

Pathology Sciences

Title of Document: User Survey Report and Action Plan 2016

 Q Pulse Reference N^o:

Authoriser: Paul Virgo

 Version N^o: 1.0

User Survey Report 2016
1. Pathology User Survey

The Pathology team would like to thank you for taking the time to reflect on the service we provide. Your feedback is essential for us to continue to improve the pathology service you receive. This report relates to the RCPATH survey of user satisfaction carried out by Severn Pathology Services between February and March 2017. This was delayed from its usual scheduled date by LIMS implementation.

59 responses were received in total, self-identified as coming from the following groups:

- 58.33% Hospital-based consultant or staff grade doctors
- 18.75% Hospital-based trainee doctors
- 0% Hospital-based nurses or other non-medical healthcare practitioners
- 8.33% Primary care physicians (fully trained)
- 0% Primary care physicians (trainees)
- 10.42% Primary care or community-based nurses or other non-medical healthcare practitioner
- 4.17% Others

Performance on individual questions:

Question:	Your score:	Rank 2016:	Out of:	Rank 2015:	Out of:
"I can trust the laboratory to provide results/reports when I need them"	3.6	22	79	29	66
"I am satisfied with the quality of professional advice that I receive from the laboratory"	3.64	49	79	34	66
"Professional advice is readily available from the laboratory when needed"	3.32	68	79	49	66
"I am confident that urgent/unexpected results will be promptly communicated to me or my cover"	3.1	63	79	35	66
"Local systems to collect and transport specimens work well"	2.57	1	79	1	66
"The level of out of hours service meets my needs"	3	50	79	21	66
"I am very satisfied with the phlebotomy services available to my patients"	2.18	64	79	27	66
"Point of care testing is well supported by the laboratory"	3.21	15	79	28	66

	% 'Yes'				
"Would you recommend this laboratory service to a colleague?"	100	1	79	17	48

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1. Review

Response was reviewed and performances within lower quartile ranking (60th or lower) were defined as action required. Further review of individual comments was undertaken to identify any recurrent themes linked to the above performance or complements/criticisms of other areas of Pathology provision. Response to feedback is provided below.

2. Response

Your Feedback	Pathology Feedback	Rating for Resolution
Blood Sciences Response Times – NICU	We have recently (Jan 2017) audited NICU blood sciences response times. This identified that the mean time for lab processing was 40 minutes from receipt (target 1 hour) whilst mean transport time from NICU to Pathology was 2 hours. There is no air tube serving NICU so transport is reliant on portering services	
Blood Science – Availability of ICE function to request additional tests following sample collection.	This functionality is available for NBT Trust users. We have piloted this with a surgery in the community and are awaiting NBT IM+T to roll out to ICE.	
Blood Sciences – Validation of abnormal results such that they are visible in ICE	This has been addressed with implementation of new Pathology LIMS system. Results that require further validation are still held but where these are significantly abnormal they are phoned to requestors	
Microbiology Response Times – Availability of 24/7 Antibiotic Assays	Antibiotic assays are available during core hours and out of hours in emergency settings. If required out of hours, it is appropriate that the user contact the medical microbiologist on-call to discuss the appropriateness of the test out of hours.	





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<p>Microbiology – Availability of Consultant Advice</p>	<p>We have reviewed provision and are confident that consultant staff are required 24/7 365 days per year. This is either directly via the department or via switchboard.</p>	
<p>Cellular Pathology Response Times – Reporting Delays</p>	<p>Although the department has filled the vacancies in non-medical staffing, there remain difficulties in recruiting to the Consultant Histopathologist posts.</p>	
<p>Phlebotomy Service – Scope of weekend service and arrangements when bloods cannot be taken by phlebotomy team</p>	<p>Weekend phlebotomy restrictions on individual gates have been removed. We want to build better communications between junior docs on gates and the Phlebotomy service and we are attempting to get a slot on junior doctor training, induction and update sessions to address this.</p>	
<p>Blood Sciences and Microbiology - Air Tube Reliability</p>	<p>Pathology has worked closely with Carillion and air tube supplier to improve reliability and response to failure. Current uptime for system is 99.6%</p>	
<p>Pan Pathology- ICE Result Display Configuration</p>	<p>Pathology recognise the difficulties that ICE result displays from the new Pathology LIMS system brings. Regrettably we have no way to amend this at this time. This will be kept under review as the LIMS system develops</p>	

✓ - Pathology has addressed

✓ - Pathology is in process of improving/implementing

✗ - Outside Pathology's control