

# Histocompatibility & Immunogenetics

## User Survey 2023

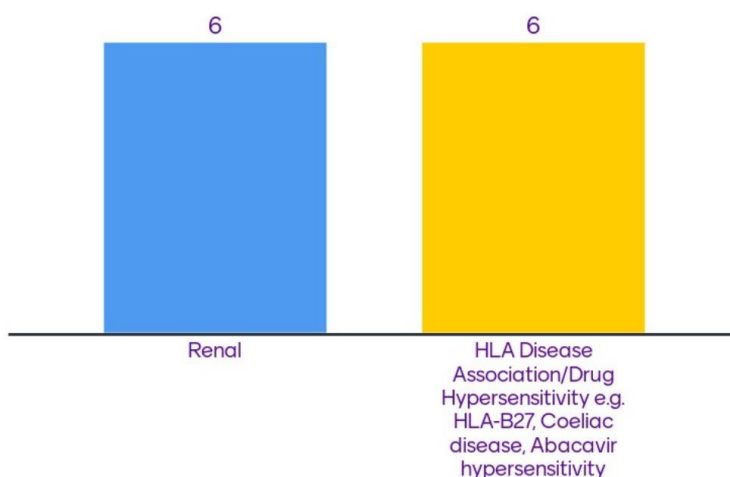
### Summary

The Bi-Annual Histocompatibility & Immunogenetics (H&I) user survey was sent out on 27<sup>th</sup> September and again on 11<sup>th</sup> October 2023 to all service users identified as using the H&I service. The survey was conducted on Mentimeter, a platform which allows for real-time data collection and users to see answers as they are populated. A link to the mentimeter survey was sent out via email address and via letter to users for which no email address was held.

A total of 12 responses were obtained from H&I users from the period 27<sup>th</sup> September to 30<sup>th</sup> October 2023. Results were analysed during November 2023.

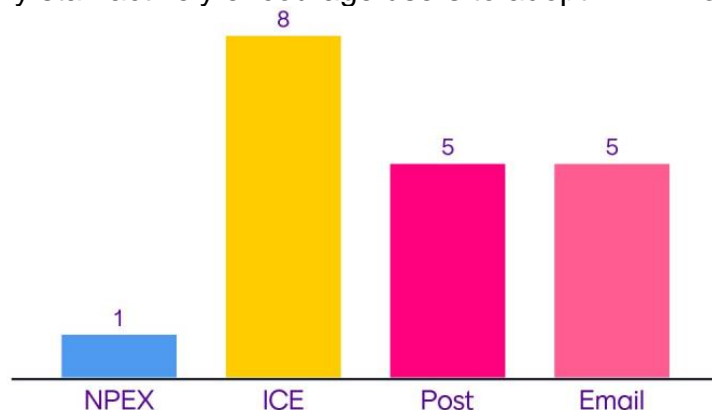
### What service(s) do you use from the H&I Service at North Bristol NHS Trust?

50% of users routinely use the renal service and 50% use the HLA Disease association/drug hypersensitivity testing service.



## How do you receive your reports?

The majority of users surveyed stated they receive their reports are received on ICE (42%), with post and email following closely behind. In practice however, the majority of reports are issued through NPEX, as this is the safest and quickest way to report results. Laboratory staff actively encourage users to adopt NPEX for this reason.



## How do you feel about the overall service you receive?

Overall, users are very satisfied with the quality of the H&I service, particularly around the quality of reports.



Additional comments included:

I always find the lab staff extremely helpful and knowledgeable.

Really helped by our monthly meetings.

Ability to get samples over (porters) is an issue. ICE is slow to upload reports.

The staff go above and beyond to help me in my role in transplantation. They are clearly very busy.

**Action:** The Tissue Typing team will investigate the possibility of using the pod system for transporting certain tissue typing samples to the lab from the Brunel Building.

**Please rate the following features of the communication received from H&I staff:**

Users feel that overall communication from H&I staff is very good. They feel staff are polite and courteous, appropriate advice is given and requests are dealt with appropriately.

Staff who work during core hours have been scored a little better than those who work on-call.



**Do you find the Severn Pathology Website easy to navigate?**

60% respondents said that they do find the website easy to navigate. Further comments included:

“I didn’t know it existed until this question – perhaps advertisement?”

All Senior staff in the Tissue Typing team have a link to the Severn Pathology Website in their email signatures. Look here if you wish to access test codes, turnaround times and

**Are there any additional services not currently provided by H&I NBT that you would like us to provide?**

One responded commented:

“Need to look at more novel HLA testing methods”.

## Summary:

The survey was sent out to 76 users via email, representing a response rate of 16%. This figure does not include those who were sent out via post.

There is an even split in the number of service users using the renal services and HLA typing service at NBT.

Only one user stated at using NPEX to receive their reports, whilst another stated that ICE is slow to upload reports. An objective for the following year could be to encourage more users to use NPEX to receive reports.

The level of satisfaction with the overall quality of the H&I service and the staff who run it is very high.