

Coroner Toxicology User Survey 2022



Summary

We had seven responses in total from pathologists and coroners.

Overall, responses were generally very positive

The test repertoire offered by the laboratory is satisfactory.

We offer a good level of service to our users with the ability to refer samples to other laboratories for rarer analytes, or for confirmations where necessary. We're also increasing the repertoire to reduce the number of samples we need to send away.

All users agreed with this statement

Turnaround time for requests is satisfactory

All users agreed with this statement. We work to standard turnaround times for both clinical and coronial work and monitor our compliance with these.

Urgent requests or queries are dealt with in a timely way

Again, all responses were positive.

Interpretative comments on reports are sufficient and helpful

All respondents agreed, however one user asked for reports to be included on ICE or to have these in a more editable form.

In order to include them into PM reports I have to screen grab and paste. It would be nice to have access to the reports via ICE or other remote look up, or otherwise to have them in a more editable format.

Staff are friendly and helpful

Our staff are our greatest asset, we were pleased to see that our users were very positive when asked this question.

Extremely helpful, prompt service.
Friendly staff.

Staff are sufficiently knowledgeable

Strong agreement here shows we're getting this right. Further specialist advice is always available if required.

The staff are generally available for advice and discussion around tests and proactively contact me if there is an unexpected issue. So, I can be confident that all appropriate avenues have been explored in each case.

Have you accessed our Severn Pathology Website for information?

Quite a few respondents had not accessed our website, but it's a really good place to find information about testing and resources.

<https://www.nbt.nhs.uk/severn-pathology/pathology-services/clinical-biochemistry/toxicology>

