

Infections Sciences  
Pathology Sciences building  
Southmead Hospital  
Bristol  
BS10 5NB

Tel: 0117 414 6222

<http://www.severnpathology.com>

3<sup>rd</sup> April 2025

Dear Service user

### **Re: Service User satisfaction survey – 2024**

Thank you for taking the time to complete the laboratory user survey, information received has been collated and reviewed and I would like to take this opportunity to update you on actions taken in relation to some of the issues identified.

#### **1. Additional Test Provision**

The laboratory has no plan to provide the following tests requested in feedback from the last user survey due to the following reasons:

- Farmer's lung and avian precipitins – CE-marked reagents (antigen preparations) are no longer available to run the tests. ImmunoCap do have panels that will cover some of these tests therefore users should refer to their local immunology department.
- Specification of the Candida antigen test – the Bio-Rad Platelia *Candida* antigen (Mannan) ELISA kit is currently used by the reference laboratory.
- Ethambutol, isoniazid & pyrazinamide - regarding therapeutic drug monitoring for ethambutol and isoniazid, this is already available and provided by the Antimicrobial Reference Laboratory as part of their accredited scope. Please refer to their schedule of accreditation using the link [8099 Medical Single](#)  
Pyrazinamide is hoped to be offered in the future and the laboratory is working on its development already.

#### **2. Laboratory User Information**

Updates are made to the Severn Pathology website and requesting information pages on an ongoing basis. The laboratory currently has a number of publications relating to its service which can be found website.

- Infection Sciences user manual

<https://www.nbt.nhs.uk/severn-pathology/pathology-services/infection-sciences-microbiology-virology>

- Mycology Reference laboratory (MRL) user manual

<https://www.gov.uk/government/publications/mycology-reference-laboratory-mrl-service-user-handbook>

- Antimicrobial Reference laboratory (ARL) user manual

<https://www.nbt.nhs.uk/severn-pathology/pathology-services/antimicrobial-reference-laboratory>

#### **3. Further development of Labgnostic (formerly NPEX) as an ordering system within Infection Sciences**

As part of the laboratory's sustainability strategy, we have been increasing the number of tests available to order through Labgnostic with an aim to reduce our paper-based requesting by 20% in the coming year. A service update letter was sent out to this effect in July 2024 and our IT team have been busy building tests to make them available to our

users. We are excited to offer this opportunity for electronic requesting/reporting so if you have a Labgnostic contract already, please check our portfolio of tests and contact our IT Manager at [Ralph.Ferguson@nbt.nhs.uk](mailto:Ralph.Ferguson@nbt.nhs.uk) to discuss even if the test you are looking for is not yet on the list.

#### **4. Implementation of new molecular services across Infection Sciences, e.g. Enteric.**

New tests continue to be offered as part of the laboratory's commitment to continued quality improvement. For example, the implementation of EntericBio molecular testing during 2024. User feedback on our services is always welcome and all correspondence should initially be directed to [ISQuality@nbt.nhs.uk](mailto:ISQuality@nbt.nhs.uk)

Future user surveys will be redesigned to be more flexible and, if possible, allow responses for each Infection Sciences service.

Regarding feedback on stakeholder contact details, we have updated our contact lists and welcome your updates as we endeavour to provide more information electronically.

I would like to thank you for your support in providing feedback to the laboratory. It is valued and will feed into the ongoing quality improvement programme within the laboratory.

Deborah Williams

Quality Manager

Tel: 0117 414 6222 (General enquiries) or 414 6251 (direct line)

E-mail: [Deborah.Williams2@nbt.nhs.uk](mailto:Deborah.Williams2@nbt.nhs.uk)