

First Trimester Screening User Survey 2019-2020



Summary

We provide a First Trimester Combined Screening service for four antenatal units. Responses were received from three screening coordinators and a midwife covering the screening region.

We received very positive responses overall about our staff and the quality of our service.

Turnaround time for requests is satisfactory

Two responses strongly agreed and one agreed.

The turnaround time standard for first trimester screening is >97% to be reported within 3 days. We currently achieve higher than this.

High Chance Results are communicated promptly

Again the responses were very positive with two in strong agreement and one 'Agree'.

Requests for missing information or repeat samples are communicated appropriately

There was one 'disagree' comment; this arose as the lab were not using the correct number to request missing information or repeat samples.

We have clarified with the clinic which number should be used to request additional information and which number should be used for high chance results. This was communicated to the lab staff and the laminate with all contact numbers updated clearly.



Advice is readily available

We like to think we respond quickly to telephone calls and emails from our users. We received positive responses with two in strong agreement and one 'Agree'

Staff are friendly and helpful

We feel that our staff communicate very effectively and are both friendly and helpful with one of users expressing her thanks

“Very new to position and have found all the lab staff extremely helpful”

Staff are sufficiently knowledgeable

Staff training and competency is very important in assuring a high quality service. Our users agreed with this comment.

Have you accessed our Severn Pathology Website for information?

None of our users had accessed our website, but we made sure that the link to our website was prominent in the survey so hopefully they are now aware of this very useful resource.

