Immunology
User Survey 2024/25

Summary
The Bi-Annual Immunology user survey was sent out on 26th November 2024 to all service users identified as using the Immunology 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 addresses, GP Newsletter and internal trust communications. Email sign offs for staff were also updated to include a link to the survey.

A total of 7 responses were obtained from Immunology users from the period 26th November 2024- 11th December 2024. The survey was then sent back out in GP communications on 14th January which gathered a further 3 responses and closed on 26th February 2025.

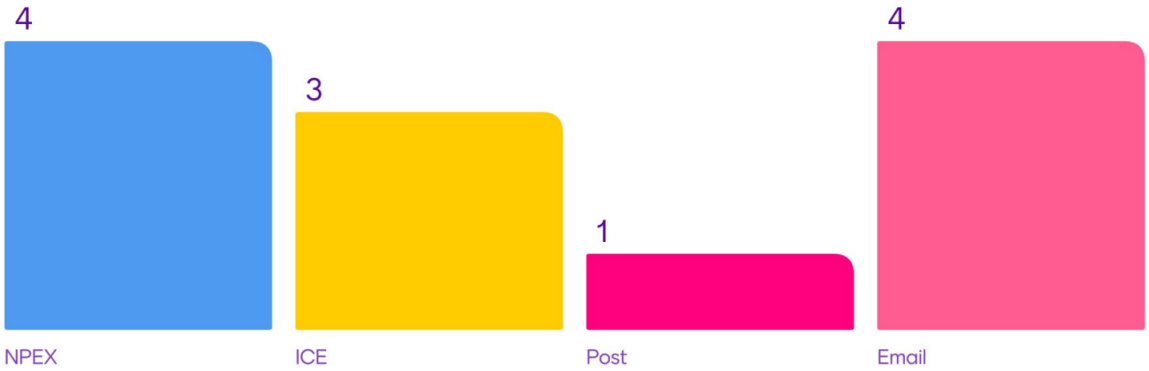
What service(s) do you use from the Immunology Service at the North Bristol Trust (NBT)?

Responses showed a distribution across all 3 areas included in the survey.



How do you receive your reports?

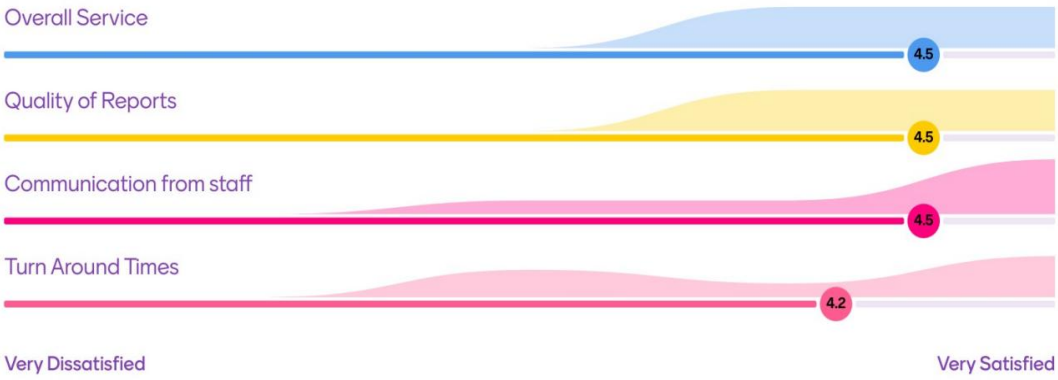
An equal number of users receive their reports via Email and NPEX (33.3%). 25% of users receive reports via ICE. One user also stated they receive results via post (8.3%).



Action: Enquire with users if NPEX is possible
Action Response: Please get in touch via the email below if you have capacity.

Please let us know how you feel about the overall service you receive from Immunology:

Overall, users are very satisfied with the quality of the Immunology Service, the average score was 4.42 which sits between satisfied and very satisfied. With all aspects surveyed receiving a score between 4.2-4.5 out of 5.



Please comment any reasons for your answer:

The reasoning for the responses was very positive with one area of improvement highlighted regarding MPO/PR3 turn around times.

> TAT for MPO/PR3 quantitation need improvement.

> Southmead Immunology team is just amazing and hard working.

> Results are always quickly received, particularly those set up via NPEX. Communication from laboratory and clinical staff is prompt and always helpful.

Action: Investigate MPO/PR3 Turnaround times.

Action Response: Our KPI is 90% within TAT each month (7 days for MPO/PR3). Between August 2024-March 2025 no month breached our KPI. Unfortunately as the survey is anonymous we are unable to investigate further without more details. Please email the address below with further details to enable us to do a more in depth investigation.

Please rate the following features of the communication received from staff:

The users were very complimentary about staff.
All users scored ‘Staff are polite and courteous’ with always (5/5).
Appropriate advice is given and the request is dealt with effectively scored an 4.8 coupled with a 4.5 for staff are sufficiently knowledgeable shows that staff are competent and always deal with requests efficiently giving out appropriate advice where required.
33% of respondents stated that calls and emails are answered promptly 5/5 with the other 67% responding with a 4/5- this shows staff are answering calls and emails quickly despite staffing workload pressures.
Interpretive comments on reports are sufficient and helpful scored the lowest at 4.2 with 83% of respondents stating a 4/5 which is still very good.



Do you find the Severn Pathology website easy to navigate:

100% of respondents answered Yes however one suggestion for improvement was received.

> Option to filter test repertoire on discipline would be useful.

Action: Enquire if possibility to include a discipline filter to the test repertoire on the Severn pathology website.

Are there any additional services not currently provided by Immunology NBT that you would like us to provide?

One suggestion was made as to what additional services could be provided.

> More common allergens

> None for us.

Action: The Allergy section is already in the process of working up multiple allergens to increase our in house testing repertoire, which will enable more allergens to be tested in house and reduce turn around times.

Summary:

The survey was sent out to multiple users, due to GP newsletter and internal trust communications it is unable to quantify how many users the survey was distributed to, However only 10 responses were received which would indicate a very low response rate.

31.6% of users still receive reports by email or post. The Immunology service actively encourages end users to adopt 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 Immunology service and communication with the staff who run it is very high.

Actions:

1. Enquire with users if NPEX is possible.

2. Investigate MPO/PR3 TAT.
3. Enquire if possibility to include a discipline filter to the test repertoire on the Severn pathology website.

The responses from the survey are anonymous, if you wish to provide further information or would like assistance with NPEX please contact:

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