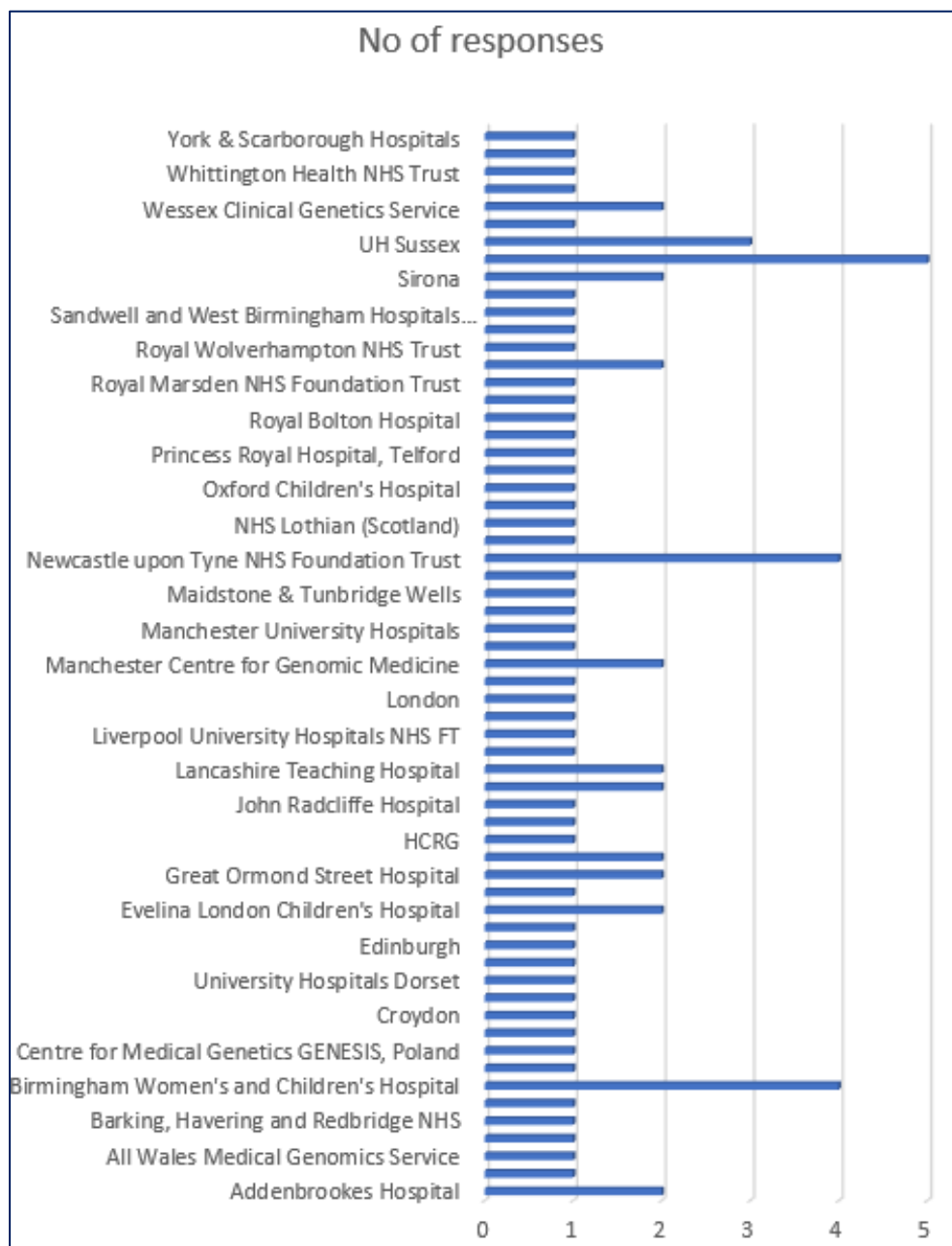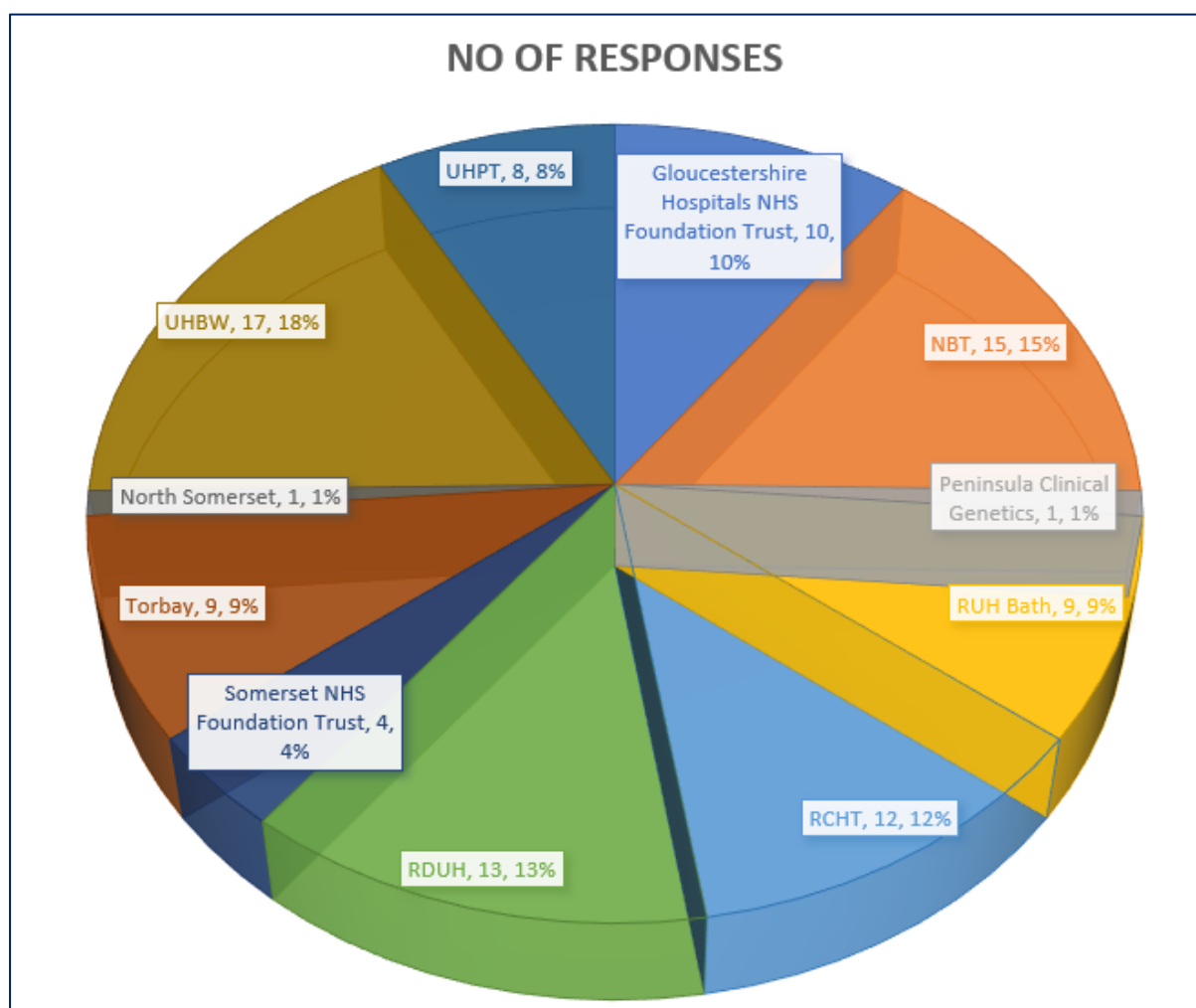# GLH user survey 2023

Summary of feedback

The survey was open between 21st November and 18th December 2023. During this time, **183** responses were received.

83 responses came from outside of the South West, as shown below:

No of responses

Hospital	Responses
York & Scarborough Hospitals	1
Whittington Health NHS Trust	1
Wessex Clinical Genetics Service	2
UH Sussex	5
Sirona	2
Sandwell and West Birmingham Hospitals...	1
Royal Wolverhampton NHS Trust	2
Royal Marsden NHS Foundation Trust	1
Royal Bolton Hospital	1
Princess Royal Hospital, Telford	1
Oxford Children's Hospital	1
NHS Lothian (Scotland)	1
Newcastle upon Tyne NHS Foundation Trust	4
Maidstone & Tunbridge Wells	1
Manchester University Hospitals	1
Manchester Centre for Genomic Medicine	2
London	1
Liverpool University Hospitals NHS FT	1
Lancashire Teaching Hospital	2
John Radcliffe Hospital	1
HCRG	1
Great Ormond Street Hospital	2
Evelina London Children's Hospital	2
Edinburgh	1
University Hospitals Dorset	1
Croydon	1
Centre for Medical Genetics GENESIS, Poland	1
Birmingham Women's and Children's Hospital	4
Barking, Havering and Redbridge NHS	1
All Wales Medical Genomics Service	1
Addenbrookes Hospital	2

99 responses came from the South West, as shown below:

NO OF RESPONSES

- UHPT, 8, 8%
- Gloucestershire Hospitals NHS Foundation Trust, 10, 10%
- NBT, 15, 15%
- UHBW, 17, 18%
- Peninsula Clinical Genetics, 1, 1%
- North Somerset, 1, 1%
- RUH Bath, 9, 9%
- Torbay, 9, 9%
- Somerset NHS Foundation Trust, 4, 4%
- RCHT, 12, 12%
- RDUH, 13, 13%

Results have been broken down into themes with the work required to improve:

Feedback	Suggested action(s)
Various feedback on sample tracking and visibility of requests, along with TAT particularly for WGS.	Lab is engaging with digital interoperability projects long term. Immediate actions are to review if any direct receipting is possible through StarLIMS or specific receipting for complex and long TAT pathways (GOG)
Various feedback on complexity of requesting and finding information /forms and who to contact -	Address through education and website improvements key, forms need to be visible on landing page
Various feedback on lack of use/understanding of NGTD and panel app – requires website improvement with leaflets, crib sheet, potential videos and an education programme.	ST to drill feedback down to identify which patient groups need support. To work in collaboration with a few key clinicians who

	have offered feedback and can help to test interventions. New tests on Test directory need to be potentially highlighted on website, along with information on how to request a change
Amend SWGLH email signatures to include appropriate links to key education and website	ST & AS to produce SW links for all to add to signature block
Various feedback on number and complexity of forms	A new review of forms across is required, to eliminate duplication and any bugs that may add frustration e.g BGL form has an issue with postcodes
Array reports unclear – they need to genomics template	Operational/strategy meeting MW to approach IB, JR would be good to support
Potential session to review clarity of reports	ST to review feedback determine who sent comments on report clarity particularly variant box on templates. Survey respondent did not wish to be contacted
How to manage what genes are on the panel	Further education required around panel app and versioning
More education on report interpretation on website would be helpful to address comments on understanding reports	
Comment regarding lack of clarify with email addresses	Review of email addresses required and RDE indicated it is possible to change to align
Comment regarding lack of feedback on complaints	ST to review source of comment and feedback to LJ and MW. Survey respondent did not wish to be contacted
ICE integration of results	To progress discussion through informatics group
Extremely long delays with test results	ST to identify the requestor who has made this comment so we can look at root cause. Survey respondent did not wish to be contacted.
Data indicates only around 50 % users access the website	Utility to be addressed
Comment around reporting time visibility	Make TATs more visible on the landing page – currently no access to TAT data for exported tests

Data indicates lack of awareness of the support WGS teams	ST to review data and triage for local users and re review. SW could target induction for clinicians, grand rounds for WGS support team education
Suggestion around putting educational events on website	This should be possible. ST to work with JG to review existing content on website
Suggestion around working more collaboratively to develop something more user friendly	We could undertake some local workshops for interventions but we need to raise this at QA review to engage national solution
Patient section required for website	PPI meeting on 12 January - AJ to feedback to MW/LJ
How to feedback to users	Summary feedback on survey on website, direct feedback to named users how have provided email addressed

Summary

- The user survey working group will now produce a summary of feedback to be published on the GLH website, addressing the concerns raised and actions we plan to take

- The user survey working group will compile individual responses to those who were happy to be contacted about their feedback (34).