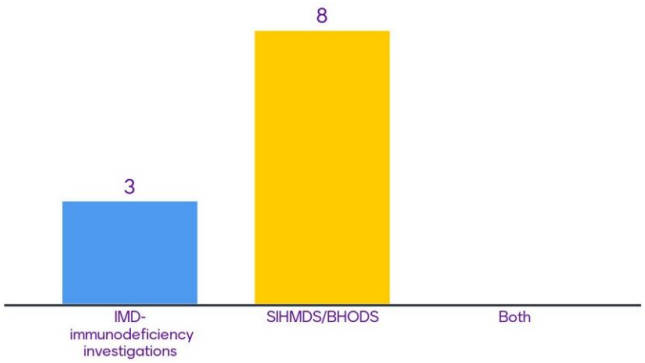
Flow Cytometry
User Survey 2024

Summary
The Bi-Annual Flow Cytometry user survey was sent out on 4th January 2024 to all service users identified as using the Flow Cytometry service. The survey was conducted on Mentimeter, a platform which allows for real-time data collection and users to see answers as they are populated. A link to the mentimeter survey was sent out via email address.

A total of 7 responses were obtained from Flow users from the period 4th January to 13th March 2024. The survey was resent on 10th April gathering a further 4 responses and closed on 31st May 2024.

Which Flow service(s) do you routinely use from NBT?

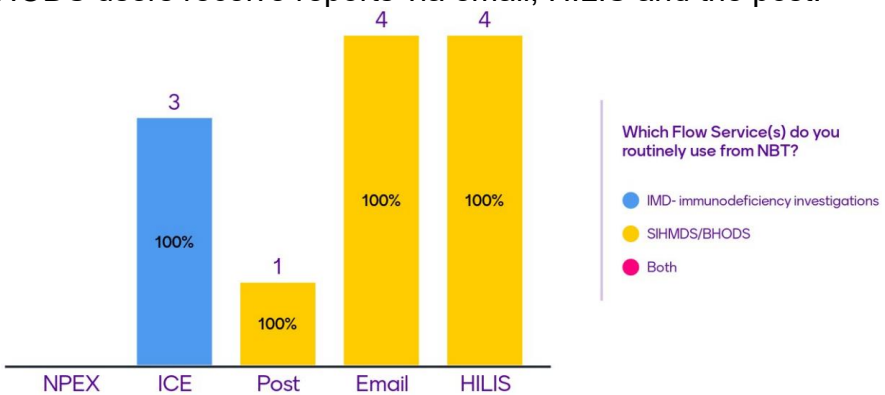
Initial responses indicated 100% of users routinely use SIHMDS/BHODS service. This prompted the survey to be resent, targeting individuals likely to use the Immunodeficiency service.



Action: Ensure cross section of service users are sent the next survey.

How do you receive your reports?

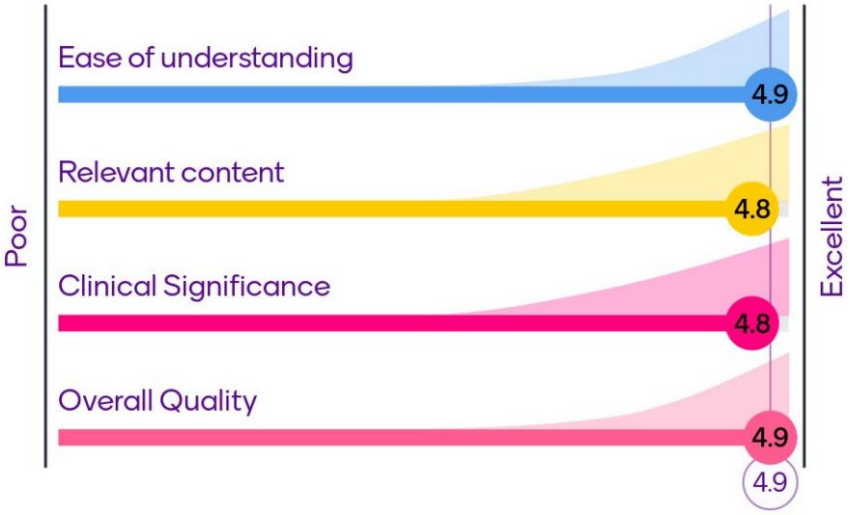
An equal number of users receive their reports via email and HILIS (36.4%). 27.3% of users receive reports via ICE. One user also stated they receive results via post (9.1%). All users of the IMD service receive reports via ICE, whereas SIHMDS/BHODS users receive reports via email, HILIS and the post.



Action: Encourage SIHMDS/BHODS users to adopt HILIS reporting system.

Please rate the quality of reports you receive:

Overall, users are very satisfied with the quality of the Flow Cytometry reports received, as the average score was 4.9 or excellent for all aspects surveyed.



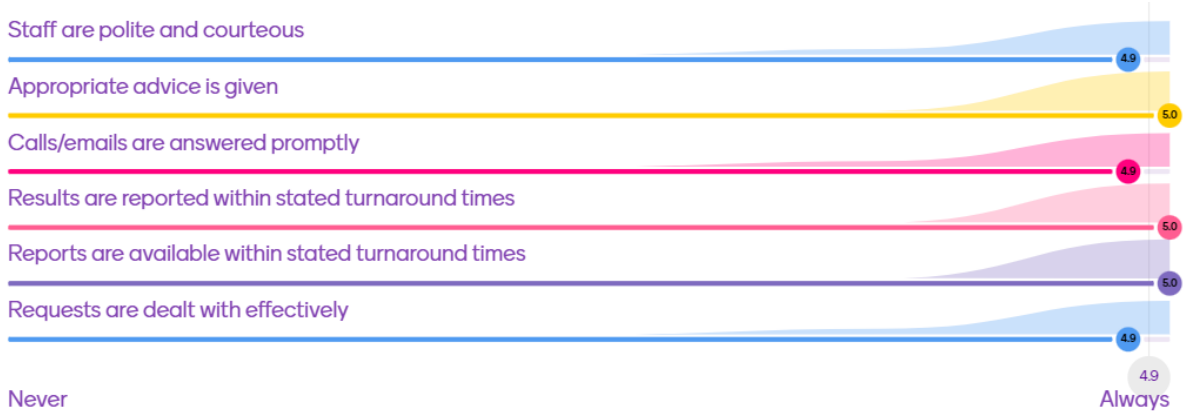
How easy to use do you find the following:

Users felt that the BHODS request form was easy to use with an average score of 3.9. The HILIS system scored an average score of 3.6 indicating that it is easy to use. Users gave the Severn Pathology website an average score of 3.6, indicating it is fairly easy to use. The results of other user surveys have indicated the Severn Pathology website

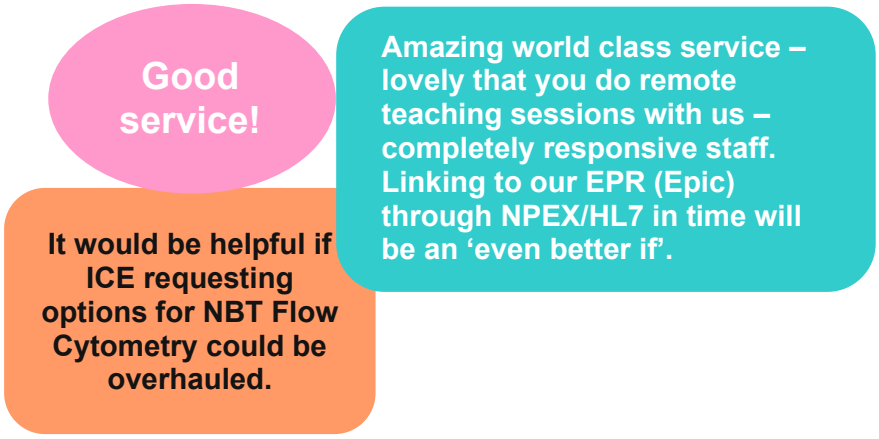


Please rate the following features of communication with the Flow service:

Users have a very high level of satisfaction with communication with the Flow service, with an average score of 4.9. All elements of communication scored 4.9 or above.



Additional comments included:



Summary:

The survey was sent out to 43 users via email, representing a response rate of 26%. 73% users state using the SIHMDS/BHODS service at North Bristol NHS Trust, whilst 27% state using Immunodeficiency service. The next user survey will aim to engage with a greater number of people using the Immunodeficiency service, which should also help improve the response rate.

33% of users currently receive reports through the HILIS system, with 33% receiving reports via email and 25% through ICE. No users reported using NPEX. The Flow service actively encourages end users to adopt the HILIS and NPEX systems for results reporting, as it offers online security, less opportunity for reporting errors and a decrease in time taken for reports to be received by clinicians.

The level of satisfaction with the overall quality of the Flow Cytometry service and communication with the staff who run it is very high.