

**User Survey Report and Action Plan 2015**

**1. Report from RCPATH**

**RCPATH User Satisfaction Survey report**

This report relates to the RCPATH survey of user satisfaction carried out by Paul Virgo on behalf of Southmead Hospital, Bristol between 2 – 20 November 2015.

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

- 45% Hospital-based consultant or staff grade doctors
- 25% Hospital-based trainee doctors
- 0% Hospital-based nurses or other non-medical healthcare practitioners
- 18% Primary care physicians (fully trained)
- 0% Primary care physicians (trainees)
- 8% Primary care or community-based nurses or other non-medical healthcare practitioner
- 4% Others

Performance on individual questions:

Question:	Your score:	Rank 2015:	Out of:	Rank 2014:	Out of:
"I can trust the laboratory to provide results/reports when I need them"	3.52	29	66	28	48
"I am satisfied with the quality of professional advice that I receive from the laboratory"	3.68	34	66	27	48
"Professional advice is readily available from the laboratory when needed"	3.43	49	66	42	48
"I am confident that urgent/unexpected results will be promptly communicated to me or my cover"	3.35	35	66	30	48
"Local systems to collect and transport specimens work well"	2.97	1	66	1	48
"The level of out of hours service meets my needs"	3.36	21	66	25	48
"I am very satisfied with the phlebotomy services available to my patients"	2.81	27	66	24	48
"Point of care testing is well supported by the laboratory"	3.00	28	66	21	48

	% 'Yes'				
"Would you recommend this laboratory service to a colleague?"	98.25%	20	66	17	48

**Pathology Sciences**

Title of Document: User Survey Report and Action Plan 2015

 Q Pulse Reference N<sup>o</sup>:

 Version N<sup>o</sup>: 1.0

Authoriser: Paul Virgo

## 2. Review

Assessment of these grades indicates professional advice delivery as being an area for improvement.

This is confirmed by the range of specific comments that have been made by individual users. In total 159 individual comments were made concerning specific areas of the service (complimentary and improvement suggestions). Where action is required this is indicated below.

## 3. Action Plan

Issue	Action Required	Timescale	Lead
Professional advice availability	Contact information for advice to be included within next GP newsletter	March 2016	Allison Brixey
Blood Sciences - "Add on" Requests process inefficient	Implementation of requesting of additional test for Blood Sciences disciplines through ICE Mail	Flag as a priority with IM+T post Lorenzo go live. Timescale requested 04/01/2016	Paul Virgo/Adrian Oates
Pan Pathology - Single Pathology IT System	Implementation of Clinisys Pathology IT system covering UHB, Weston, NBT and PHE	Projected go Live Feb 2016	David Brixey
Haematology - Critical result availability.	Reviewed as part of Clinisys Pathology IT system implementation	Projected go Live Feb 2016	David Brixey
Blood film turnaround time and terminology used in reporting	Haematology Instrument update and review of standard coded comments for blood films with LIMS update	Go Live Feb 2016	Geoff Russel/Sharon Evans
NBT Phlebotomy - Weekend Phlebotomy Service	This is now available in all areas apart from Elgar House (funding not agreed)	No Action required	No Action required
NBT Air Tube reliability	This has been flagged with Carillion who provide service and support to the air tube.	Not a Pathology responsibility	Not a Pathology responsibility
NBT Phlebotomy - Failure to alert wards if patients haven't been bled.	Lead Phlebotomist working with a medical focus group to address this issue.	March 2016	Anna Dacey
NBT Phlebotomy – Request for Phlebotomist to explain to patients why they are being bled.	We have considered this but feel that this is not within the phlebotomists remit.	No Action required	No Action required
Histopathology - ICE Requesting for Histopathology	Scheduled as part of Clinisys roll out.	May 2016	Andrew Heryet
Histopathology - Turnaround times	Action plan developed within Cellular Pathology Transformation Board (UHB + NBT)	Monitored on a monthly basis	Dave Gibbs/Andrew Heryet