

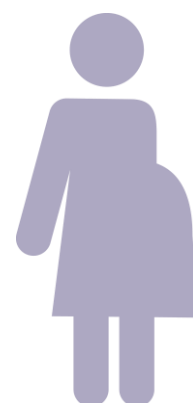
# Antenatal Sickle Cell and Thalassaemia Screening Programme Laboratory User Survey Report: 2023

## Summary

A big thank you to everyone who took part in the survey and for all of the additional comments you made. The survey was distributed in April 2023 and was open for 2 weeks. A total of 22 responses were received from a range of healthcare professionals.

Overall the responses were positive, with results of at least 4 out of 5 on the weighted scale. These figures are similar to the results seen in the last survey completed in 2021.

An improvement was seen in participants awareness and use of the Severn Pathology webpages.



## Survey results

1 – very unsatisfied/strongly disagree → 5 – very satisfied/strongly agree

Choices	Weighted average	1	2	3	4	5
How satisfied are you with our service overall?	4.4	1	0	0	9	12
Positive results are communicated promptly and effectively	4.0	2	0	2	9	8
Rejected samples are communicated promptly	4.3	0	0	3	8	10
Repeat samples are managed appropriately	4.4	0	1	1	8	11
Laboratory advice is readily available	4.0	2	0	1	10	8
Clinical advice is readily available	4.0	2	0	1	10	8
I am aware of the expected turn-around times for my test	4.3	0	1	3	5	12
Turn-around times are satisfactory	4.2	1	0	2	9	9
Choices	Weighted average	1	2	3	4	5
It is easy to contact the relevant staff for my query	3.8	3	0	4	6	8
Staff are friendly and helpful	4.1	2	0	2	6	11
Staff are sufficiently knowledgeable	4.1	2	0	1	8	10
Choices	Weighted average	1	2	3	4	5
I know how to access the website	3.1	5	3	4	3	6
I use this website regularly	2.0	10	5	3	2	1
I find the information on the website useful	2.6	7	2	5	4	2

Overall the responses about service provision were positive, with the majority of users selecting 4 or 5. There are areas of concern for a couple of participants around communicating positive results and accessing helpful laboratory or clinical advice. Unfortunately no specific comments were made, so it is difficult to determine where improvements could be made or whether there are issues specific to certain cases. We would ask any users who have experienced problems with the service to raise a concern with us directly (contact info below) as soon as possible so we can investigate further.

It is interesting to note that many users are not regularly using the website, although its rating for usefulness is higher than the score for people who use it. We would encourage all users to review the page using the link below and feedback to us where improvements could be made.

## Additional comments

### You said...

The team are very friendly and helpful. They have been supportive of a progressive approach to making improvements particularly around digital failsafes and requesting. Very happy with the service provided to NBT.

I haven't had need to contact the lab this year. ICE generated requests tend to produce results much quicker than paper results. Why should this be? The lab receives the tests at the same time.

good links with the laboratory & antenatal screening service are well established

Sometimes a result is not on screen and near our breach of 10 working days. We then have to call the lab. There is sometimes a delay in uploading results to ICE.

I will visit Severn pathology website now I am aware of it. Have always had positive and helpful responses.

### Our response...

We're glad that this is your experience and endeavour to maintain this level of service as a minimum.

ICE requests are booked in using the barcode and processed immediately; form requests must be entered manually. This takes longer due to the extra steps and staff time required. This is one reason why ICE requesting is preferred where possible.

This is good to hear and a critical aspect of offering a good screening service to all patients.

We regularly report >98% of samples ≤3 working days (>99% ≤4 days), including interim reports for positive results. Rarely duplicate patient records exist and an alternative search on ICE helps. If you notice a delay, please do contact the team using the details below to investigate and try to prevent recurrence.

That's great to know – please let us know what you think of the webpage.

## Contact details

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Webpage: <https://www.nbt.nhs.uk/severn-pathology/pathology-services/haematology/sickle-thalassaemia-screening>