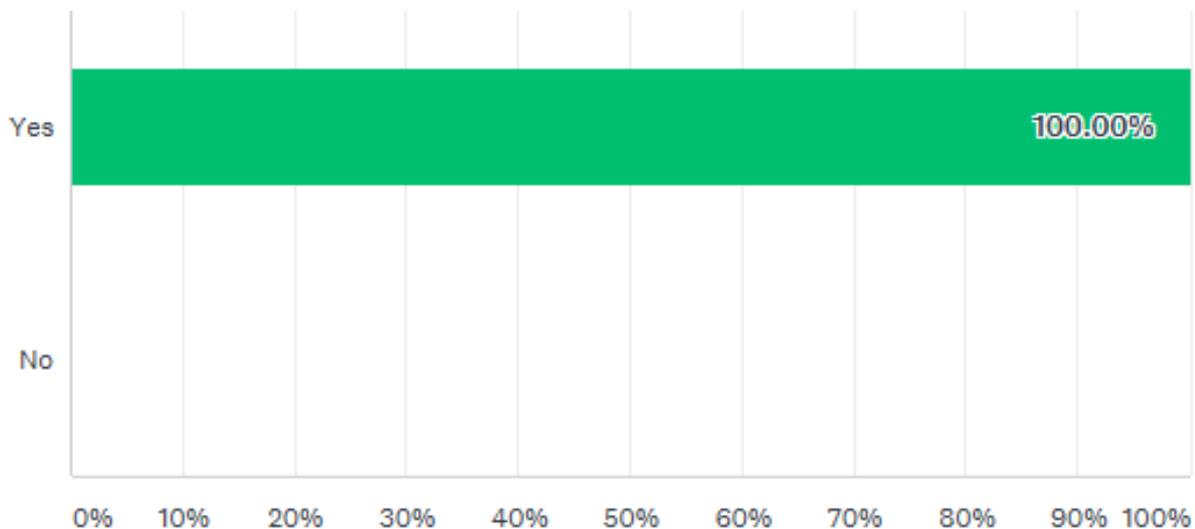
Question 10: Are you satisfied with the report format (paper reporting)?



72.73% of the 11 users who answered this question were satisfied with the report turnaround times. 27.27% left comments about the report format. The following comments were made regarding this question:

Comment	Response
Just started NPEX	Thank you for working with us to use NPEX. We are currently rolling out its use. If any of our users would like to work with us to implement NPEX for referring samples to BRILS, please contact the BRILS IT team on bdg-tr.BRILS-IT@nhs.net
Would prefer email reporting	Unfortunately, it is not possible to set this up within our Laboratory IT System. If your laboratory uses NPEX and would like to work with us to implement NPEX for referring samples to BRILS, please contact the BRILS IT team on bdg-tr.BRILS-IT@nhs.net
Sometimes it's difficult for staff entering results into our system when a copy of the 24-hour urine volume report is received then a few days later the actual results of the test come through. They tend to leave them to one side for a senior to take a look. Would possibly be better just to send as one final report once all results are available?	Thank you for your comment. We appreciate the difficulty this causes for you and will we will investigate the possibility of doing this in the future.

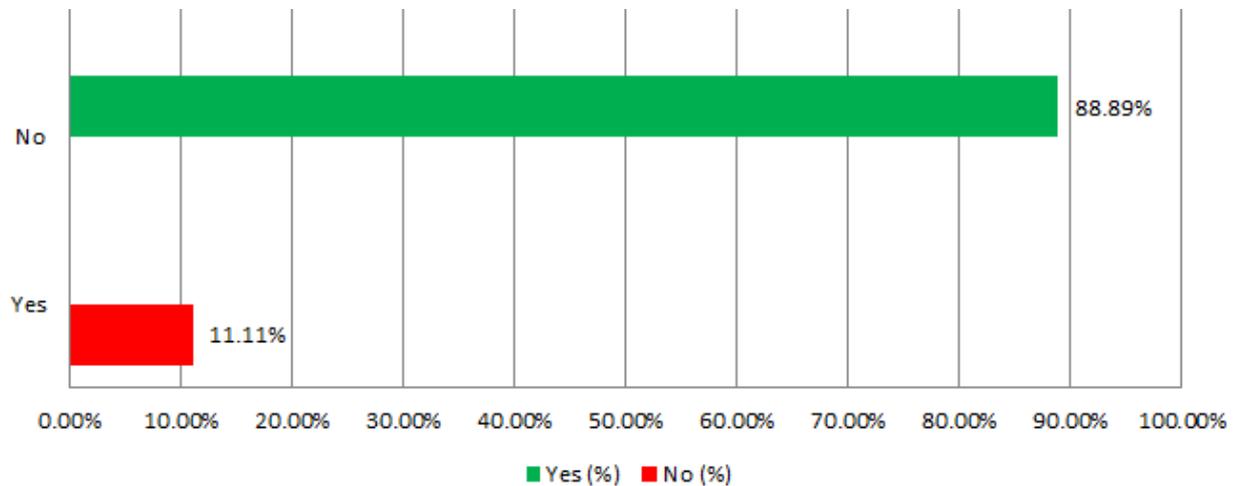
Question 11: Are you satisfied with the report content, clarity and interpretive comments?



100% of the 11 users who answered this question were satisfied with the report content, clarity and interpretive comments. The following comments were made regarding this question:

Comment	Response
See previous comment. Sometimes it's difficult for staff entering results into our system when a copy of the 24 hour urine volume report is received then a few days later the actual results of the test come through. They tend to leave them to one side for a senior to take a look. Would possibly be better just to send as one final report once all results are available?	Thank you for your comment. We appreciate the difficulty this causes for you and will we will look at the possibility of doing this in the future.

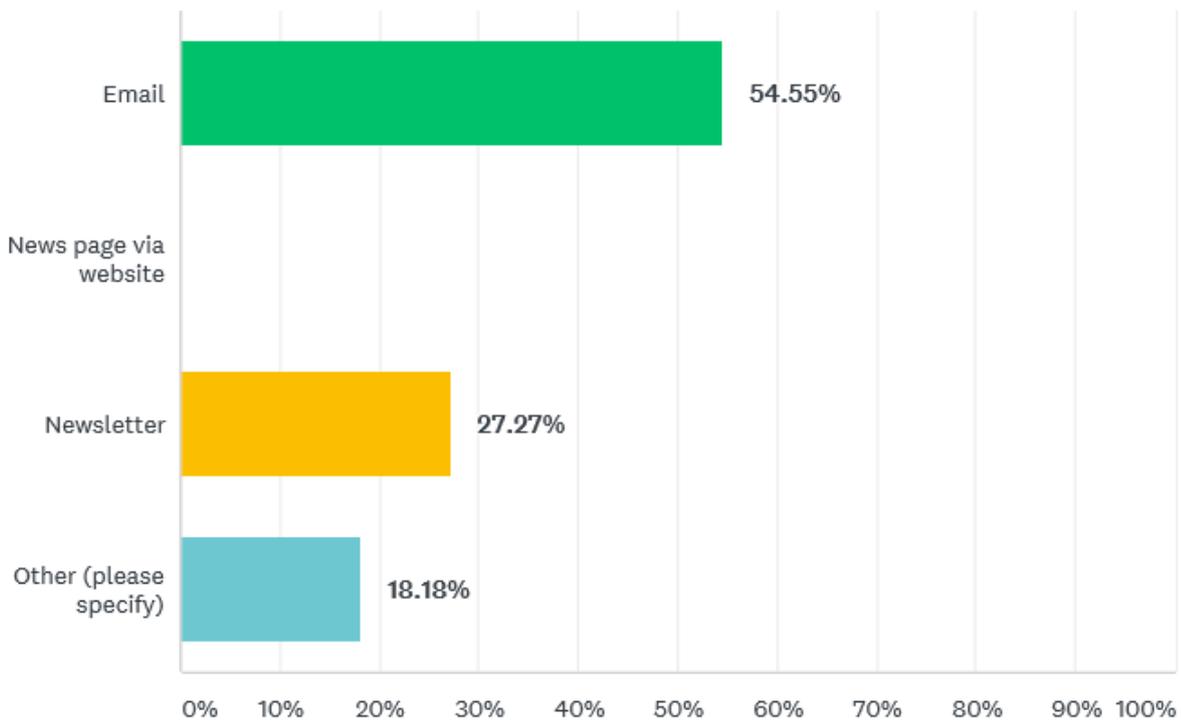
Question 21: Is laboratory news and updates communicated effectively?



11.1% of respondents did not feel that laboratory news and updates were communicated effectively. Two users chose not to answer this question. The following comments were made regarding this question:

Comment	Response
Don't really get any	The laboratory is keen to improve communications to users and will be using the information from Question 13 of the 2019 user survey to determine how best to implement a regular communication.
Unable to comment	
Excluding this survey, I have not received any updates.	
Any information provided on report forms is clear and readily available.	Thank you for your comment. We are pleased that you are happy with the communication that you receive on reports.

Question 13: How would you like to receive communications from us?



Of the 11 participants who responded to this question, 54.55% stated that they would rather receive communications from the laboratory via email, 27.27% via newsletter and 18.18% in other ways. Participants were asked to specify in which ways they would like to receive communications if they selected “Other” as an answer to this question. The comments left state email or newsletter. In response to Question 12 & Question 13, the laboratory will look to develop a regular email communication to users.

Question 14: Do you have any comments to improve the service we provide?

Comment Number	Comment	Response
Compliment		
1	Excellent B vitamin service.	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.
Improvement Suggestions		
2	End to end reports reporting (NPEX) may improve turnaround times even more than at present.	Thank you for your suggestion. NPEX is available for our users. Please contact bdg-tr.BRILS-IT@nhs.net for more information.

Question 15: Have you had any positive experiences with the service that you would like to feed back?

Comment Number	Comment	Response
Compliment		
1	If we have missing results whereby we haven't received a paper copy for any reason, when they are chased up from our side, the report is always posted out to us very quickly and without any issues. Thank you!	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	Good service provided by the team at Rotherham for vitamin analysis.	
3	Good overall service. Advice good, when needed.	