

SEVERN PATHOLOGY

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

Version N^o: 1.2



User Survey Report and Action Plan 2021

1. Report from RCPATH

This report relates to the RCPATH survey of user satisfaction carried out by on behalf of Severn Pathology between 04/09/2021 and 19/10/2021 44 responses were received in total (for comparison 74 responses received in 2020), self-identified as coming from the following groups:

- 48.72% Hospital-based consultant or staff grade doctors
- 5.13% Hospital-based trainee doctors
- 23.08% Hospital-based nurses or other non-medical healthcare practitioners
- 15.38% Primary care physicians (fully trained)
- 0.00% Primary care physicians (trainees)
- 2.56% Primary care or community-based nurses or other non-medical healthcare practitioner
- 5.13% Others







2. Performance on individual questions:


Question:	Comparison on previous year	Your score:	Rank 2021:	Out of:	Your score:	Rank 2020:	Out of:
"I can trust the laboratory to provide results/reports when I need them"		3.61	32	107	3.80	11	98
"I am satisfied with the quality of professional advice that I receive from the laboratory"		3.64	66	107	3.81	23	98

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Question:	Comparison on previous year	Your score:	Rank 2021:	Out of:	Your score:	Rank 2020:	Out of:
“Professional advice is readily available from the laboratory when needed”		3.23	99	107	3.63	30	98
“I am confident that urgent/unexpected results will be promptly communicated to me or my cover”		3.46	36	107	3.39	44	98
“Local systems to collect and transport specimens work well”		2.98	64	107	3.23	37	98
“The level of out of hours service meets my needs”		2.93	78	107	3.33	31	98
“I am very satisfied with the phlebotomy services available to my patients”		2.83	51	107	2.81	47	98
“Point of care testing is well supported by the laboratory”		3.06	44	107	3.17	28	98

Question:	Comparison on previous year	Your score:	Rank 2021	Out of:	Your score:	Rank 2020:	Out of:
“Would you recommend this laboratory service to a colleague?”		100%	1	107	98.55	23	98

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.

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4. Action Plan

Your Feedback	Pathology Feedback	Rating for Resolution
<p>General intranet comments There were several comments relating to not knowing where test/speciality information was on the website.</p>	<p>All test and speciality information, apart from Point of Care testing, is on the external Severn Pathology website which is accessible from both the external North Bristol NHS Trust, a google search for keywords, or from the NBT intranet, LINK. However, we have taken note of your comments and will look at improving access to the Severn Path website from LINK.</p>	<p style="text-align: center; font-weight: bold;">In progress</p>
<p>Comments relating to phlebotomy & sample receipt Clearer communication to ward doctors / staff when samples haven't been able to be taken. Generally this is quite good but there are times the team don't find out until later that blood tests haven't been taken and they are then taken late in the day and need to be handed over to on-call teams.</p>	<p>We rarely know when a sample has not been taken unless it's part of a shared sample request (e.g. chemistry plus haematology) and we activate one half of the request and realise a sample is missing. The only other way we know is if the clinical area calls us to say a sample is on its way and we specifically keep checking for it, but as we process thousands of samples per day it would be unworkable for us to do this for all samples. If the sample is urgent please let us know.</p>	<p style="text-align: center; font-weight: bold;">No improvement currently possible</p>
<p>Requests for additional phlebotomy services</p>	<p>The current phlebotomy model is devolved out to divisions. Pathology only provides the non-acute ward-based phlebotomy service. There are currently no plans to develop a unified approach.</p>	<p style="text-align: center; font-weight: bold;">No improvement currently possible</p>

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<p>Comments relating to external samples transport</p> <p>Comments also relating to collections being missed or late</p>	<p>We are aware that there have been problems with collections being missed or late. We would like to assure you that we are in close communication with our transport provider to investigate issues and improve services. We also welcome communication from our users if you are seeing difficulties or issues with sample quality which is potentially affected by transport.</p>	<p style="text-align: center; font-weight: bold;">In progress</p>
<p>Comments relating to transport – pod system breakdowns</p> <p>There were several comments relating to pod system breakdown and relying on portering. All comments related to wards in the Brunel building</p>	<p>There are two airtube (pod) systems which service various areas of Southmead Hospital:</p> <ul style="list-style-type: none"> • the old system, which covers Pathology, CDS and Elgar – this system is managed by Pathology • the new system, which is used within the Brunel, and between Brunel and Pathology, – this system is NOT managed by Pathology – any issues should be reported to the Facilities Helpdesk. Occasionally Pathology does not know there is an issue with this until we note a number of porters brining in samples. 	<p style="text-align: center; font-weight: bold;">For information</p>
<p>Less plastic and paper</p>	<p>We thought this was a very timely comment considering the impact of climate change and the Trust’s goals around sustainability. We will continue to look to reduce these where systems allow.</p>	<p style="text-align: center; font-weight: bold;">In progress</p>
<p>Alert to positive results</p> <ul style="list-style-type: none"> • Suggestion of use of email 	<p>We have explored the use of email, but we would need to manage emails from a significant number of clinicians and GP surgeries. This would also require a considerable resource</p>	<p style="text-align: center; font-weight: bold;">No improvement currently possible</p>

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<ul style="list-style-type: none"> Improved system for phoning through abnormal results 	<p>based on the number of positive/abnormal results we generate on a daily basis..</p> <p>We do review our phoning policies quite frequently, but if you have any ideas for improving phoning, please get in touch with us to discuss.</p>	For information
<p>Comments relating to Point of Care testing</p>	<p>POCT services are always under review and our team are always happy to have conversations about increased usage of current devices or the potential for new devices. Please contact POCT@nbt.nhs.uk in the first instance.</p>	For information
<p>Sendaway samples</p> <ul style="list-style-type: none"> Time taken to get results alerts for positive results where analysis is invariably delayed e.g. send-away samples 	<p>With our sendaway samples, we rarely know a sample is positive until we receive the report back from the referral laboratory - reports then go onto our system as soon as possible unless further interpretation is required.</p> <p>The turnaround times for sendaway tests are regularly reviewed and monitored for breaches, however, if there are specific issues then please contact the relevant department directly.</p>	For information
<p>Greater provision of OOH support or anytime advice</p> <ul style="list-style-type: none"> A number of comments relating to ease of clinical advice or contacting for advice out of hours 	<p>There is a dedicated phoneline for our Duty Clinical Biochemists which is 0117 4148437</p> <p>Haematology uses the main helpdesk number: 0117 4148383 and for clinical advice please bleep the Consultant of the day and OOH, the on-call medic</p>	For information

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	The best place for information and contacts is our Severn Pathology website: https://www.nbt.nhs.uk/severn-pathology	
Improve interaction between labs Better interaction between labs - e.g. even in the blood tube shortage, the hassle involved in getting a serum tube from blood sciences to micro for an extra serology test is not worth it. Easier to waste a tube rebleeding the patient.	Unfortunately, Blood Sciences and Infection Sciences are not able to share samples as they work in different buildings and the samples go onto different analysers. It is always advisable to take separate samples for each. This also applies to any additional tests requested after we receive the sample.	For information
Putting Genetics reports on ICE	The Bristol Genetics Laboratory uses a different LIMS system which does not connect to ICE or equivalent systems. We recognise the importance of digital interoperability and are working actively with partners across the region and with the National team to bridge this gap, however this will require significant development and is unlikely to be quickly resolved.	In progress
Fewer failed RNA tests	We've audited RNA failure rates and will be sharing outcomes with service users to help reduce this. Longer term we are also looking at RNA analysis salvage options.	In progress
Cellular Pathology Sample receipt on the weekend	Porters have access to the Histopathology reception and there is a box there in which to leave specimens when the department is not staffed.	For information

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<p>Cellular Pathology Better visibility of results</p>	<p>Results are available on ICE. There are sometimes issues with those reports not getting to the correct location due to data quality and data-entry issues. The best way to resolve would be to have all requests made through ICE but try as we might, it has been impossible to achieve across all specialties and areas.</p>	<p>No improvement currently possible</p>
<p>Cellular Pathology Greater provision of out-of-hours support e.g. CSF samples</p>	<p>CSFs are all processed and reported by Neuropathology which is not part of Pathology Sciences. Please contact this department separately.</p>	<p>For information</p>
<p>Cellular Pathology Long delay in getting results across the board (not cancer) but the GI Pathology email works well and the consultants are responsive when we ask about individual queries</p>	<p>Unfortunately the department has a significant shortage of Consultant Pathologists and relies heavily on outsourcing to report cases which introduces delays in turnaround times. There is a plan in place to try and resolve matters but there will not be a full resolution for at least 12 months. Good to know that we are responsive in the face of specific queries.</p>	<p>In progress</p>