

**Pathology Sciences**

Title of Document: User Survey Report and Action Plan 2018  
Q Pulse Reference N<sup>o</sup>:  
Authoriser: Paul Virgo

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

**User Survey Report and Action Plan 2018**

**1. Report from RCPATH**

This report relates to the RCPATH survey of user satisfaction carried out by Paul Virgo on behalf of Severn Pathology Services in February 2018.

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

- 60.00% Hospital-based consultant or staff grade doctors
- 24.44% Hospital-based trainee doctors
- 0% Hospital-based nurses or other non-medical healthcare practitioners
- 6.67% Primary care physicians (fully trained)
- 0% Primary care physicians (trainees)
- 6.67% Primary care or community-based nurses or other non-medical healthcare practitioner
- 2.22% Others

Performance on individual questions:

<b>Question:</b>	<b>Your score:</b>	<b>Rank 2018:</b>	<b>Out of:</b>	<b>Rank 2016:</b>	<b>Out of:</b>
"I can trust the laboratory to provide results/reports when I need them"	3.66	18	82	22	79
"I am satisfied with the quality of professional advice that I receive from the laboratory"	3.70	32	82	49	79
"Professional advice is readily available from the laboratory when needed"	3.36	70	82	68	79
"I am confident that urgent/unexpected results will be promptly communicated to me or my cover"	3.09	69	82	63	79
"Local systems to collect and transport specimens work well"	3.15	1	82	1	79
"The level of out of hours service meets my needs"	3.29	28	82	50	79
"I am very satisfied with the phlebotomy services available to my patients"	2.89	30	82	64	79
"Point of care testing is well supported by the laboratory"	3.09	30	82	15	79
"Would you recommend this laboratory service to a colleague?"	97.78	27	82	1	79

## Pathology Sciences

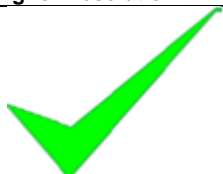


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### 2. Review

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. An action plan was defined.


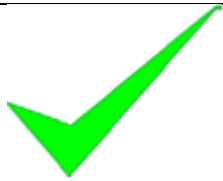


### 3. Action Plan

Your Feedback	Pathology Feedback	Rating for Resolution
Blood Sciences Telephone Call Handling – Automated System takes time to negotiate to reach required service	Review of call handling system underway in an attempt to rationalise/simplify	
Blood Science – Results phoned to ED require review – too many phoned	Meeting was arranged and a request to modify the phone limits was made. The implication for a request to phone high troponin results is under review. Other results are phoned in accordance with Royal College of Pathologists guidelines.	
Microbiology – Availability of Consultant Advice	The access to Microbiology advice is hindered by the telephone setup and IT restrictions. This has been escalated repeatedly to IT who have finally agreed on a solution to implement personal telephone numbers that can be accessed by logging on to any computer in the department with a telephone adjacent. The other issue of “blocking” access due to high numbers of calls from other organisations which should be directed to colleagues employed by UHB/PHE or RUH is also being dealt with by reminders to staff and switchboards and IT solutions for re-direction to consultant colleagues who provide advice outside NBT catchment. We are to trial the new telephone solution when it is installed. Finally the issue around availability to consultants when we are on ward-rounds is similar to any consultant in other disciplines and cannot easily be resolved without additional staffing.	

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Cellular Pathology Response Times – Reporting Delays	This was related to delays in GI reporting and the main cause for this has been outsourcing due to existing vacancies + 25% increase in workload over the last 2 years following appointment of new gastroenterologists and 7 day working in GI endoscopy, neither of which has been funded. Recruitment to GI post (s) underway (may be able to appoint 2 GI pathologists today!). Outsourcing of GI specimens is expected to stop once they are in post.	
Cellular Pathology Response Times – ICE Requesting	ICE requesting for cell path has been rolled out throughout the Trust and has been ready to use for some months now. I have been made aware of lack of ICE printers in theatres – IT should be able to help with it	
Blood Sciences and Microbiology - Air Tube Reliability	Air tube reliability is closely monitored and reported monthly. Current reliability shows >99.95% reliability.	
Pan Pathology- ICE Configuration and Usage Issues	Pathology recognises 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.	
Point of Care – Results to be part of patient results on ICE	A solution should be in place soon to get blood glucose and blood gas results into ICE. There have been delays due to issues around patient discharges in Lorenzo. Other POCT results will have to wait until connected devices are used to measure tests.	