

Newborn Screening User Survey 2022



Summary

We had fifteen responses from a range of healthcare professionals: (5 midwives, 6 screening coordinators, 1 CHIS members of staff, 2 specialist nurses, and 1 screening and immunisation coordinator).

Overall the responses received were very positive with the majority of participants strongly agreeing with the following:

- Prompt communication of positive screens
- Management of repeat newborn screens is satisfactory
- Lab visits are useful
- Staff are friendly and helpful
- Staff are sufficiently knowledgeable

Positive screens are communicated promptly and effectively.

All responses were positive, the majority of these being 'strongly agree'.

Prompt reporting of results to our team.

Always prompt with reporting and contacting, discussing with the team and sending the relevant information

Management of repeat newborn screens is satisfactory

Almost all respondents agreed with this statement. However one participant would like more feedback on reasons for rejection of samples.

Always prompt with reporting and contacting, discussing with the team and sending the relevant information



Advice is readily available

All participants agreed with this statement (overwhelmingly in strong agreement).

Lab visits are useful

Obviously, since covid, it's been difficult to arrange lab visits. Almost all users agreed that the lab visits had been useful and asked for these to be reinstated with one user requesting interactive video tours.

We really valued the visits to the lab, and wonder if an interactive video tour could be facilitated post covid?

We started visits again in November 2022. Hopefully you've managed to benefit from this already.

Educational meetings are helpful

The statement left by one of our participants accurately sums up how we also feel about the educational meetings.

Having visited the lab previously for meetings I feel that our staff and lab staff have a very good rapport. This helps when there are issues.

Staff are friendly and helpful

Our staff are our strongest asset for so many reasons. Glad you feel so too!

Staff are sufficiently knowledgeable

There was clear strong agreement supporting the fact that our staff have appropriate knowledge to support our services.



Have you accessed our Severn Pathology Website (Newborn Screening section) for information?

Some participants had accessed our website – it's just one of the places you can pick up information about our services as well as useful contact details.

[Newborn Screening | North Bristol NHS Trust \(nbt.nhs.uk\)](#)

Are there any improvements we could make to our website?

No improvements suggested

The following observations were also made which require action:

“There is inconsistency on rejections. Even as screening coordinators, we often cannot tell if a sample is of acceptable quality. It causes staff a lot of distress.”

Scanned evidence is now sent back with all rejected samples to explain the reason for rejection

“Records in/out of other areas can sometimes be problematic. Sometimes wrong records allocated to the wrong responsible hospital due to movement in/out. Also the list of transfer out hospital isn't the most friendly to use, it would be beneficial to favorite most common used hospitals for a quicker selection.”

We think this relates to the failsafe, which we have no control over. Please contact your failsafe team if you have a particular issue.

Sometimes the health visitor details are not up to date (wrong contact number)

We have recently received updated health visitor contact information from CHIS.

