

Rotherham 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 2020 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 28 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 questions relating to the system used for reviewing laboratory results (answers available were "MEDITECH", "ICE" or "Both"), and 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.

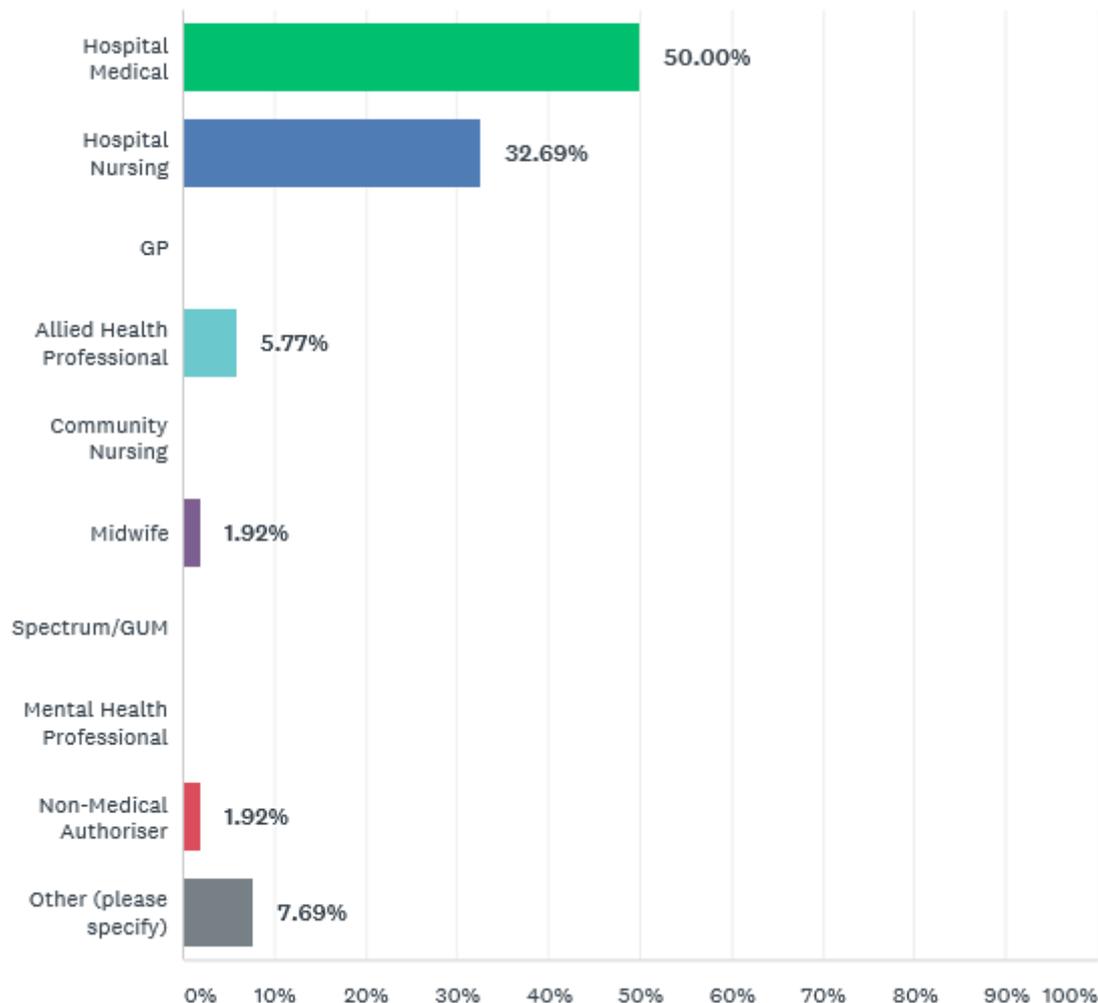
The respondents were also instructed to use 'not applicable' where appropriate. The penultimate question asks users to provide any comments to improve the service, and the final question asks users to provide feedback of any positive experiences with the service. These have been collated and have been 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 Community users (DOC 329), Phlebotomy (DOC 331), and Mortuary Users (DOC 333).

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 SURVEY

Question 1: Staff Group (Answered: 43, Skipped 0)



A total of 52 responses were received from users within the Trust, these are broken down into Hospital Medical and Nursing staff as detailed above. Responses to “Other” included Hospital Advanced Clinical Practitioner, Rival Healthcare Provider, Co-ordinator & Community Physician.

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. 40 respondents gave their name, whilst 12 respondents opted to submit their response anonymously.

Question 3: Department/Ward (Optional)

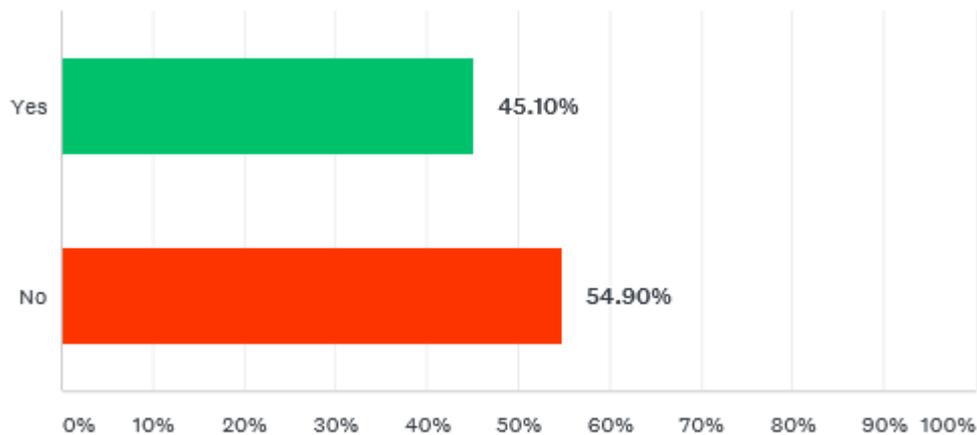
Department/Ward	Number of Participants
HDU/ITU	1
Medicine	1
Anaesthetics	2
Wharnccliffe	1
UECC	2
Sitwell Ward	1
Breathing Space	3
Endoscopy	1
OMFS	1
General Surgery	3
A7	1
Cardiac Team	1
Community	1
Family Health	1
Pharmacy	1
Renal	1
Radiology	2
ENT	1
Orthopaedics	1
Rheumatology	2
Anticoagulation	1
Willow	1

45 respondents chose to include the department in which they worked, whilst 7 respondents chose to submit their survey anonymously. The above table shows that responses were received from a wide variety of clinical areas within the hospital, covering inpatients, outpatients and surgical areas. A number of different departments/wards were represented in 2020 compared to 2019.

Question 4: Contact Details (Optional)

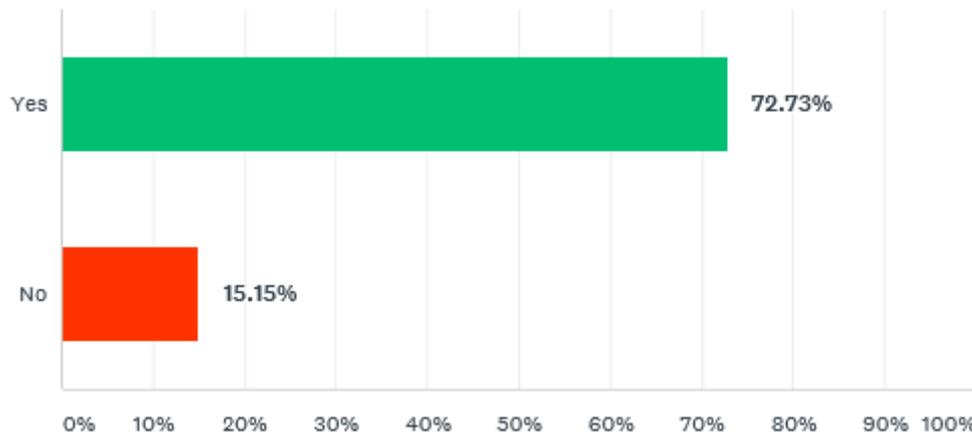
Respondents were given the option to provide their contact details, should they require a direct response about any of their answers to the questions in this survey.

Question 5: Were you aware that our User Information can be obtained via our website at <http://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 on the Hospital Hub was also included in this question to educate users about the location of user information. 54.90% of respondents who answered this question stated that they were not aware that the user information was available via the hub. This is an improvement on 2020 where 69.05% were not aware of the website. It is clear that further promotion of the website in collaboration with the hospital digital communications team is required.

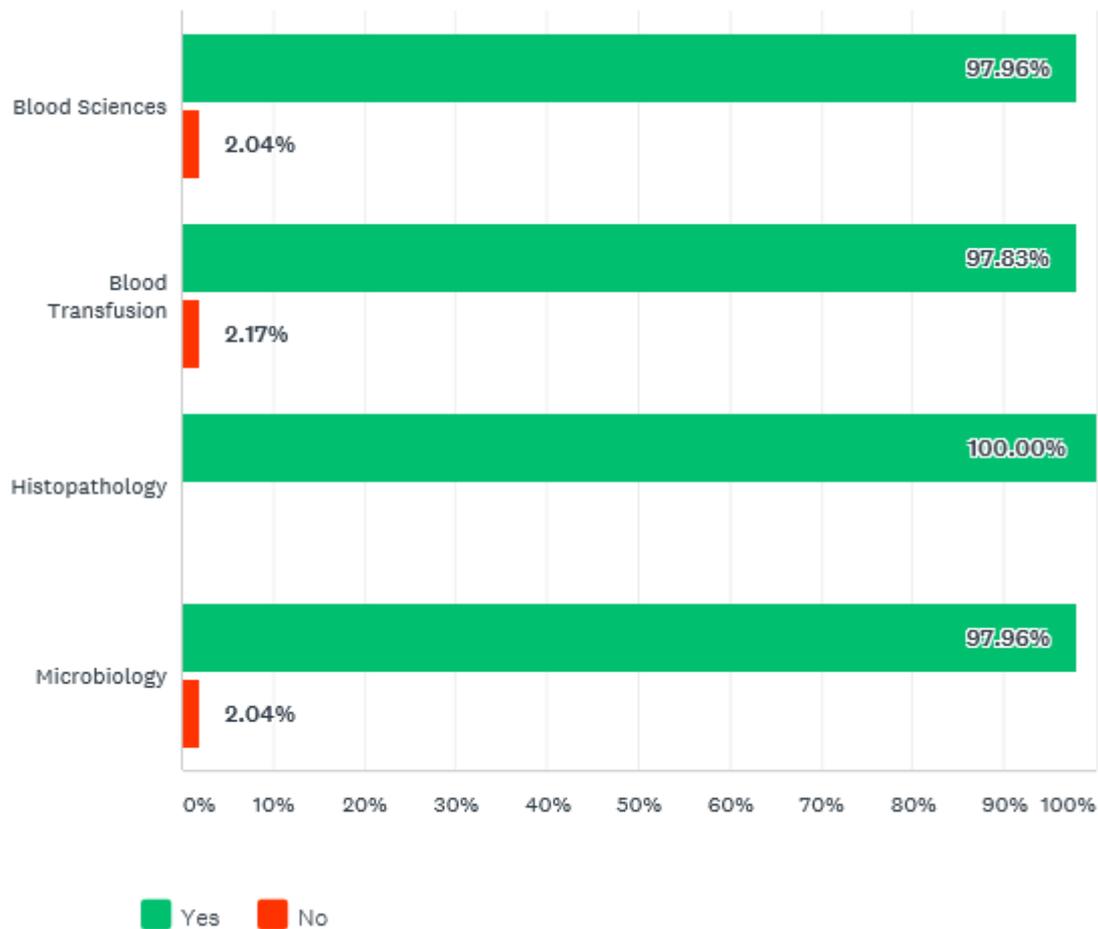
Question 6: If yes, are you satisfied with the usefulness of the website as a source of information for each laboratory?



Of the 33 respondents who answered this question, 72.73% were satisfied with the usefulness of the Laboratory Medicine website as a source of information for each laboratory. The following comments were made by respondents regarding this question:

Comment	Response
I didn't know	Please take a look at our Website on http://www.rotherhamhospital.nhs.uk/Pathology/Pathology/ This webpage is our Laboratory User Handbook and contains a large amount of information about the services we offer and the sample requirements for processing. We hope that if you do look at our website that you find the information useful.
No comments	
Don't really use website information regularly	
Not used	
To be honest I didn't know it existed	
Could be more user friendly – a searchable database of test requirements and performance would be very useful	Thank you for your comment. We will investigate if this is a possibility.

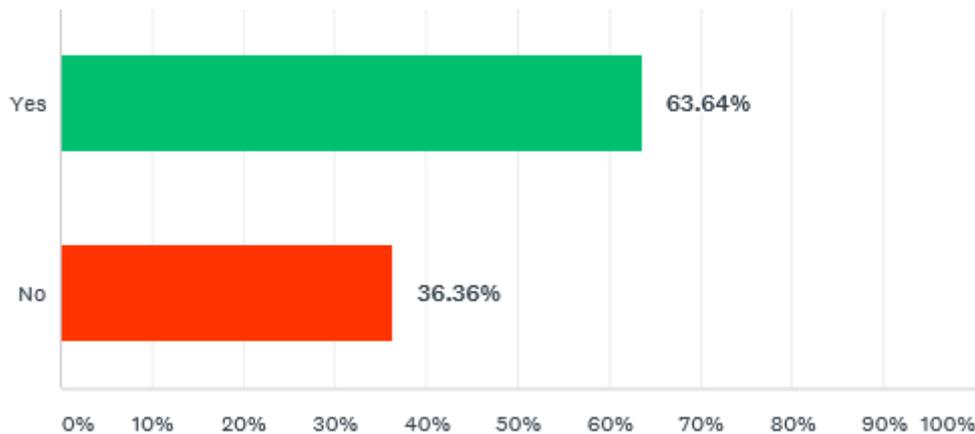
Question 7: Are you satisfied with the range of investigations provided by the laboratory?



More than 97% of respondents were satisfied with the range of investigations provided by the laboratory in all disciplines. Where comments were left, responses are detailed below.

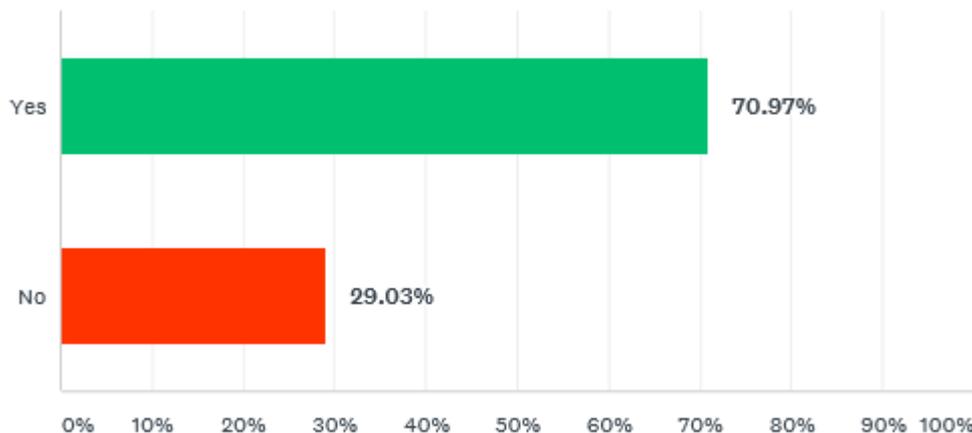
Comment	Response
Excellent = we use procalcitonin in ICU / HDU and great we can have it daily	Thank you for your compliment. We hope that you continue to be satisfied by the range of tests provided by the laboratory.

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. 63.64% 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.

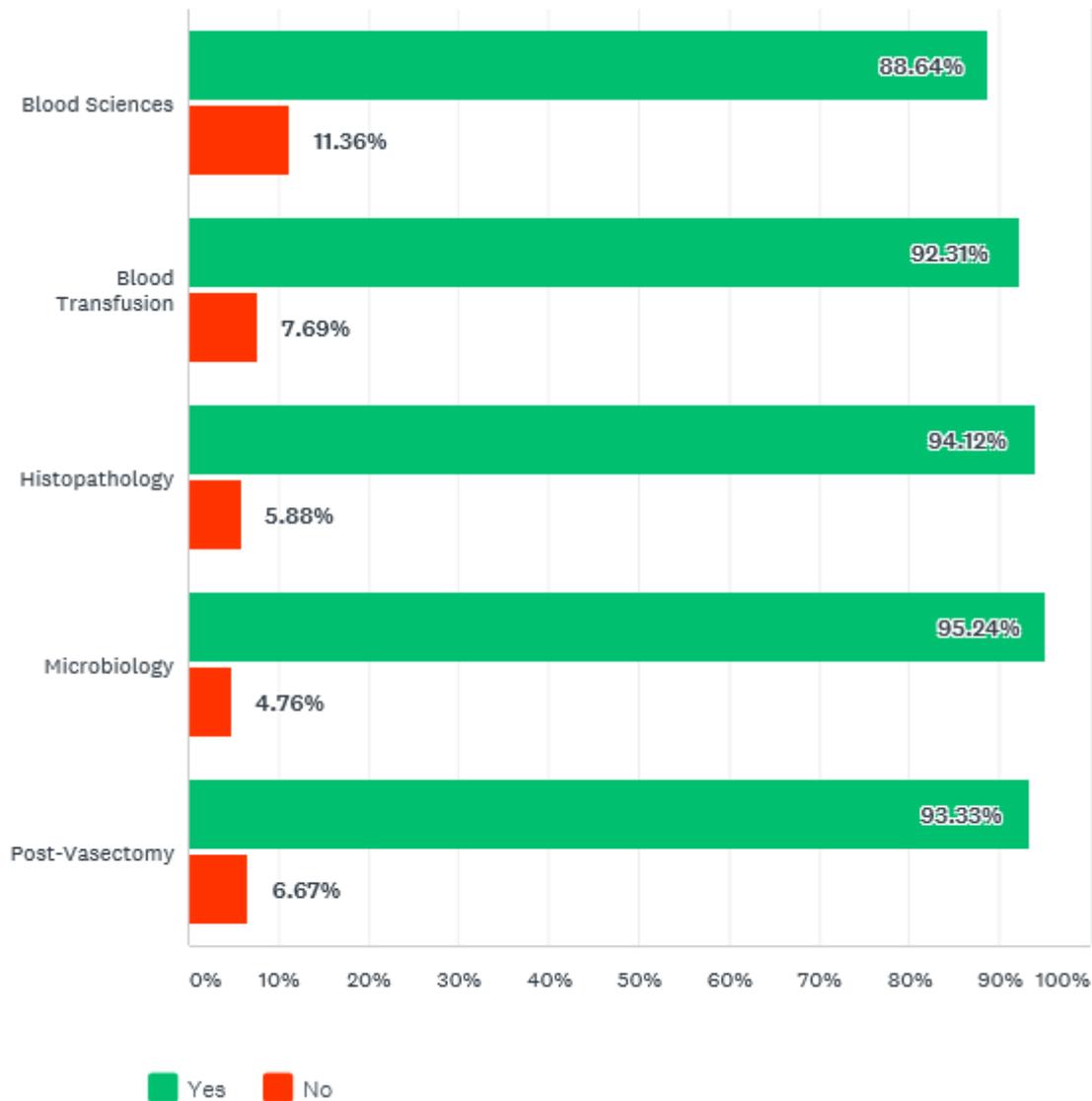
Question 9: Are you satisfied with the POD/air tube/chute system used to transport specimens to the laboratory?



70% of respondents were satisfied with the air tube (pod) system used for transporting specimens to the laboratory. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Frequently malfunctions No feedback if samples had been received in timely fashion Archaic system	The pod/pneumatic air tube system is managed by the Trust Estates department. Your comments have been passed to Estates.
Fails quite a lot of the time	
No personal use leave it to juniors	
It always breaks down and in UECC we are heavy users of this system plus often there are no pods returned especially at night	
Sometimes it is out of action for a long time, however, we haven't had any missing samples for at least 6 months	
Sometimes it doesn't work, but mostly does work & doesn't cause any problems for clinic	
It is always breaking down! There are often no PODs available to place the samples in due to a backlog in specimen reception.	
Regularly breaks down which means ward staff are having to take samples to labs by hand. Occasionally samples get lost in the chute system	
I do not use these systems.	
However, can be delayed for up to 40 minutes during our busiest clinics	
I do not use this	
Regularly breaks down	
Pod system goes down regularly with UECC Dept	
We don't have access to this system in greenoaks	

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

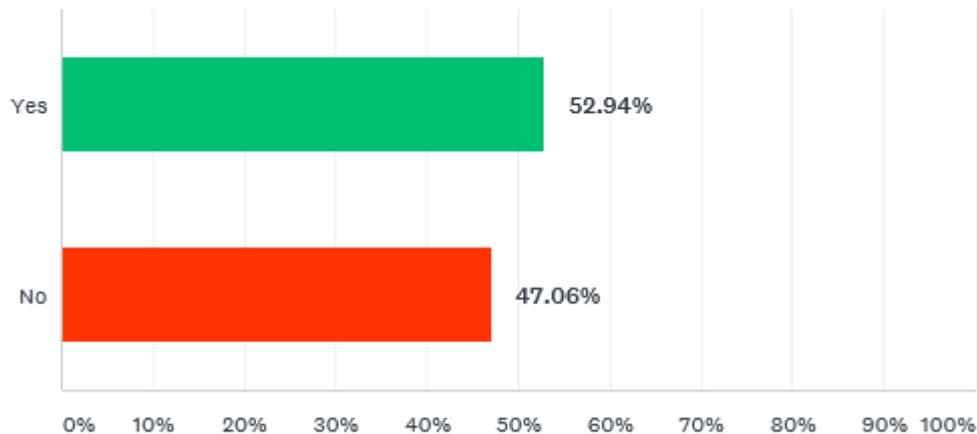


More than 92% of respondents were satisfied with the handwritten non-electronic request form for all disciplines except Blood Sciences, where this was 88.64% of respondents. Where associated comments were left, responses are detailed in the table below.

Comment	Response
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Not as good as the private Ones at Spire	Thank you for your comment. If you have any specific suggestions on how the request form can be improved, please contact the laboratory.
Can the space to write be increased a bit please? when I squeeze info that I think might be useful to the pathologist - the actual comment on the HPE result is clinical –inlegible	Thank you for your comment. We will take this into consideration when we next review the request card.
Why are add on test paper. It's a right pain, when there is a good electronic system	The electronic system does not notify the if a test was added on electronically. We therefore would not know to find the sample and perform the test. Sending a paper request card ensures that the laboratory is aware that you require an extra test and we are then able to process it as quickly as possible. This also allows full traceability of the request to the patient and the sample.
The immunoglobulin reports are often not entirely clear; especially for patients where they have had a previously detected monoclon, which is now no longer visible. Often it appears that the monoclon has become detectable to the casual observer.	Thank you for your comment and it has been taken on board.
Blood transfusion fraught with error - often ends in multiple unnecessary blood tests for patient. Also policy frequently delays patient's pathway to theatre with need for second sample forms to be completed and fetched. Again archaic and time consuming process	Thank you for your comment. With regards to the sample acceptance and the requirement for the second 'check' group sample, our policy is derived from the BSH guideline for Pre transfusion compatibility procedures in blood transfusion. If you have any specific suggestions, please contact the laboratory or our Transfusion practitioner. In addition, we also hold 6 monthly Hospital Transfusion Forum meetings where clinical areas are invited to attend to discuss Blood Transfusion matters.

Question 11: Do you use electronic requesting for Pathology?

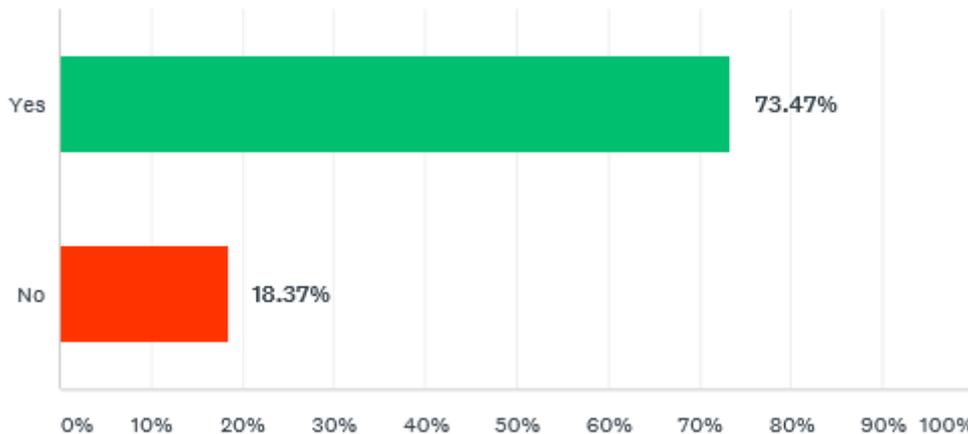


52.94% of respondents indicated that they use electronic requesting in Pathology. This is an improvement on 2019, where the figure was 27.91%. Laboratory Medicine encourages the use of electronic requests wherever possible. Electronic requesting is beneficial in ensuring that all required patient information and clinical details is conveyed to the laboratory in an easy to read format, which helps laboratory staff to process the samples in the most appropriate manner for the clinical situation.

If users answered “no to this question”, they were asked: If you choose not to use electronic requesting, please state why.

Comment	Response
We don't have access to a printer and have had no training	Thank you for your comment. This has been passed onto the MEDITECH team.
Not available in greenoaks clinic	
Don't have it here but in in other areas printer often temperamental	
Very time consuming for requesting, no printers are available	
it takes very much longer, and all of the requests are not available e.g. beta-d-glucan.	
Antiquated technique	
Too many warfarin/INR patients	Thank you for your comment. We hope that if you do use electronic requesting that you are satisfied with this. Please note that the laboratory encourages electronic requesting as much as possible.
Usually done by junior doctors	
Usually requested in maternity	
As patients are outpatients	

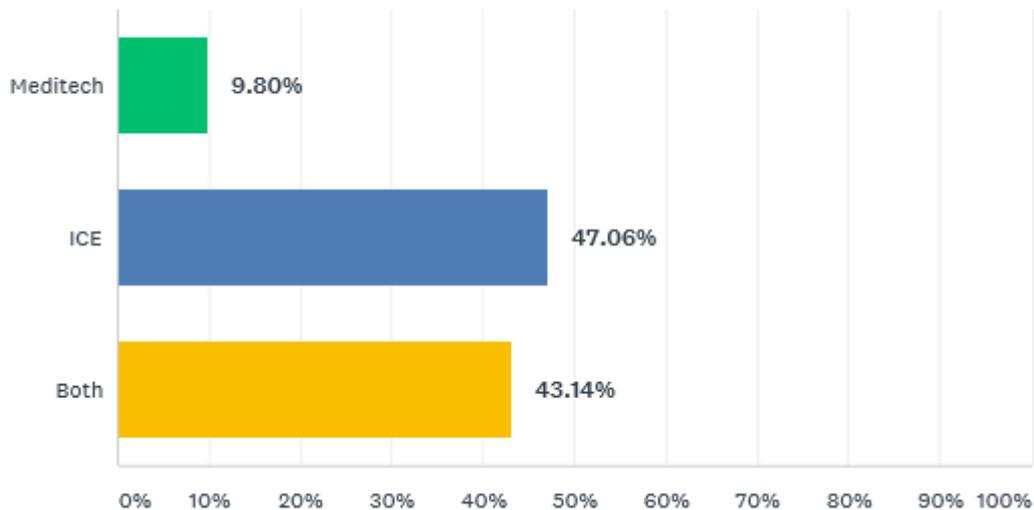
Question 12: Are you satisfied with MEDITECH when requesting laboratory tests?



55.17% of users were satisfied with MEDITECH for requesting laboratory tests. This is decrease compared to 71.43% of Blood Sciences Users and 79.41% of Microbiology Users in 2018. Where associated comments were left, responses are detailed in the table below.

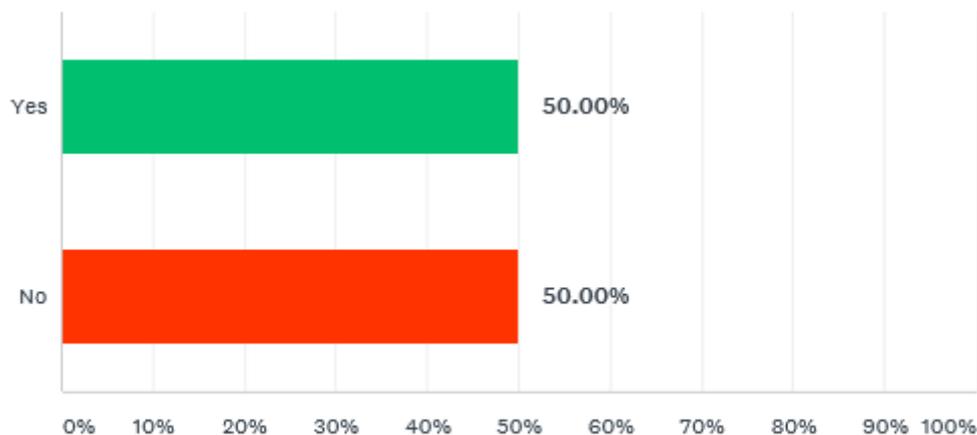
Comment	Response
Haven't used it	Thank you for your comment. We hope that if you do use electronic requesting that you are satisfied with this. Please note that the laboratory encourages electronic requesting as much as possible.
Use paper copies	
Don't use	
Don't use	
Not using MEDITECH	
Again don't use regularly as don't request test personally often	Thank you for your comment. This has been passed on to the MEDITECH team.
Archaic layout. Not as user friendly as it should be	
Beyond all the obvious limitations of MEDITECH itself	
Worlds worst EMR system	

Question 13: Which system do you use for looking up patient laboratory results?



Users at Rotherham Hospital are encouraged to use MEDITECH to request and review patient results, however, ICE is also available. This question highlights that the majority of users prefer to use ICE to view patient results. No respondents chose to use MEDITECH alone to look up patient results. 43.14% of users utilise a combination of ICE and MEDITECH, whereas 47.06% of users choose to solely use ICE for reviewing patient results.

Question 14: Are you satisfied with MEDITECH when reviewing laboratory results?

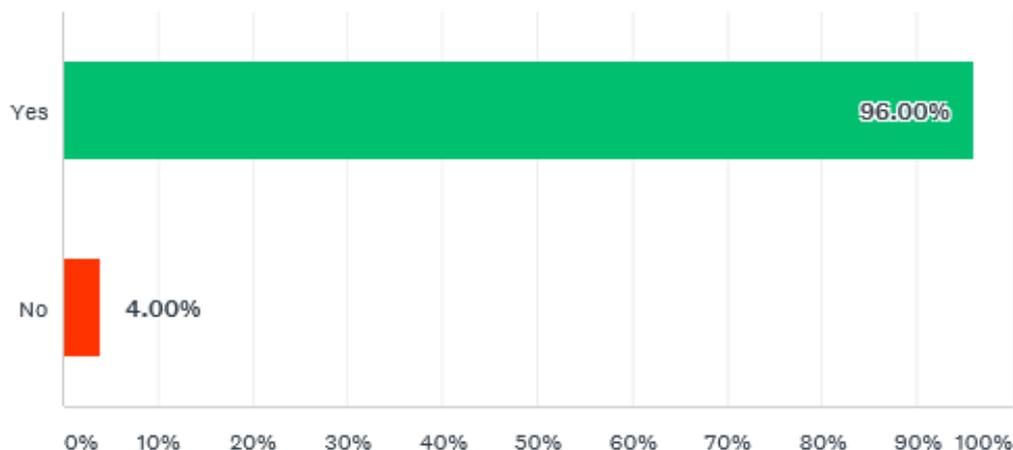


A majority of users, 50%, were not satisfied with MEDITECH for reviewing patient results. Reasons for dissatisfaction are captured in the comments and included in the table below.

Comment	Response
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Results are not timely	Thank you for your comment. This has been passed to the MEDITECH team.
Slower to be updated	
I like ICE as it is clearer.	
I think that it could have a better lay out, not user friendly. Not as easy to compare past results as it is on ice.	
Ice is better to compare with old results	
It is awful. I am sure it is not safe and poses a potential patient safety risk in the way it displays the results; I hate it - don't find it user-friendly in any way!	
Sometimes does not show you most recent results or misses none routine tests	
The only comment is that the MEDITECH results seems to lag behind ICE	
Worst system in the world	
This is a poor system for reviewing results.	
Ice have all results MEDITECH unfortunately not updated and doesn't have all the information I need	
Prefer the layout of ice and that you can see more data, also that you can see information from other locations that patients visit	
Always end up checking ice as don't trust MEDITECH	
Find ICE easier as recent results appear faster and it is easier to look at previous results (without going back and reselecting all visits)	
It only records tests requested on MEDITECH etc	Thank you for your comment. There is a workstream in the Trust currently implementing Histology requesting via MEDITECH.
But some things aren't on MEDITECH ie histology	

Question 15: Are you satisfied with ICE when reviewing laboratory results?

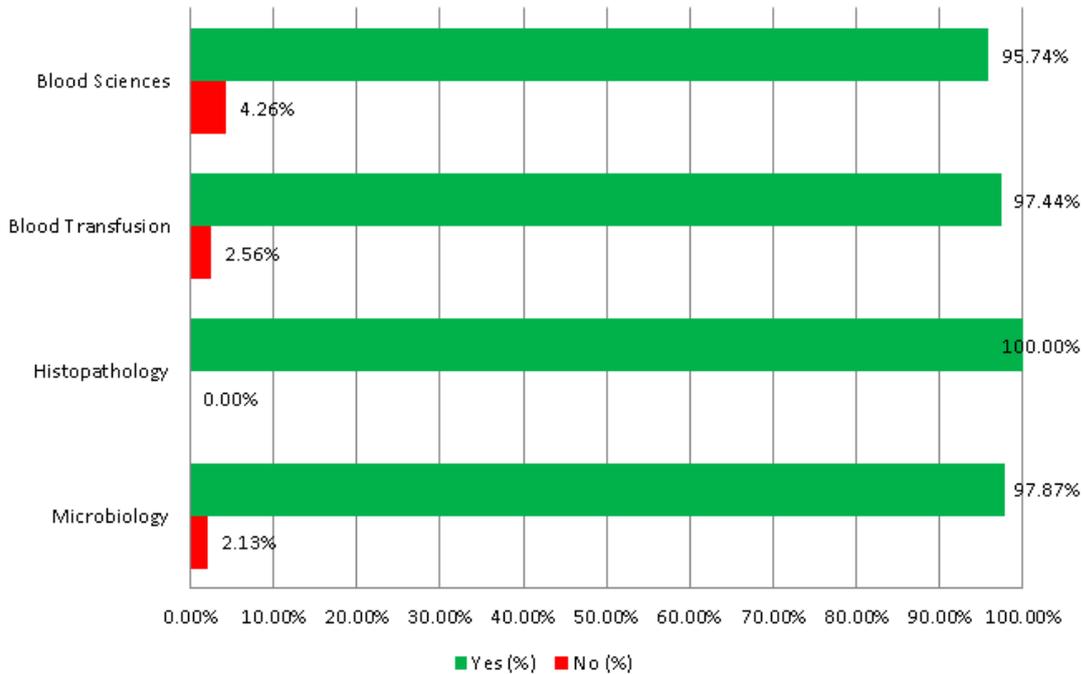


In comparison to the previous question, a majority of users, 96%, were satisfied with ICE when reviewing laboratory results. Where associated comments were left, responses are detailed in the table below.

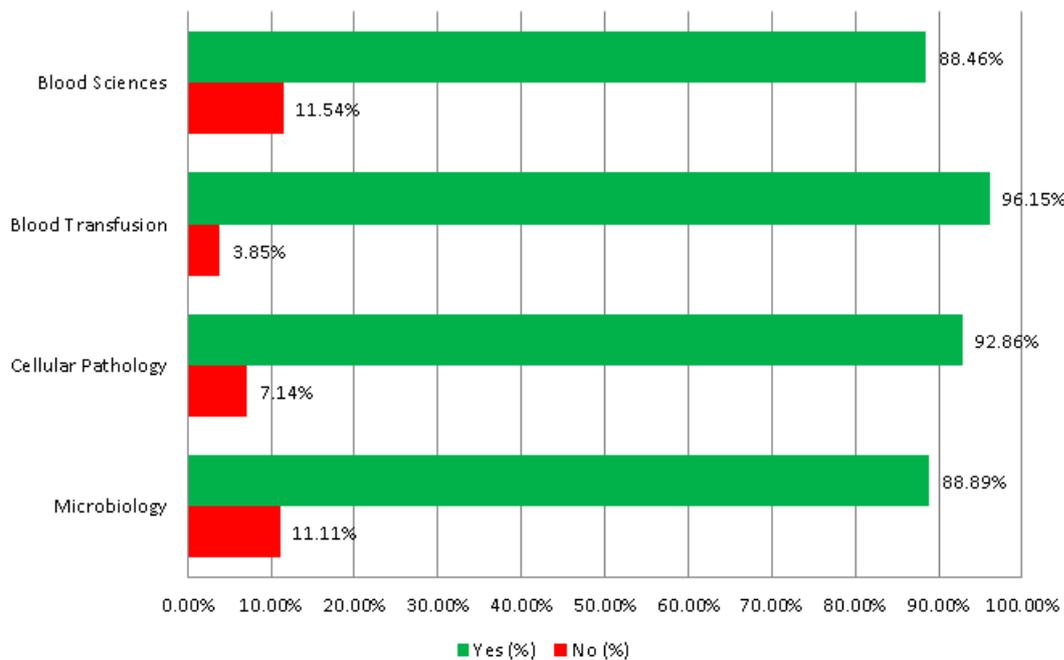
Comment	Response
ICE is preferred. Much easier and seems to run faster too	Thank you for your comment. We are pleased that you are satisfied with using ICE to review your results.
Good for viewing present and past blood results together	
I prefer this system as I can get other hospital in the regions results as well , often GP results are held at Barnsley or Sheffield	
ICE is ace	
Very good to see GP results too	
Very good system, easy to view and access, very helpful that you can see results from the rest of the south Yorkshire area	
Much easier and user friendly than MEDITECH	
This is very useful for Open net access	Unfortunately, this isn't possible to do because the original orders come from MEDITECH, not ICE. ICE only receives information from the lab when the first set of results are available.
Would like it better if it said pending results not just waiting to receive the results	
Generally satisfied however, some GP practices not linked to open net	OpenNet is not specific to particular sites and is available to all.
our INR results are not always on, particularly if they have not been authorised	Results will not have been released from Winpath and therefore won't be available on ICE. If there are specific examples of reports not being available, then please contact the lab.
I can't get the cumulative screen in the community I can't access it directly from SystemOne (as I can in primary care) which cause significant delay (logging-in, copying and pasting NHS no, etc)	Please contact bdg-tr.brils-it@nhs.net for help with this. There no reason that you shouldn't be able to access directly via both systems (unless the unit doesn't have an interop licence).

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

In Normal Working Hours?



Out of Hours?



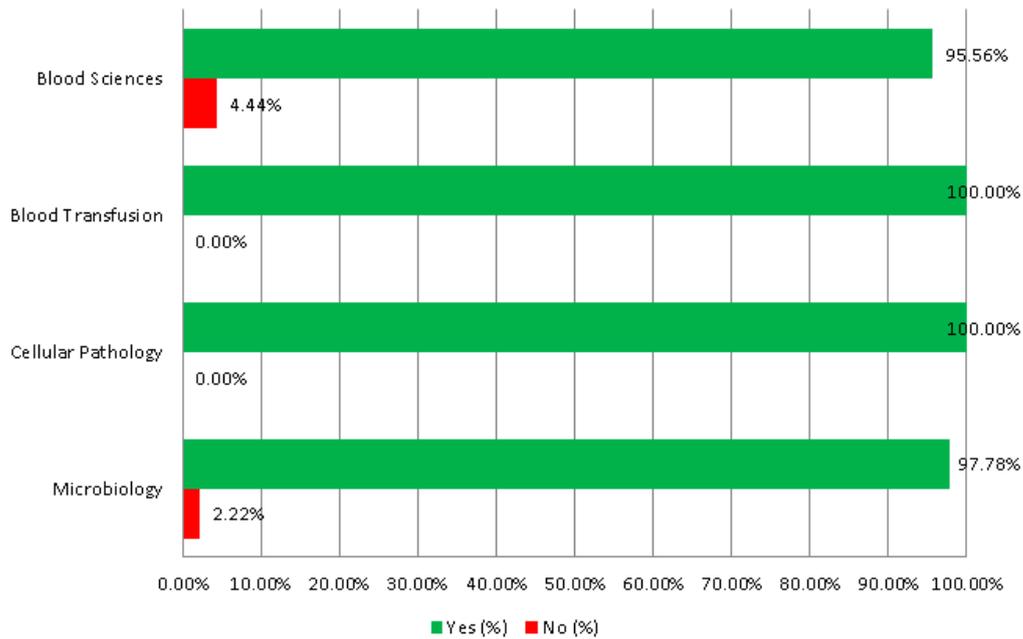
More than 95% of respondents were satisfied with the availability of advice and assistance provided by laboratory staff during of normal working hours for in all disciplines. It is noted that respondents were more satisfied with the availability of advice from laboratory staff during normal working hours compared to outside of normal working hours, however, this was still more than 88% for all disciplines.

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

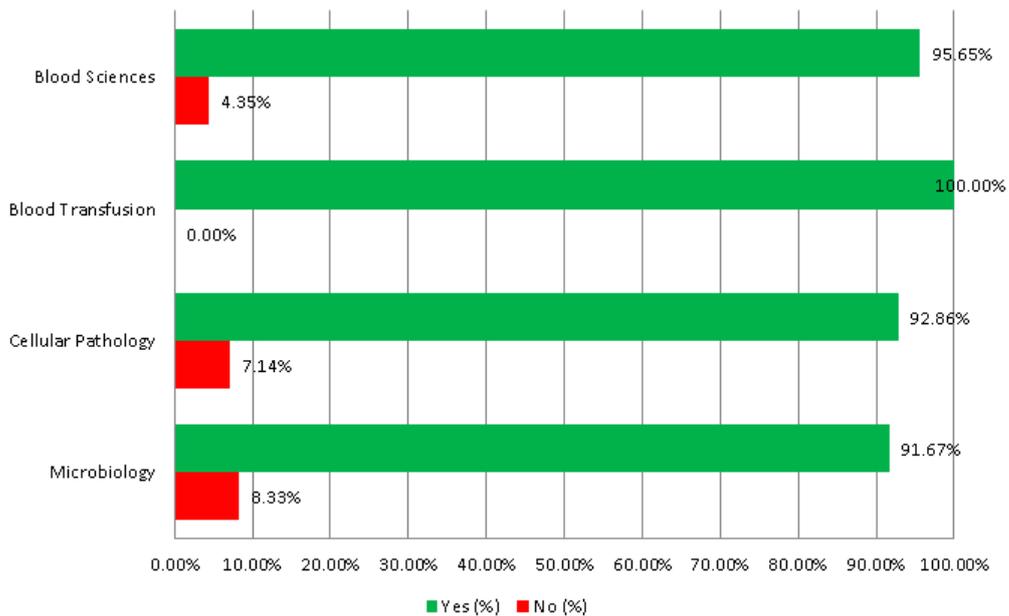
Comment	Response
I work in Dermatology	Thank you for your comment. We hope that you will be satisfied with the availability and advice that you received from laboratory staff, should you need to contact them.
Blood sciences are very difficult to contact. The phone is often left ringing for long periods of time before answering. Some staff are particularly unhelpful. Both in normal hours and out of hours	Thank you for your comment. We aim to provide the best service possible for our users and are always looking at laboratory processes to try to improve. Unfortunately, out of hours there is only one member of staff working in Biochemistry and one in Haematology/Transfusion which can result in delays answering the phone. If you have found a member of staff unhelpful please contact the laboratory manager so this can be addressed.
Anticoagulation in normal hours	Thank you for your comment. We hope that you will be satisfied with the availability and advice that you received from laboratory staff, should you need to contact them.
Microbiology line is very difficult to get	We apologise that you have found difficulty in getting through to Microbiology for advice. Microbiology have a number of different telephone numbers. The telephone numbers for the laboratory are available on the Pathology Website. There are only 2 medical staff so there may not always be someone available to answer the call immediately, however please leave a message with the Microbiology secretary and they will get back to you. There has been a business case approved for an additional consultant and this post is currently being advertised.
Need more microbiologists	There has been a business case approved for an additional consultant and this post is currently being advertised.

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

In Normal Working Hours?



Out of Hours?



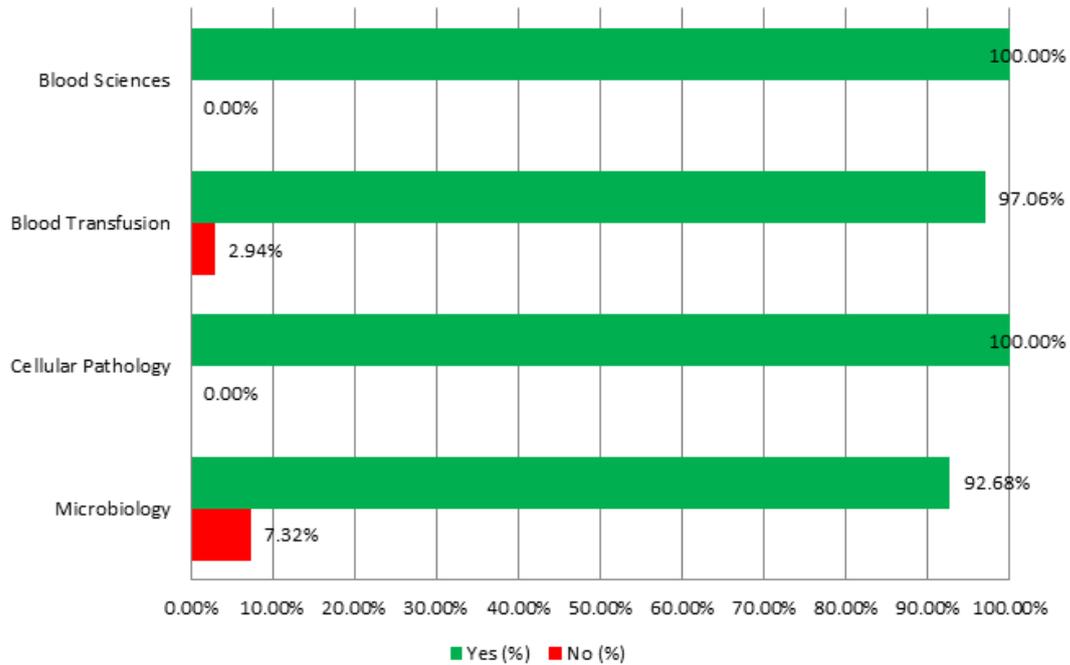
100% of respondents were satisfied with the usefulness of advice and assistance provided by laboratory staff both in normal working hours and out of hours for Blood Transfusion. 100% of users were satisfied for Cellular Pathology in normal working hours, 97.78% for Microbiology & 95.56% for Blood Sciences. Outside of normal working hours, more than 91% of respondents were satisfied with the usefulness of advice for Blood Sciences, Cellular Pathology & Microbiology.

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

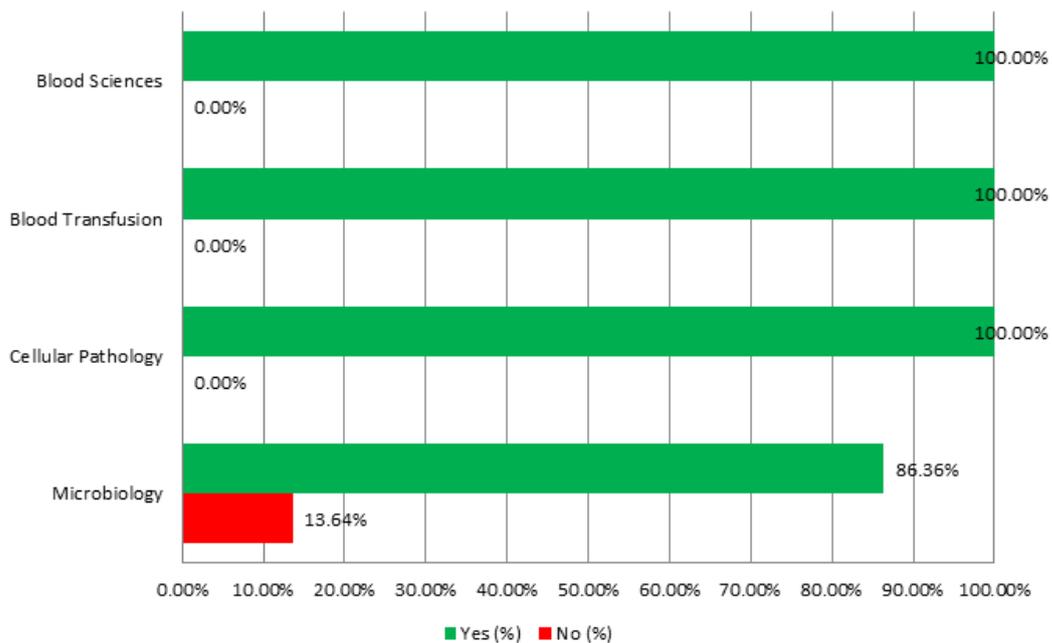
Comment	Response
ISHS normal hours	Thank you for your comment. We hope that you will be satisfied with the availability and advice that you received from laboratory staff, should you need to contact them.
anticoagulation in normal hours	
Not used	
We get an excellent service from blood transfusion 24 hours a day even when we needs lots of different products and the request changes .	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.
Ineffective language skills	We are sorry to hear that you weren't satisfied with the advice you received from laboratory staff. Please contact the laboratory if you are not satisfied in future for further investigation.

Question 18: Are you satisfied with the availability of advice and assistance provided by Clinicians?

In Normal Working Hours?



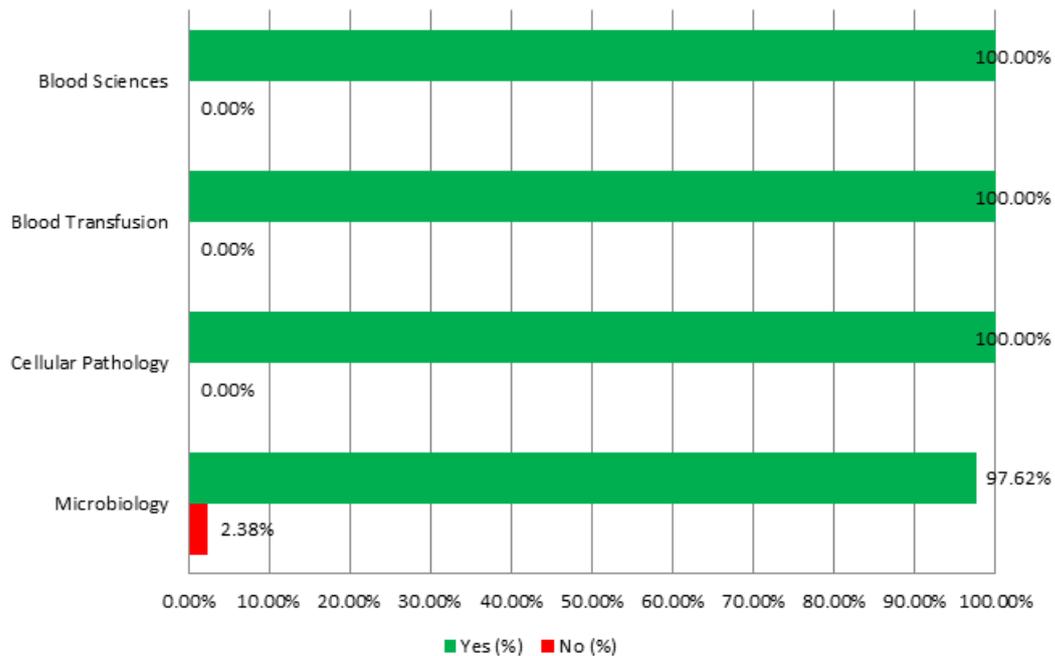
Out of Hours?



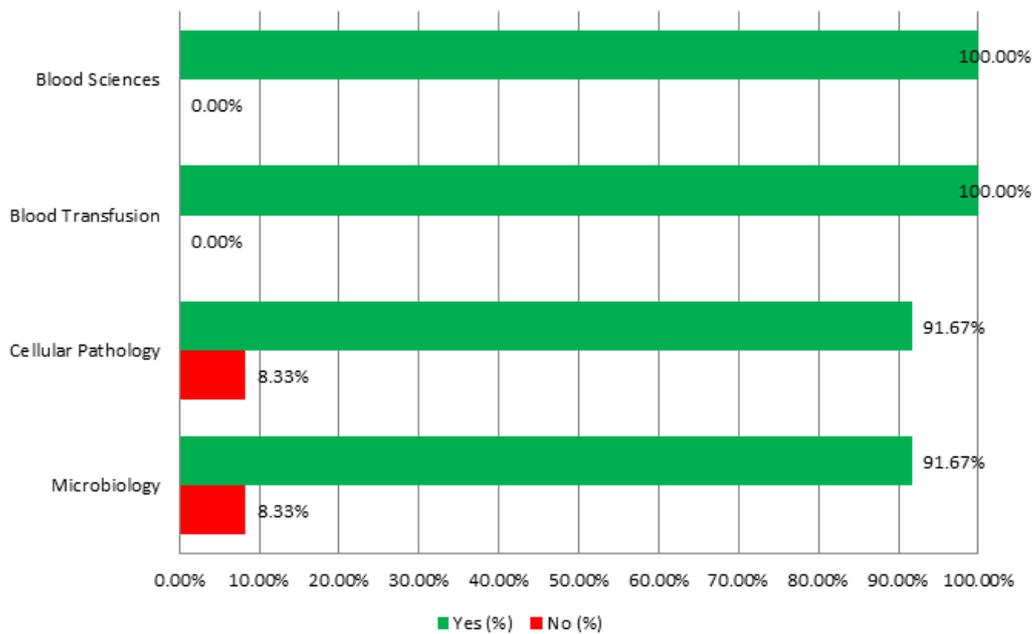
Comment	Response
Have never had to contact a clinician. ISHS normal hours	Thank you for your comment. We hope that you will be satisfied with the availability and advice that you received from laboratory staff, should you need to contact them.
Clinicians have always been very helpful and insightful Always the highest quality and excellent advice from senior colleagues	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.
Often not available first thing in the morning week days until 9am but a lot of regular working occurs between 8-9am. Specifically for anaesthetics I have had to delay patients until later in the list to await advice or call the on call person (which seems unfair on them)	Our Clinical Staff provide a 24/7 services. During normal working hours please contact the extension number of the Clinician you require. Out of normal working hours, please contact the Clinician via switchboard. Normal working hours and telephone numbers are available on the Pathology website.
Difficult to speak to microbiology clinicians overnight Sometimes it is difficult to contact on call microbiologist	There is only 1 consultant is on call overnight covering 2 Trusts and therefore the phone may sometimes be engaged when you are trying to get through, we apologise for this but please try again later.
There is clearly an organisational / staffing issue with microbiology in this trust The requirement for a consultant to speak to a microbiologist out of hours is ridiculous. Especially when my consultant surgeon colleagues are not present overnight	A MicroGuide Application is also currently in development to support Clinical areas.
Often the phone is engaged for lengthy periods	There are only 2 medical staff so there may not always be someone available to answer the call immediately, however please leave a message with the Microbiology secretary and they will get back to you. There has been a business case approved for an additional consultant and this post is currently being advertised.

Question 19: Are you satisfied with the usefulness of advice and assistance provided by Clinicians?

In Normal Working Hours?



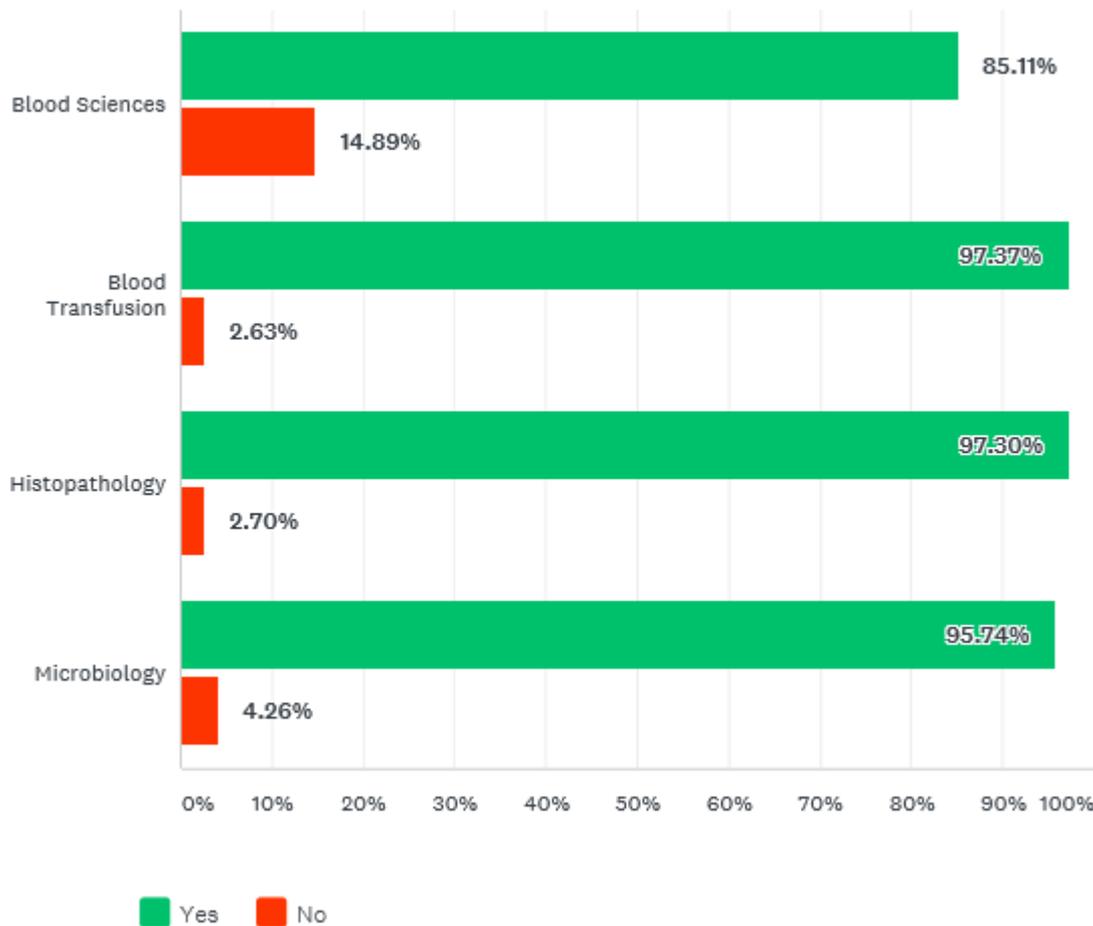
Out of Hours?



100% of respondents were satisfied with the usefulness of advice provided by Clinical staff both in normal working hours and outside of normal working hours for Blood Sciences and Blood Transfusion. 100% of respondents were satisfied with usefulness of advice in Cellular Pathology in normal hours and 91.67% in outside of normal hours. In Microbiology 97.62% are satisfied in normal working hours and 91.67% outside of normal working hours.

Comment	Response
Never had to contact a clinician. Derm opd	Thank you for your comment. We hope that you will be satisfied with the availability and advice that you received from laboratory staff, should you need to contact them.
Top quality	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.

Question 20: Are you satisfied with the report turn around times?

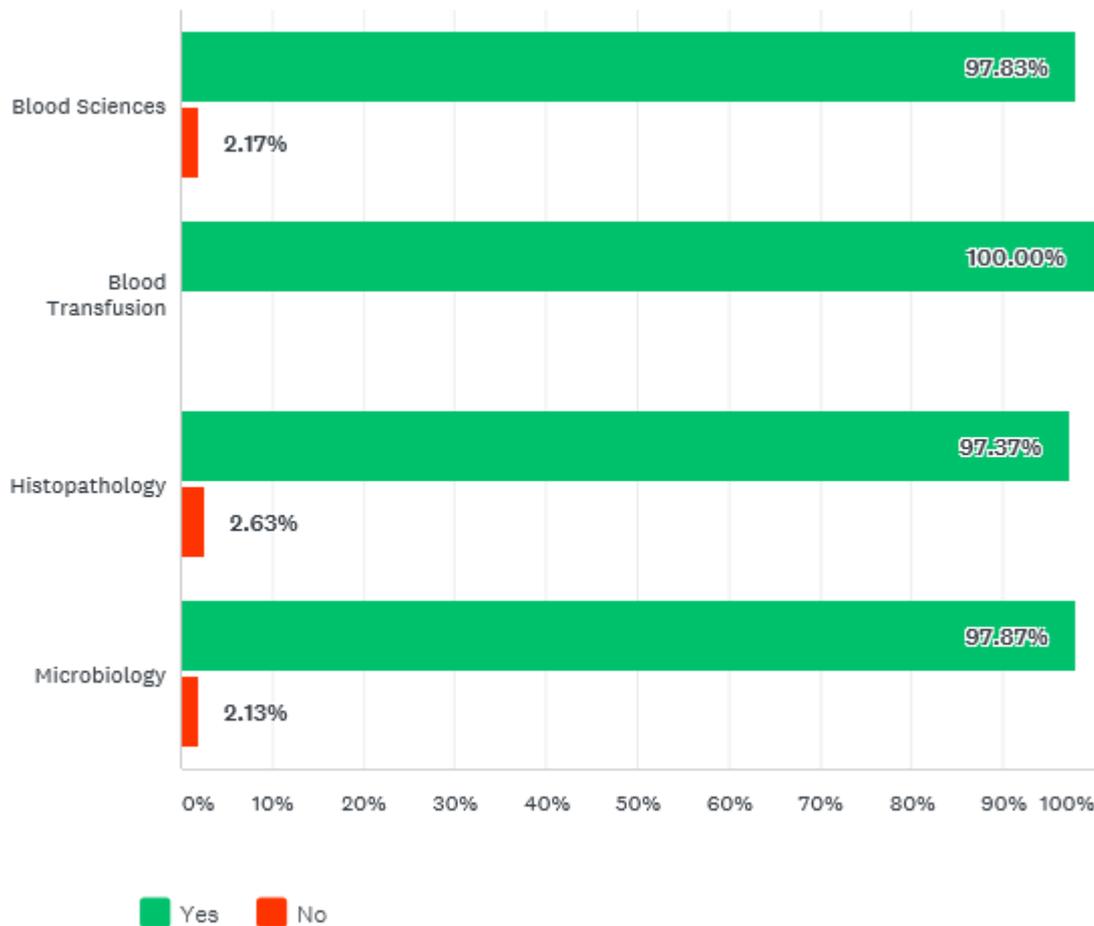


More than 95% of respondents were satisfied with report turnaround times in Blood Transfusion, Histopathology & Microbiology. 85.11% were satisfied in Blood Sciences.

Comment	Response
Sometimes have to wait hours for a test that only takes 30mins. Some areas should be given priority over routine tests.	Please note that tests for UECC are prioritised, followed by inpatient testing and outpatient testing. Some tests require prioritisation over other tests due to sample integrity. When certain clinics are running, these samples require prioritisation as the patient is bled immediately prior to the clinic appointment and results are required for the appointment. Please note that different tests take different lengths of time, and that whilst performing the test itself may only take a specific length of time, there is also pre-analytical preparation and post-analytical interpretation
Can take up to 2/3 hours to be reported	
Results are often delayed	

	required which may increase the turnaround time. Turnaround times for all samples are available on the Pathology Website. If you require a specific result urgently, please contact the laboratory who will aim to prioritise this result for you. If you find that there are delays with certain tests/areas, please contact the laboratory and we will investigate.
At times long delay in our blood sciences results - for UECC	UECC samples are prioritised to support patient management and flow within the Trust. Some delays experienced may have been as a result of equipment breakdown. The department are currently implementing new analysers which will minimise downtime.
The reports appearing on MEDITECH, is not reliable, and there have been delays.	We have referred your comment to the MEDITECH team.
Flu results need more work	We are unsure what this specifically refers to, please contact the Microbiology Laboratory manager to discuss your concerns.

Question 21: Are you satisfied with the report content, clarity and interpretive comments?

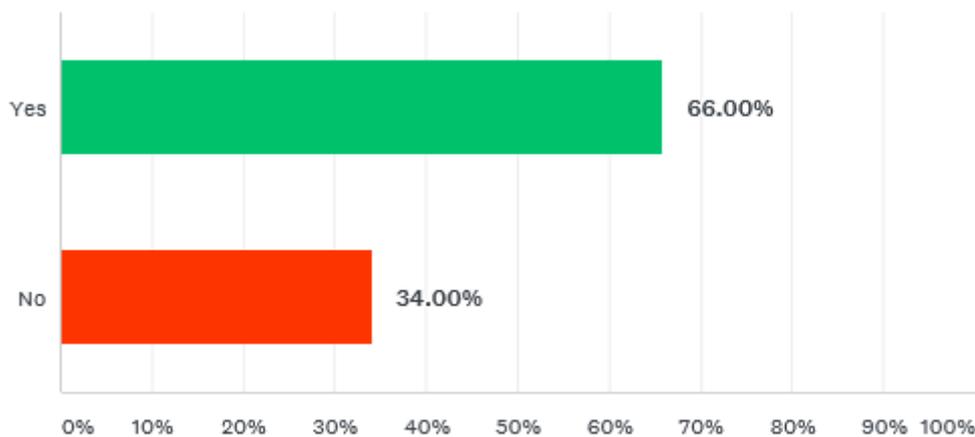


100% of respondents were satisfied with the report content, clarity and interpretive comments for Blood Sciences Transfusion, and more than 97% were satisfied for Blood Sciences, Cellular Pathology, and Microbiology. These results are comparable to 2019. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Can the histopathology for colposcopy be in the same format for all cases? it is variable based on the reporter	Thank you for your feedback. We are reviewing our report formats and templates with a view to standardising amongst all Clinicians.
What is seen on the ICE screen at clinician level doesn't always match what is on the lab screen. Recently rang to chase an HbA1c result that had been "pending " for 3 days to be told that on the lab screen it said "no sample received ". This	Please contact bdg-tr.brils-it@nhs.net to allow further investigation.

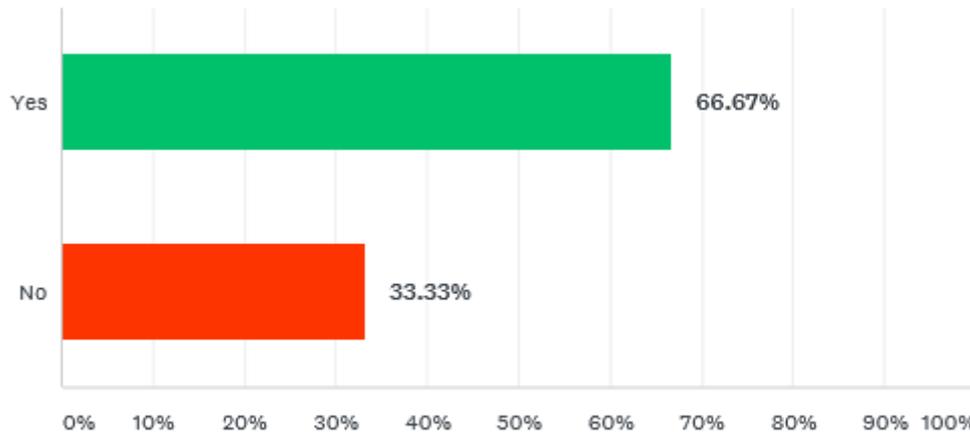
<p>resulted in a patient having an op cancelled, as result of this test dictated whether surgery could go ahead. A repeat sample was sent too late as the people waiting for the pending to change to a result didn't realise there was an issue. (Not sure why they didn't just ring the lab!)</p>	
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Question 22: Are you aware of the criteria by which samples are accepted or rejected in Laboratory Medicine?



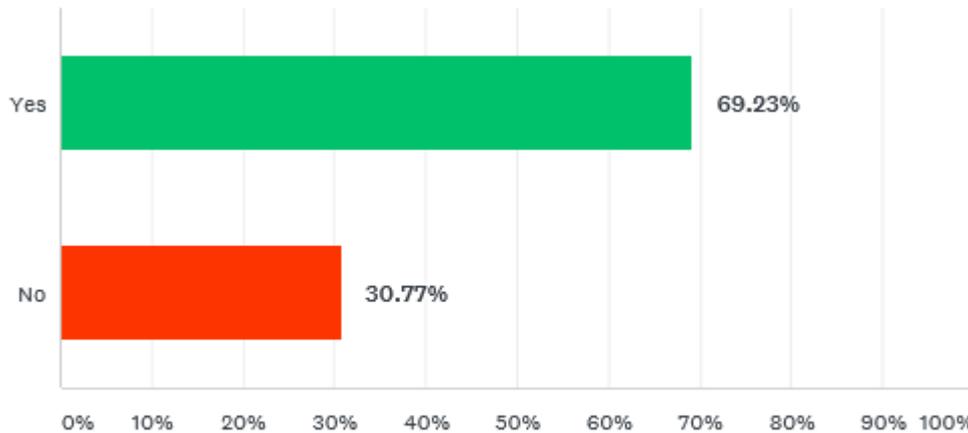
This question was designed to determine the awareness of sample acceptance in Blood Sciences, Cellular Pathology & Microbiology and determine the need to provide further education about minimum criteria for sample acceptance. 34.00% of users were not aware of the minimum sample acceptance criteria for these samples. Further information has been made available to the clinical areas over the last year, however, it is clear that further education regarding sample acceptance and the rationale for this is required. 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 23: Are you aware of the criteria by which samples are accepted or rejected Blood Transfusion?



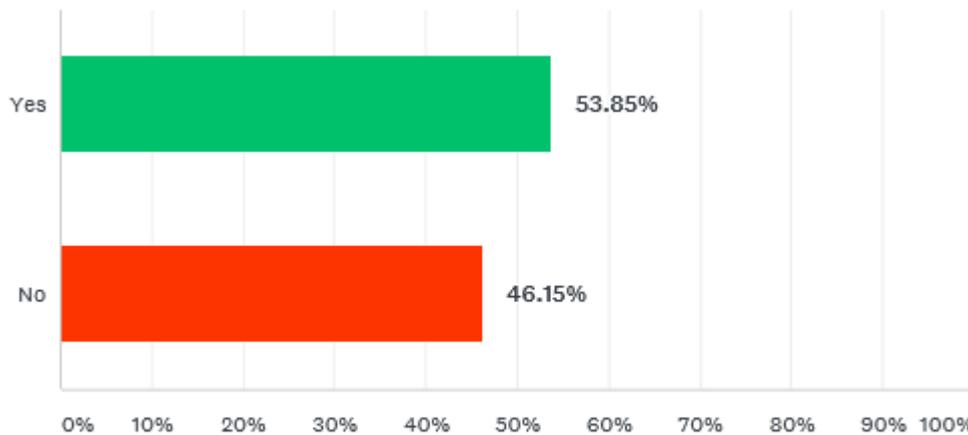
This question was designed to determine the awareness of sample acceptance in Blood Transfusion. The question was designed to determine the need to provide further education about minimum criteria for sample acceptance. 33.33% of users were not aware of the minimum sample acceptance criteria for Blood Transfusion samples. Further information has been made available to the clinical areas over the last year, however, it is clear that further education regarding sample acceptance and the rationale for this is required. 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 24: Are you aware of the reasons for the check group two sample rule in Blood Transfusion?



The two sample rule was implemented based on BSQR guidance to improve patient safety and reduce the incidence of wrong blood in tube events. This question was added as in communications with users, and in the response from the 2020 user survey, it was noted that the two sample rule could be a source of frustration for clinical staff members and that these staff members perhaps did not understand the reason for the implementation of this process. A hyperlink to the relevant page of the website was included in this question in an attempt to provide further education to users. 30.77% of respondents did not understand the reasoning for the check group two sample rule. Although previous attempts have been made to educate clinical staff about this, further education to clinical staff is required.

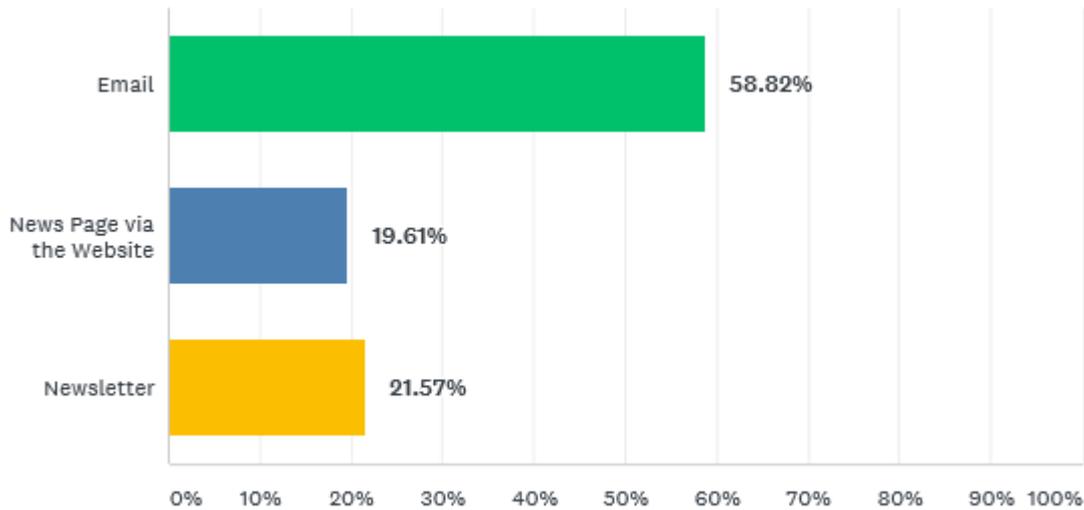
25: Is laboratory news and updates communicated effectively?



46.15% of users did not feel that laboratory news and updates were communicated effectively. The laboratory is keen to improve communications to users.

Comment	Response
I do not receive them	The laboratory is keen to improve communications to users and will be using the information from Question 26 of the 2020 user survey to determine how best to implement a regular communication.
Unsure about this	
it seems to be variable not consistent	
I did not realise there was news	Procedures are in place to communicate any urgent issues via Trust Communications.

Question 26: How would you like to receive communications from us?



A majority of users (58.82%) stated that they would rather receive communications from the laboratory via email, 19.61% via the website and 21.57% via newsletter. In response to Question 25 & Question 26, the laboratory will investigate developing a regular email newsletter communication to users.

Question 27: Do you have any comments to improve the service we provide?

Comment	Response
Compliment	
Overall not bad you are doing your best and are polite	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.
Thank you for a brilliant service. I don't think we thank you all enough	
maybe the quicker turn around for urgent reports but we are fully aware of the work load in our labs	
I think the service is pretty good	
Think generally doing a great job. Just need the odd computer glitch sorting out.	
Improvement Suggestions	
Improve availability of test results with a quicker turn around, answering the phone more promptly, staff having a friendlier telephone conversation	Thank you for your comment. Our staff try their best to ensure results are available to you as soon as possible. Our staff also try to answer the telephone as quickly as possible, however, this may be difficult on occasions when staff are dealing with other queries. We appreciate your patience with this.
Maybe the quicker turn around for urgent reports but we are fully aware of the work load in our labs	Thank you for your comment. Our staff try their best to ensure results are available to you as soon as possible. We appreciate your acknowledgment of the work load in the laboratory.
It is a shame that we can't have MEDITECH alert us of an important abnormal result. The results getting onto MEDITECH is not reliable. Paper add on forms is a pain in the ****.	Thank you or your comment, we have passed this on to the MEDITECH team.
I think you should update MEDITECH and sepia with detailed results as only Ice is most accessible and trusted	
micro advice available from 8am.	Our Clinical Staff provide a 24/7 service. During normal working hours please contact the extension number of the Clinician you require. Out of normal working hours, please contact the Clinician via switchboard. Normal working hours and telephone numbers are available on the Pathology website.
More Micro consultants	We currently have an advert out to recruit an additional full time consultant.

Question 28: Have you had any positive experiences with the service that you would like to feed back?

Comment	Response
I receive excellent support & advice from the laboratory staff & clinicians	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.
Clinicians in Blood sciences are very helpful	
Visited histopathology next year for a morning outstandingly friendly staff thankyou	
When queries asked individual clinicians respond quickly and appropriately	
Some of the lab staff are very courteous when they answer and are always willing to help	
Whenever we have spoken or needed an urgent report, we have been given promptly	
The labs are generally helpful and will give us all the time they can for our UECC patients , OOH it is variable but in general we get a very good service	
Continue the same	
The staff are helpful and friendly.	
Yes, as said, very good communication -histology.	
Very efficient blood bank issuing of blood and products in bleeding patients	
Microbiology staff are always available for advice Very pleasant staff on clinical chemistry	
Service we receive from the lab staff and consultants in my experience is excellent. No issues other than short staffed	