

## SEVERN PATHOLOGY

Title of Document: Pathology User Feedback Assessment  
Q Pulse Reference N<sup>o</sup>: GP/PPP/0024  
Authoriser: Paul Virgo

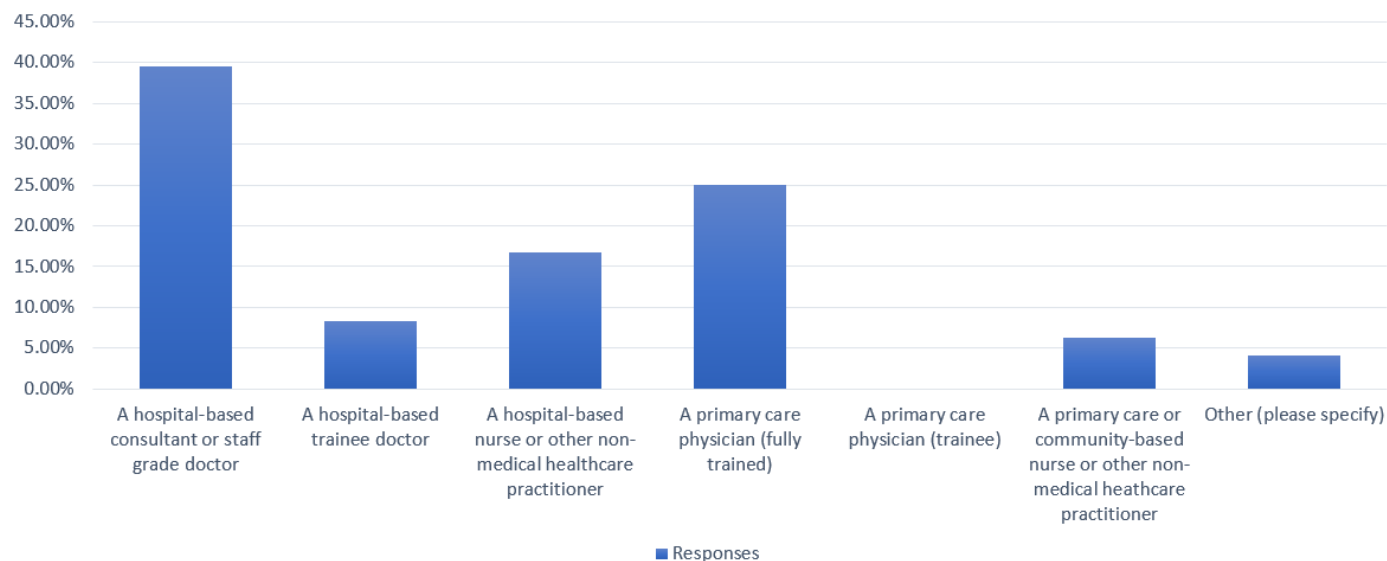
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### User Survey Report and Action Plan 2023

#### 1. Report from RCPATH

This report relates to the RCPATH survey of user satisfaction carried out by on behalf of Severn Pathology between 11/09/2023 and 17/10/2023  
51 responses were received in total (for comparison 17 responses received in 2022), self-identified as coming from the following groups:

## Responses from:












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### 2. Performance on individual questions:

Question:	Comparison on previous year	Your score:	Rank 2023:	Out of:	Your score:	Rank 2022:	Out of:
"I can trust the laboratory to provide results/reports when I need them"		3.57	41	115	3.12	95	112
"I am satisfied with the quality of professional advice that I receive from the laboratory"		3.65	65	115	3.63	74	112
"Professional advice is readily available from the laboratory when needed"		3.41	84	115	3.5	60	112
"I am confident that urgent/unexpected results will be promptly communicated to me or my cover"		3.10	91	115	3.13	87	112
"Local systems to collect and transport specimens work well"		3.04	60	115	2.29	107	112
"The level of out of hours service meets my needs"		2.88	87	115	3.2	53	112
"I am very satisfied with the phlebotomy services available to my patients"		2.59	75	115	2.64	68	112
"Point of care testing is well supported by the laboratory"		3.27	19	115	2.7	82	112

Question:	Comparison on previous year	Your score:	Rank 2023	Out of:	Your score:	Rank 2022:	Out of:
"Would you recommend this laboratory service to a colleague?"		97.92	35	115	93.75	61	112

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### 3. Review

Responses were reviewed and performances within lower quartile ranking, or where service has dipped considerably, were defined as requiring action. 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 has been defined based on above ratings and other comments received.

### 4. Action Plan

#### Key to symbols:




 Resolved	 Resolved as much as able	 In progress	 Pathology does not own action/cannot progress
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Your Feedback	Pathology Feedback	Resolution
<b>General services</b>		
<b>Many comments on pneumatic tube (pod) reliability and location.</b>	Pathology doesn't manage the pod system to the Brunel building or Retained Estate – we're at the mercy of them as well. Unfortunately, these systems also take a huge amount of traffic and use heavier leak-proof pods which increase wear and tear.  Please contact Facilities Management if you have any specific comments or queries.	
<b>Addons/Additional Tests</b>	Although we had comments saying our addon system was great, we also had comments asking for an easier system. Hopefully it's clear on our website how to order addon tests.  We use ICEmail for routine requests and telephone for urgents only.  Unfortunately, it isn't possible for us to respond to individual ICEmails.	

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<p><b>Requests for more phlebotomy services, particularly around community phlebotomy.</b></p>	<p>Pathology is responsible for phlebotomy in the clinical areas of the Brunel building. Whilst we recognise that provision of more phlebotomy is desirable, unfortunately we don't have the capacity to expand this in Brunel or provide community services.</p>	
<p><b>Issues with results display in ICE and Careflow.</b></p>	<p>We work closely with IM&amp;T and other organisations to ensure results produced in our Pathology LIMS display correctly in onwads systems such as ICE, Careflow and Connecting Care, but we have no control over the systems organisations choose to implement. When we become aware of issues we will always do our best to rectify, but unfortunately have to work within the bounds of what is possible.</p> <p>If you have any specific concerns regarding ICE or Careflow, please report these to the IT Service Desk via the usual contact routes (LINK or ext 2020).</p>	
<p><b>Website could be clearer</b></p>	<p>We are happy to have conversations about how we can improve our website and LINK. Please email BloodSciencesAdmin@nbt.nhs.uk,</p>	

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<b>Blood Sciences</b>		
<p><b>There were various comments regarding delays in communicating results/availability of results/communication of significant results</b></p>	<p>We have implemented many new analysers across Blood Sciences (Clinical Biochemistry and Haematology) which has been challenging and we are still utilising a lot of staff time to manage samples. The automated track system coming online is expected to speed things up.</p> <p>We monitor turnaround times of all our tests against agreed targets and investigate if these are underperforming.</p> <p>We have previously agreed with clinical areas what we will and won't communicate verbally against specific, clinically relevant guidelines. This is subject to continuous improvement and if needs or services change, please let us know. Unfortunately, we can't send individual emails to highlight results.</p> <p>As always, if there are any specific issues or you have explicit requirements for test results to be expedited, please contact the relevant department.</p>	
<p><b>Is there a way of flagging results which will come through later?</b></p>	<p>We don't have control over functionality in ICE, but if there are results not yet reported ICE will show those tests as <i>pending</i>. When the results come through, the report is overwritten which generates a  flag showing it has been updated since it was last viewed.</p>	

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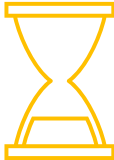


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<p><b>Speed of automated phone line</b></p>	<p>We review our automated phone line workflow periodically to ensure this remains fit for purpose. As we need to redirect to multiple disciplines to ensure you speak to the most appropriate person, we are limited in the speed of response. There are specific contact details available on our website for each discipline, however the helpdesk on 0117 4148383 does remain the best option of you speaking to the right person regarding test results or the progress of sample analysis. <a href="http://nbt.nhs.uk">Pathology Services   North Bristol NHS Trust (nbt.nhs.uk)</a></p>	
<p><b>Availability of advice</b></p>	<p>We weren't sure if the comments we got were related to results or test advice, but advice is available via Advice &amp; Guidance or Careflow. If urgent advice is required, all of our various contact details are available on the Severn Pathology website.</p>	
<p><b>Changes to reference ranges</b></p>	<p>Many of our analysis platforms have changed via a Managed Service Contract, particularly in Haematology and Biochemistry. As a result, some reference ranges have changed, and some tests have moved from one department to another. We have anticipated some of the questions we might have and provided guidance on our website. The Test Information pages are searchable and provide information on sample types, turnaround times, disciplines responsible, reference ranges and links to documents or other webpages with more information. <a href="http://nbt.nhs.uk">Test Information   North Bristol NHS Trust (nbt.nhs.uk)</a> If you have any specific concerns, please contact our departments to discuss.</p>	

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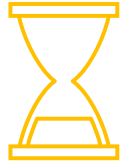


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<b>Microbiology</b>		
<p><b>Difficult to access specialist Microbiology advice</b></p>	<p>We recognise this has been an ongoing issue and we have an improvement plan in place:</p> <ul style="list-style-type: none"> <li>- a dedicated email address has been created for GPs – details of which have been communicated.</li> <li>- dedicated phone lines for teams (surgical/ medical/ ITU) are now in place, also a pathway for electronic referrals in CareFlow has been set up. Changes communicated and effective from 02/04/2024.</li> </ul>	
<b>Cellular Pathology</b>		
<p><b>Responsibility for informing patient of results</b></p>	<p>Histology: it is the clinician/user responsibility to inform the patient. Cytology: there are hyperlinks to the .gov site that has all the required information and sample takers should be aware of how to inform patients.</p>	
<p><b>Quicker turnaround time</b></p>	<p>Cellular Pathology as a discipline is experiencing national shortages of pathologists which we know has an impact on reporting. We are doing everything we can to recruit to positions and escalate risks.</p>	

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<p><b>Clinical Address for queries</b></p>	<p>The general contact details already available on our website cover all types of query including clinical advice and guidance.</p>	
<b>Genetics</b>		
<p><b>Provision of results on ICE (Genetics)</b></p>	<p>Order comms and reporting to ICE not possible with current LIMS set up. Interoperability is being worked on at a regional and national level. Complexity of request forms is currently being reviewed nationally.</p>	
<p><b>Quicker TAT (Genetics)</b></p>	<p>SWGLH currently has the best turnaround times nationally. TATs are under constant review and if we can improve them, we will.</p>	
<p><b>Long backlogs</b></p>	<p>The Bristol Genetics Laboratory is proud to say they have no significant backlogs. What you might be experiencing, however, are backlogs due to samples being referred to other centres which we have no control over. If you need a result urgently, please call the laboratory.</p>	



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<b>Point of Care Testing</b>		
<p><b>We had requests for extra Point of Care tests in specific areas within the trust</b></p>	<p>The Pathology POCT Team are ideally placed to advise on types of devices, and we request that the POCT Team is always included in any discussion around additional POCT devices to ensure robust governance arrangements are in place. Equipment requests can be submitted via a specific form we can send out. Email: <a href="mailto:POCT@nbt.nhs.uk">POCT@nbt.nhs.uk</a> Telephone: 0117 4148422</p>	