

## SEVERN PATHOLOGY

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

Version N<sup>o</sup>: 1.2

### User Survey Report and Action Plan 2020

#### 1. Report from RCPATH

This report relates to the RCPATH survey of user satisfaction carried out by on behalf of Severn Pathology between 04/09/2020 and 19/10/2020

74 responses were received in total (for comparison 76 responses received in 2019), self-identified as coming from the following groups:

43.28% Hospital-based consultant or staff grade doctors

5.97% Hospital-based trainee doctors

0.00% Hospital-based nurses or other non-medical healthcare practitioners

40.30% Primary care physicians (fully trained)

4.48% Primary care physicians (trainees)

5.97% Primary care or community-based nurses or other non-medical healthcare practitioner

0.00% Others

Performance on individual questions:

Question:	Comparison on previous year	Your score:	Rank 2020:	Out of:	Your score:	Rank 2019:	Out of:
"I can trust the laboratory to provide results/reports when I need them"		3.80	11	98	3.66	12	89
"I am satisfied with the quality of professional advice that I receive from the laboratory"		3.81	23	98	3.70	67	89

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Question:	Comparison on previous year	Your score:	Rank 2020:	Out of:	Your score:	Rank 2019:	Out of:
“Professional advice is readily available from the laboratory when needed”		3.63	30	98	3.36	55	89
“I am confident that urgent/unexpected results will be promptly communicated to me or my cover”		3.39	44	98	3.09	68	89
“Local systems to collect and transport specimens work well”		3.23	37	98	3.15	35	89
“The level of out of hours service meets my needs”		3.33	31	98	3.29	38	89
“I am very satisfied with the phlebotomy services available to my patients”		2.81	47	98	2.89	20	89
“Point of care testing is well supported by the laboratory”		3.17	28	98	3.09	38	89

Question:	Comparison on previous year	Your score:	Rank 2020	Out of:	Your score:	Rank 2019:	Out of:
“Would you recommend this laboratory service to a colleague?”		98.55	23	98	97.78	32	89

### 2. 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.

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### 3. Action Plan

Your Feedback	Pathology Feedback	Rating for Resolution
Add on services: Introduction of more 'profiles' like the Liver profile for ease of adding on tests. Some users also wanted to see all add on tests on ICE/ICEMAIL.	ICEmail is only used to request additional Blood Sciences tests for samples which are not urgent. If urgent additional testing is required, the Blood Sciences helpdesk should be contacted on <a href="tel:01174148383">0117 4148383</a>  ICE Profiles are reviewed periodically, but please contact the appropriate department to discuss particular needs.	Resolved
Lack of clinical advice available OOH and throughout the day. Direct numbers asked for instead of going through switchboard	Direct numbers for each laboratory and staff are available on the Severn pathology website  <a href="https://www.nbt.nhs.uk/severn-pathology/pathology-services">https://www.nbt.nhs.uk/severn-pathology/pathology-services</a>	Resolved
Problems in contacting clinical support – specifically contacting Microbiology	The availability of clinical advice within the Microbiology department is under review.	Under review
Lack of secondary care phlebotomy since COVID. Primary phlebotomists having to be used. Is this due to lack of funding or current pandemic?	BNSSG who are leading on this project. NBT are working with them to facilitate on this.	Resolved

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Pre-operative and OPD areas not included in current hospital phlebotomy schedule. Felt by many that phlebotomy should be hospital run.	The current phlebotomy model is devolved out to divisions. Pathology provide the non acute ward-based phlebotomy service. There are currently no plans to develop a unified approach. Routine hospital phlebotomy service has been impacted by the pandemic restrictions. Secondary care phlebotomy is provided by the CCG.	No action required
Specimen transport poor during COVID as mostly porter led. Restrictions on what can be sent by air tube due to COVID were delaying results. This is because it is taking longer for samples to get to the lab.	Unfortunately, due to the infection risk from COVID samples, Pathology was unable to accept these being sent via the Air Tube. Since October 2020 the Trust has new leak-proof Air Tube carriers in place which means we can now accept COVID samples sent through this.	Resolved
Interim results: Many felt that they weren't needed and caused confusion and extra work when treating patients	Pathology recognises the difficulties with the way results are displayed in ICE. Regrettably we have no way to amend this with the current system. We will review with the new EPR.	Under review