

## **Community User Survey 2021 Report**

Pathology would like to express their thanks to all those who were able to complete this year's survey.

### **INTRODUCTION**

ISO Standards sub-clause 4.14.3 set requirements that the laboratory management shall seek information relating to user perception as to whether the service has met the needs and requirements of its users. This survey has been performed to comply with these standards, and in doing so, will bring to the attention of the laboratory management any areas of services provided by the laboratory that require improvement.

The user satisfaction survey ran between 14<sup>th</sup> April to 7<sup>th</sup> May 2021 and its purpose is to obtain feedback from our users on the quality of the services provided by the laboratory.

The information gained from this survey will enable laboratory management to look at the service we provide and decide how to improve it to meet the needs and requirements of our users, as part of our commitment to continually improve quality.

### **METHOD**

The satisfaction survey was carried out using a questionnaire which was developed in consultation with BRILS Management Team, Clinical Heads of Department and the Laboratory Director, and comprised of 23 questions designed to elicit users' general views on the quality of the services provided by Pathology.

The respondents were asked to rate their satisfaction using the following response options: Yes or No, except in the case of a question asking how the respondent would like to receive communications from the laboratory (answers available were "Email", "News Page via the Website" or "Newsletter"). A percentage distribution of responses was used to present the data and cumulative percentage dissatisfaction compared to cumulative percentage satisfaction.

The respondents were also instructed to use 'not applicable' where appropriate. The penultimate question asks users to provide any comments to improve the service, and the final question asks users to provide feedback of any positive experiences with the service. These have been collated and have been discussed at a feedback session to the BRILS Management Team and actions identified where appropriate. Responses are detailed at the end of the report. All responses received are duplications of the text received.

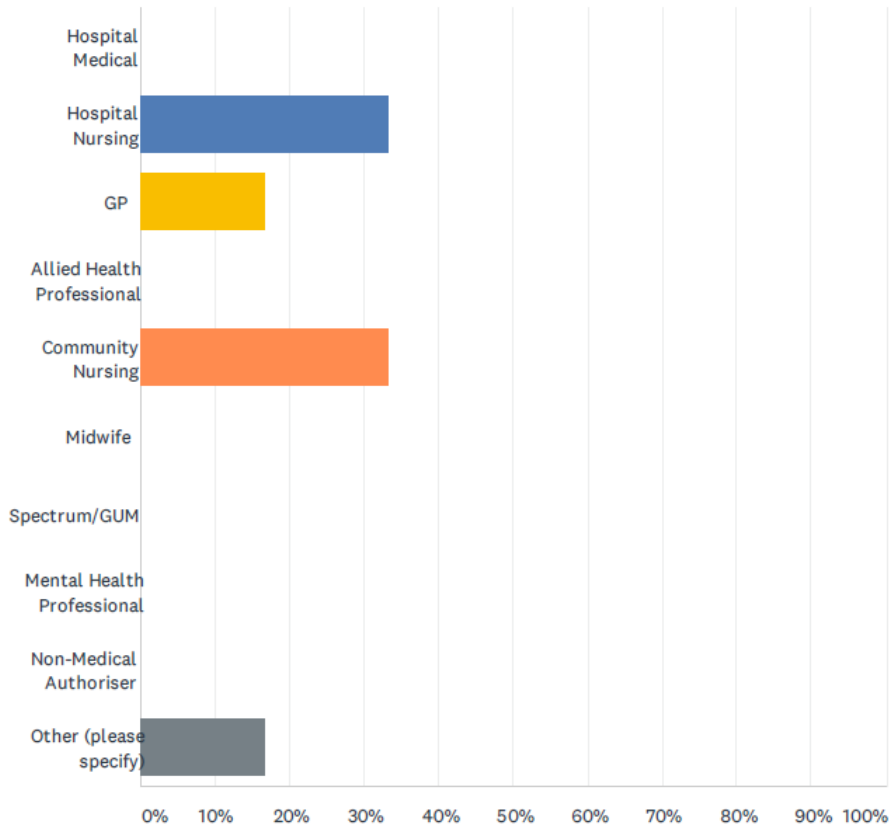
Separate user surveys have been completed for Hospital Users (Barnsley - DOC 135, Rotherham – DOC 330) and Phlebotomy Services (DOC 331).

Questionnaires were sent via survey monkey to GP mailing lists, community midwives, sexual health clinics, hospices and private healthcare providers using the service. Paper copies were also sent out with the sample couriers to all sample collection points. 6 responses received.

**RESULTS OF SURVEY**

**Question 1: Staff Group**

Answered: 6 Skipped: 0



A total of 6 responses were received from users within the Community, GPs, Nursing and Service Managers and other community users.

**Question 2: Name (Optional)**

This question was optional and was included to allow for specific personal feedback to be given where relevant and to enable the incentive of a box of chocolate to be delivered to the winning participant in the draw. For the purpose of confidentiality, the names of participants will not be included in this report.

**Question 3: Location (Optional)**

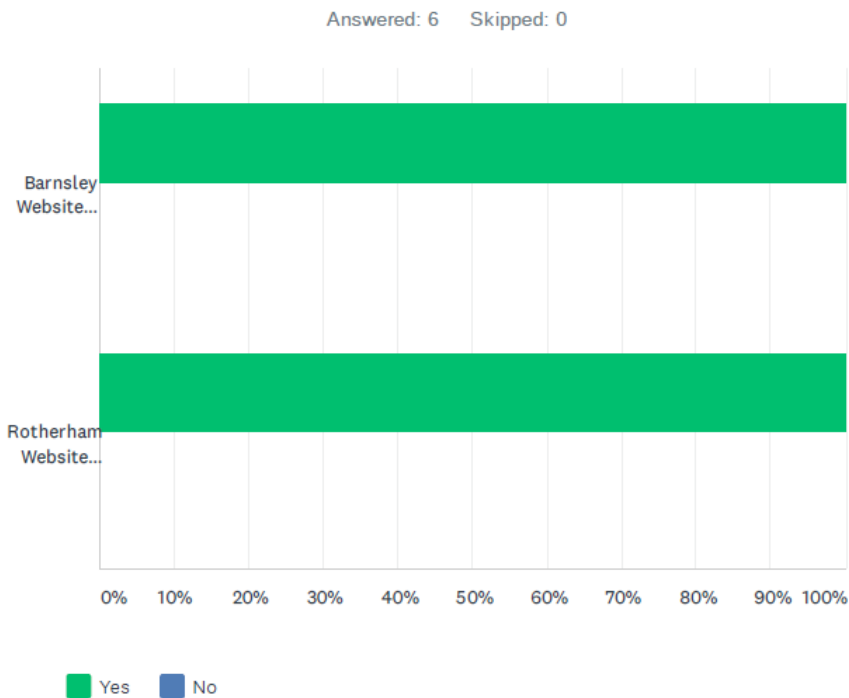
Location	Number of Participants
Spectrum	1
Greenoaks Screening	1
Barnsley Community Services	1

3 respondents chose to include the department in which they worked. The above table shows that responses were received from a wide variety of clinical areas within the community, covering GP practices, Community Midwifery and Private Healthcare Providers across both Rotherham and Barnsley.

**Question 4: Contact Details (Optional)**

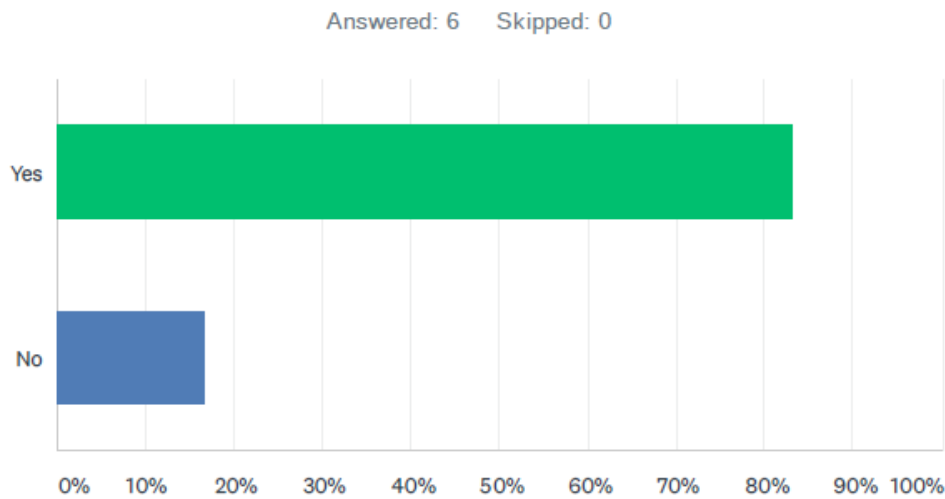
Respondents were given the option to provide their contact details, should they require a direct response about any of their answers to the questions in this survey.

**Question 5: Were you aware that our User Information can be obtained via our websites?**



This question was added to gauge how many users were aware that user information was available via the Barnsley and Rotherham Websites. A hyperlink to each was also included in this question to educate users about the location of user information. 100% of respondents stated that they were aware that the user information could be obtained via the Barnsley and Rotherham websites. This is an increase on the 67% and 77% of users who were aware of the website during last year’s survey.

**Question 6: If yes, are you satisfied with the usefulness of the Pathology Website as a source of information for each laboratory?**



6 respondents answered this question. 73% were satisfied with the usefulness of the Pathology Website, with 1 user not satisfied. Where comments were left, responses are detailed below:

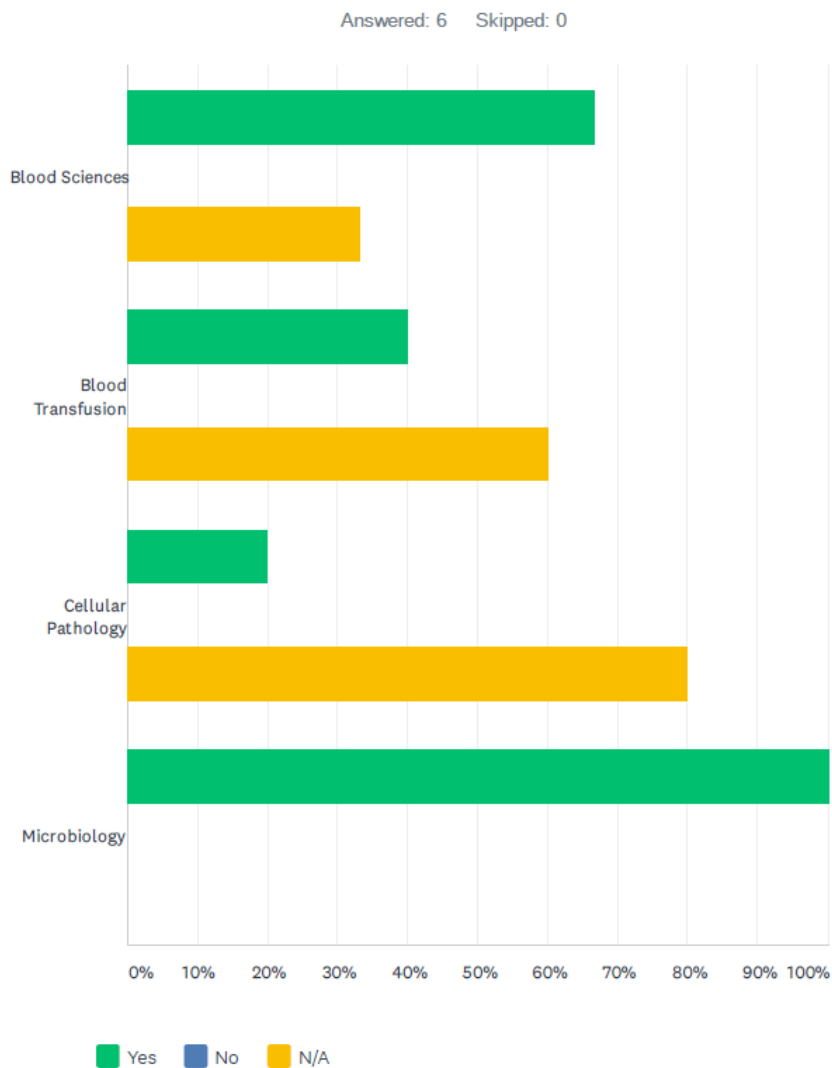
Comment	Response
Don't access as part of Spectrum	The Pathology Website is available via the following links: Barnsley: <a href="http://www.barnsleyhospital.nhs.uk/pathology/">http://www.barnsleyhospital.nhs.uk/pathology/</a> Rotherham: <a href="https://www.therotherhamft.nhs.uk/Pathology/Pathology/">https://www.therotherhamft.nhs.uk/Pathology/Pathology/</a>
Rotherham - Staff are always very helpful, have a good working relationship with the teams	
Rotherham. One staff name is out of date.	

It contains lots of useful information about Pathology and the testing process, including sample & request labelling, sample types/requirements/container's for all tests, result availability and turn-around times, laboratory accreditation and key contact information.

The positive comment will be passed onto the team.

The Website has been recently updated and all names are now accurate. Thank you for the feedback.

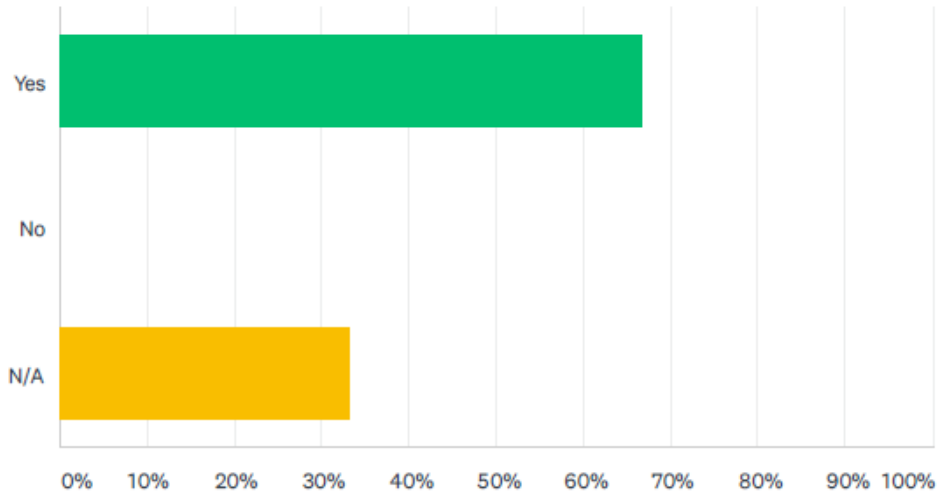
**Question 7: Are you satisfied with the range of investigations provided by the laboratory?**



66% of Blood Sciences users, 40% of Blood Transfusion users, 20% of Cellular Pathology users were satisfied with the range of investigations offered. 100% of Microbiology users were satisfied with the range of investigations offered. No additional comments were made.

**Question 8: Are you satisfied with the courier service used to transport specimens to the laboratory?**

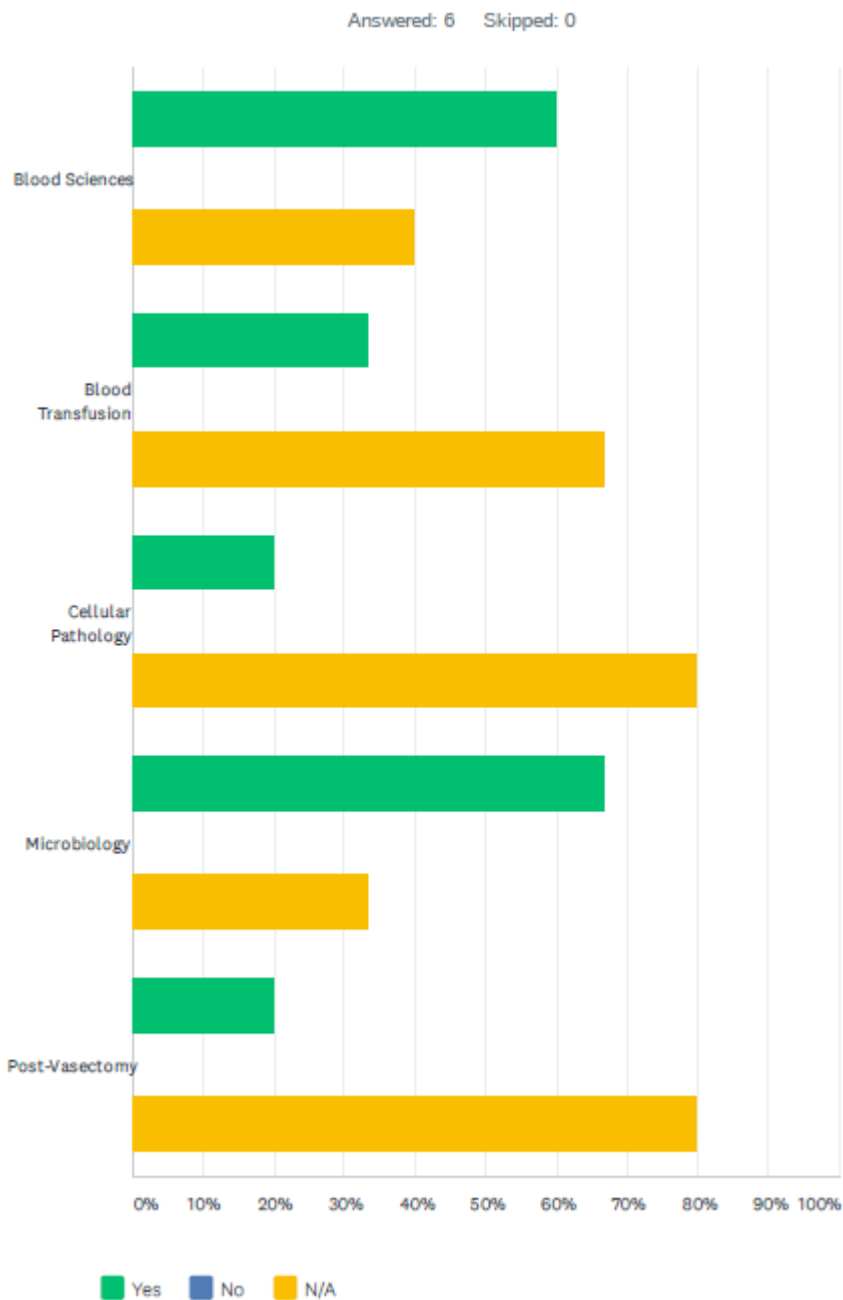
Answered: 6 Skipped: 0



67% of survey respondents were satisfied with the courier transport used for transporting specimens to the laboratory, with 33% stating this was not applicable. No users were dissatisfied. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Use the service daily with no issues has vastly improved our services, and rapid treatment for ladies.	Thank you for your kind comments. These have been passed on to our couriers.

**Question 9: Are you satisfied with the format/layout of the test request form for handwritten non-electronic requests?**

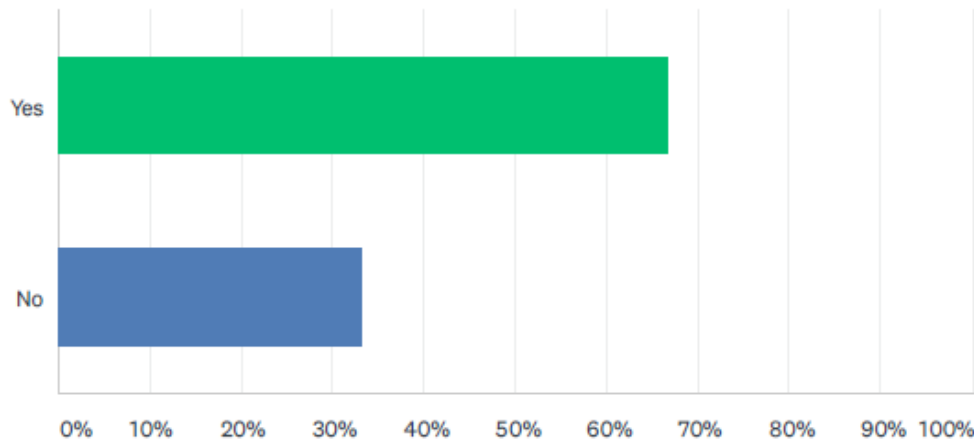


100% of respondents who used the forms were satisfied with the format/layout of the handwritten request forms. No users were dissatisfied with the format/layout. Where comments were left, responses are detailed below:

Comment	Response
Not clinical so unable to answer.	Thank you for your comment.

**Question 10: Do you use electronic requesting?**

Answered: 6 Skipped: 0



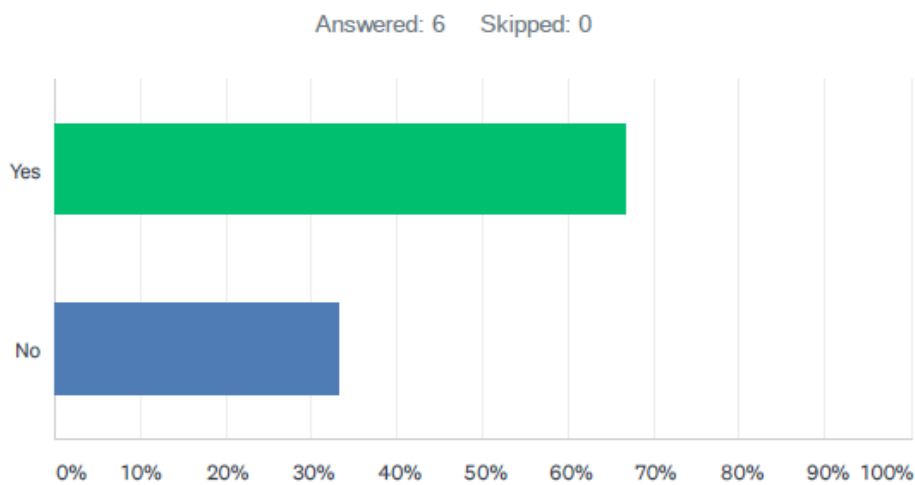
67% of respondents use electronic requesting via ICE, a decrease from 79% of respondents in 2020. Note that this may not be reflective of all users, as only 6 responses were obtained, and the comments received indicate that some community areas do not use ICE.

Respondents were asked to detail reasons for not using electronic requesting if they selected no to this question.

Comment	Response
Not relevant in my role.	Thank you for your comment.
Community still uses hand written.	There are workstreams underway to review the use of electronic requesting in Community locations.

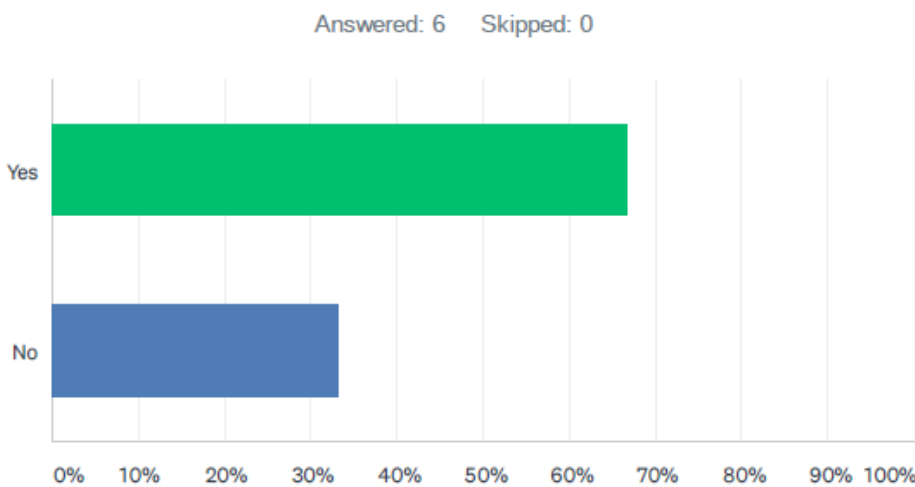


**Question 11: Are you satisfied with ICE when requesting laboratory tests?**



83% of respondents are satisfied with electronic requesting via ICE, a decrease on the number of the 100% of respondents satisfied in 2021. No additional comments were made.

**Question 12: Are you satisfied with ICE when reviewing laboratory results?**



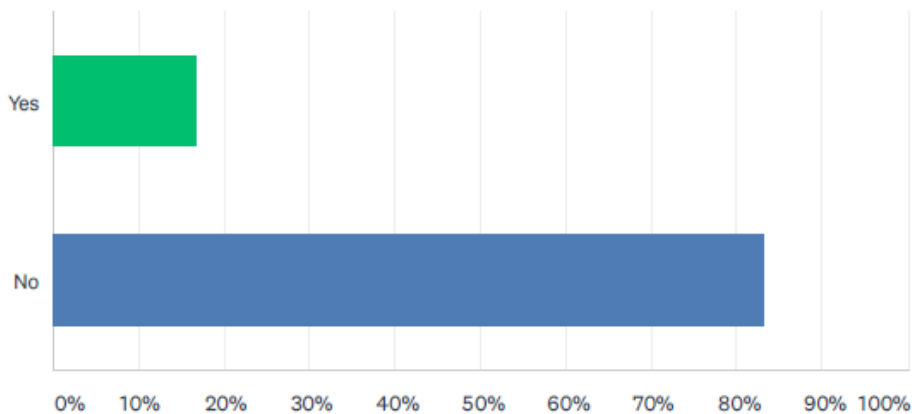
67 of respondents were satisfied with ICE when reviewing laboratory results. This is a decrease on 2020 where 98% were satisfied. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Don't do it - but staff don't complain	Thank you for your comment.
Far too slow for updating lab results especially cultures often waiting several days and ringing labs for the sensitivity to be disclosed which often ends up with an admission due to	Thank you for your feedback.  Our test turnaround times are listed on our webpage via the following links:

<p>slow results. also due to the length of time they are often sat in surgery waiting for collection they haemolyse</p>	<p>Barnsley:  <a href="http://www.barnsleyhospital.nhs.uk/pathology/">http://www.barnsleyhospital.nhs.uk/pathology/</a>          Rotherham:  <a href="https://www.therotherhamft.nhs.uk/Pathology/Pathology/">https://www.therotherhamft.nhs.uk/Pathology/Pathology/</a></p> <p>Please contact the laboratory where experienced turnaround times are outside of the stipulated turnaround time and the laboratory will investigate.</p> <p>Sample transport collection times from GP locations take place throughout the day and are designed to minimise any sample deterioration or spurious results as a result of transportation. If there are issues with the sample collection times for your surgery, please contact the BRILS Managers on <a href="mailto:bdg-tr.pathologymanagers@nhs.net">bdg-tr.pathologymanagers@nhs.net</a></p>
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**Question 13: Do any of your staff require ICE Training?**

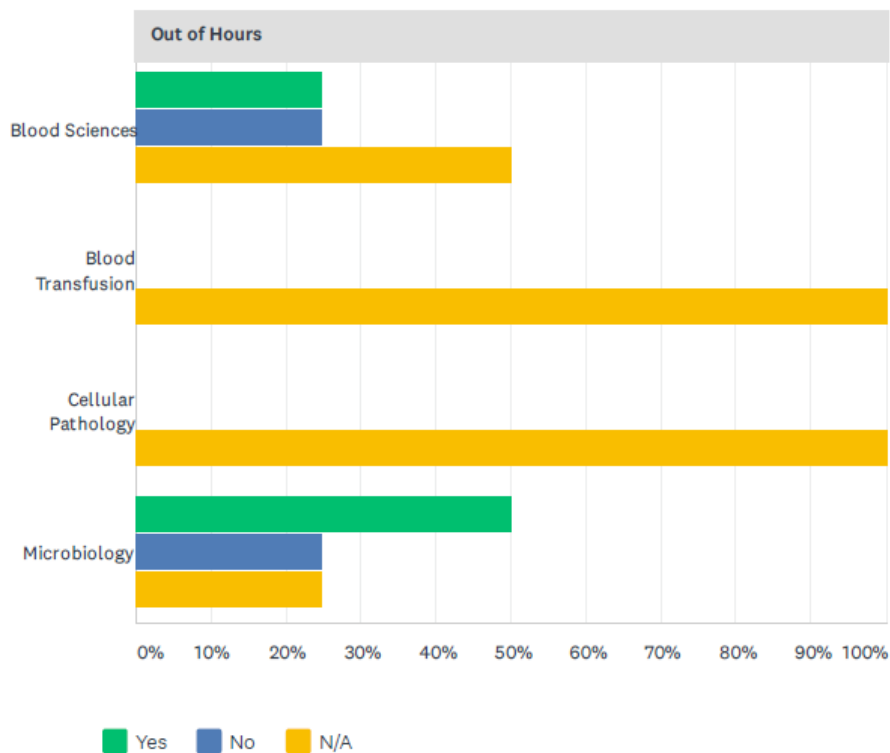
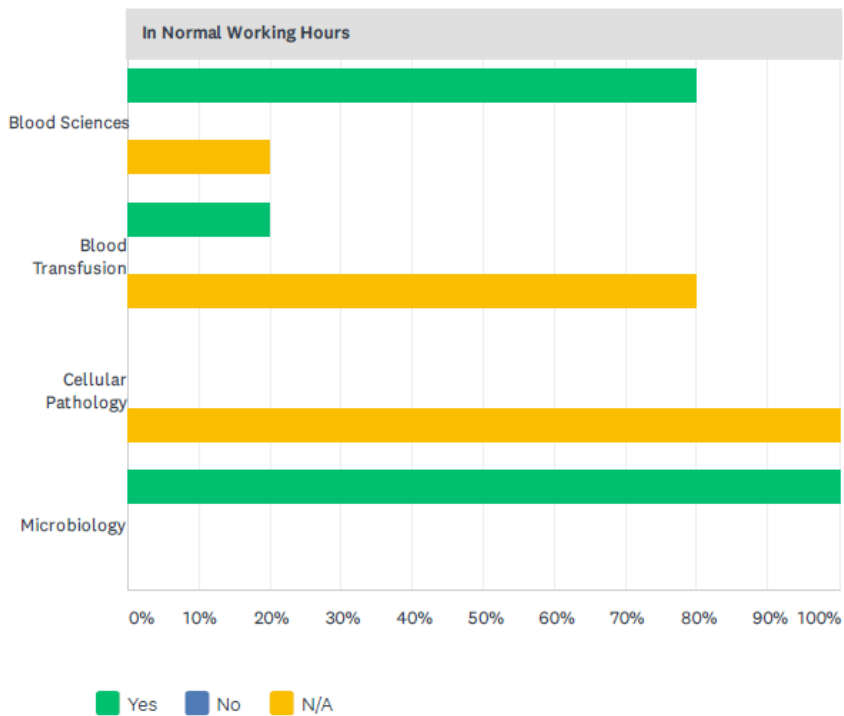
Answered: 6 Skipped: 0



1 respondent identified they required ICE training, and left the comment in the table below.

Comment	Response
We will as we expand access for out of hospital services	Thank you for your comment. Please contact Carol Heritage, Phlebotomy Service Manager/GP Liaison on 01226 432582 to arrange.

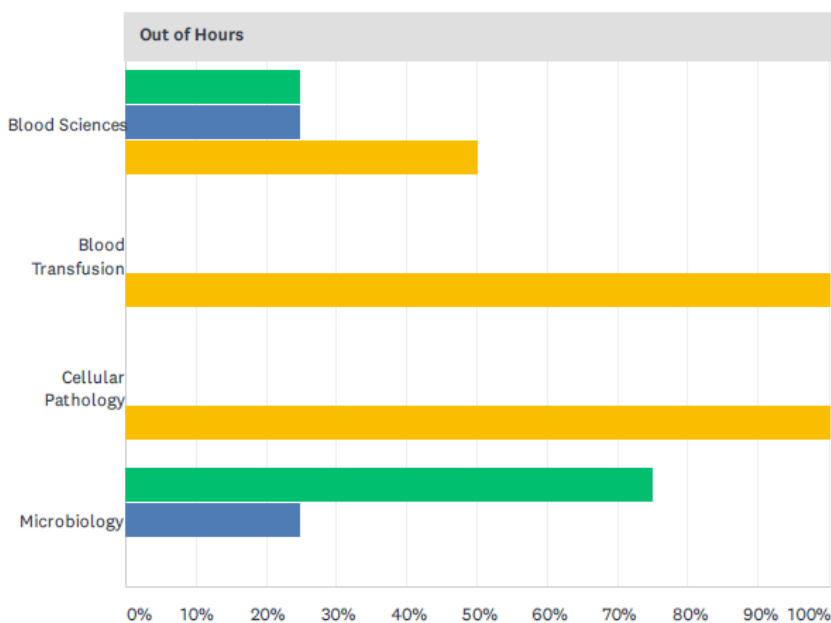
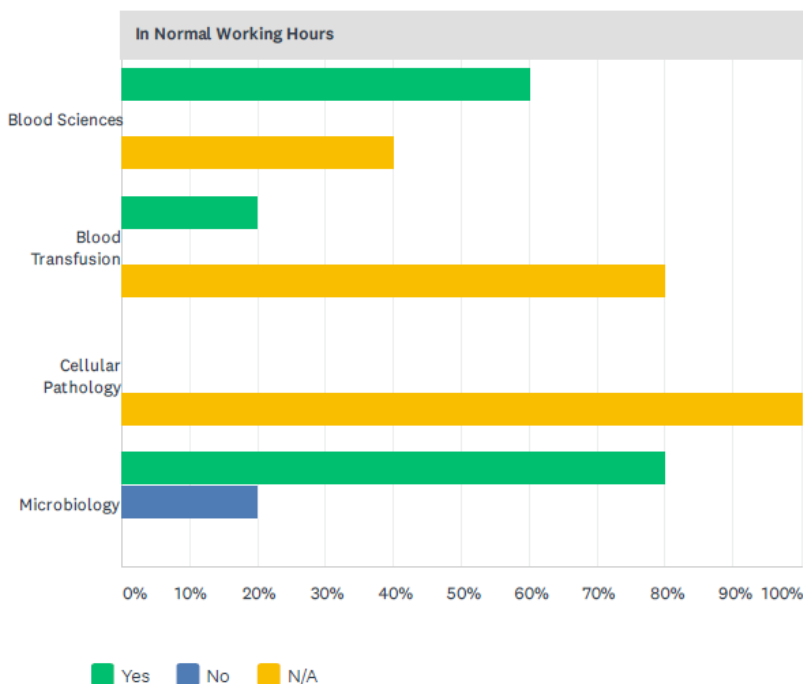
**Question 14: Are you satisfied with the availability and usefulness of advice and assistance provided by laboratory staff?**



100% of respondents who used the service were satisfied with the availability of advice and assistance from laboratory staff in normal working hours. One user of Blood Sciences and one user of Microbiology identified that they were not happy with the usefulness and availability of advice provided by laboratory staff out of hours, but no additional comments were raised. None of the community users identified that they contacted the Cellular Pathology Laboratory for advice. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Microbiology. Incredible cover during the COVID pandemic.	Thank you for your feedback. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings.

**Question 15: Are you satisfied with the availability and usefulness of advice and assistance provided by Clinicians?**

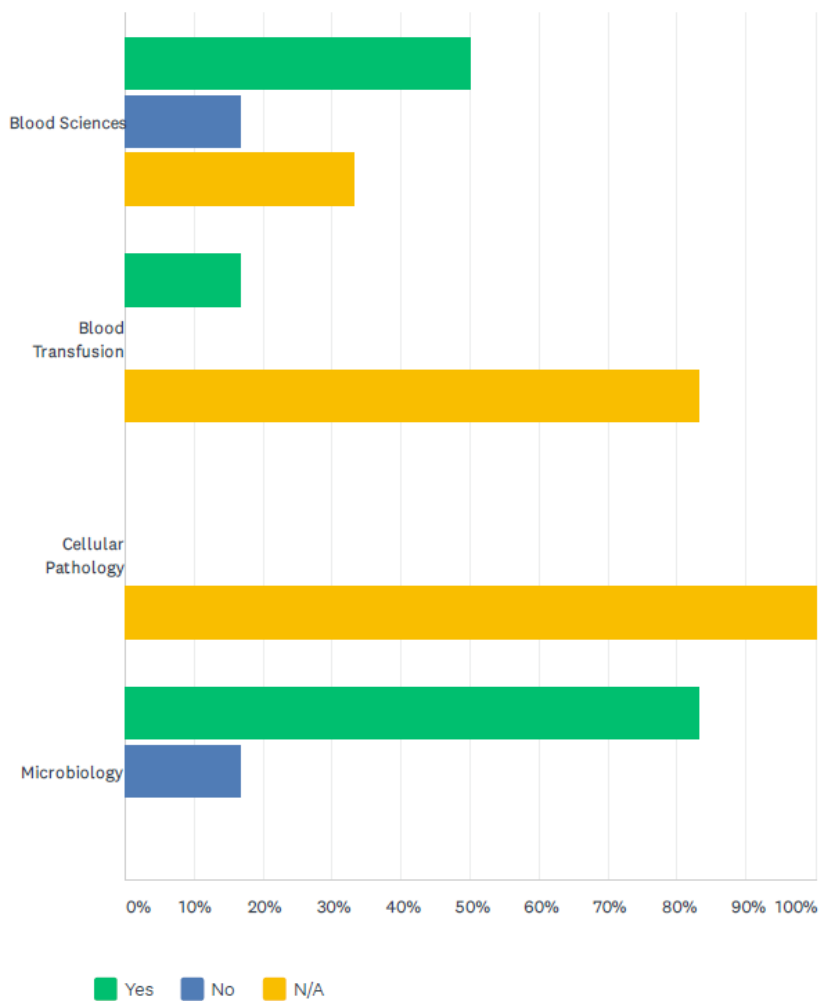


All% of respondents were satisfied with the availability of advice and assistance from Clinicians both in normal working hours and out of hours, with the exception of one user of Microbiology services in working hours and outside of working hours, and one user in Blood Sciences, outside of normal working hours. Where associated comments were left, responses are detailed in the table below:

Comment	Response
Clinicians always helpful and responsive	Thank you for your feedback. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings.
This has been due to vacancy within the team which should now be resolved.	

**Question 16: Are you satisfied with report turnaround times?**

Answered: 6 Skipped: 0



100% of respondents were satisfied with report turn around times for Blood Transfusion. The respondents did not use Cellular Pathology services. One respondent identified they were not satisfied with report turnaround times for Microbiology and Blood Sciences. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Yes we consistently meet our KPI associated with this	Thank you for your comment. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings.
Too slow by far. need to be a lot faster in uploading results	Thank you for your feedback.  Our test turnaround times are listed on our webpage via the following links: Barnsley: <a href="http://www.barnsleyhospital.nhs.uk/pathology/">http://www.barnsleyhospital.nhs.uk/pathology/</a> Rotherham: <a href="https://www.therotherhamft.nhs.uk/Pathology/Pathology/">https://www.therotherhamft.nhs.uk/Pathology/Pathology/</a>  Please contact the laboratory where experienced turnaround times are outside of the stipulated turnaround time and the laboratory will investigate.

**Question 17: Are you satisfied with the report content, clarity and interpretive comments?**

Answered: 5 Skipped: 1

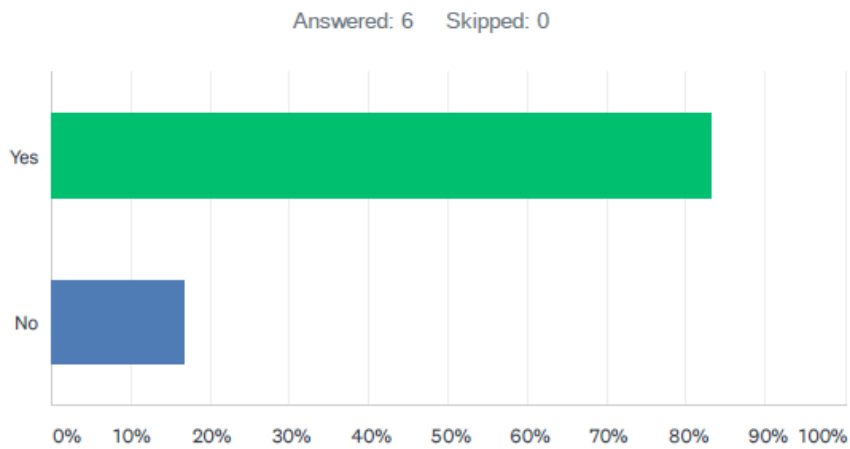


100% of respondents who used the services were satisfied with the report content, clarity and interpretive comments in Blood Sciences, Blood Transfusion and Microbiology. None of the respondents used the Cellular Pathology Service. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Don't see them	Antibiotics sensitivities are reported based on an antimicrobial policy in order to provide the most appropriate treatment for the infection and to maintain antimicrobial stewardship. Catheter samples often have bacteruria which are not reflective of a true UTI.

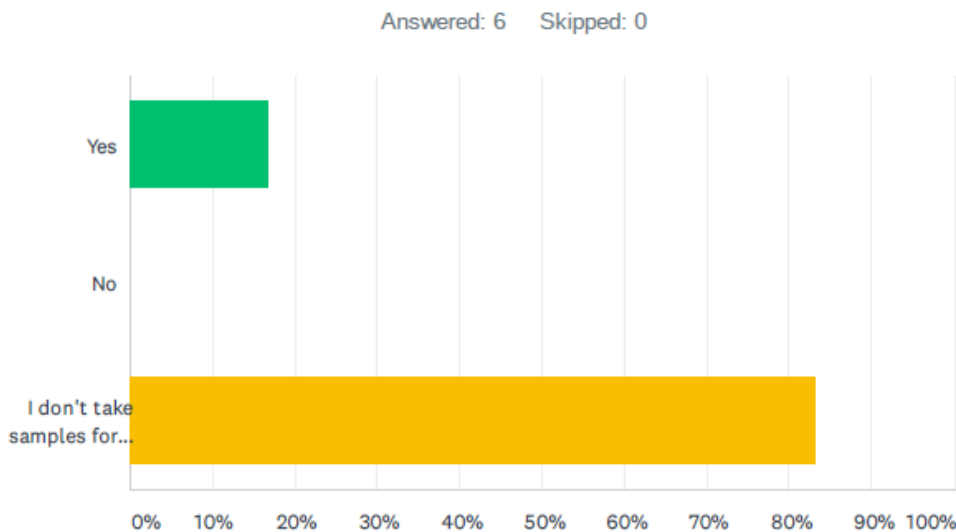


**Question 18: Are you aware of the criteria by which samples are accepted or rejected in Pathology?**



This question was designed to determine the awareness of sample acceptance in Pathology for Blood Sciences, Cellular Pathology and Microbiology and determine the need to provide further education about minimum criteria for sample acceptance. A Hyperlink to the Sampling and Request Labelling page of the Pathology webpage was included in the survey question to raise awareness of the criteria. 16% (one user) of respondents were not aware of the minimum sample acceptance criteria. Further information has been made available to the clinical areas over the last year, however, it is clear that further education regarding Pathology Sample Acceptance and the rationale for this. Please note that a minimum data set is required to ensure full patient identification in the laboratory. The laboratory receives a large number of samples on a daily basis, and it is paramount that the laboratory ensures full traceability of the sample to the request, and to the patient record.

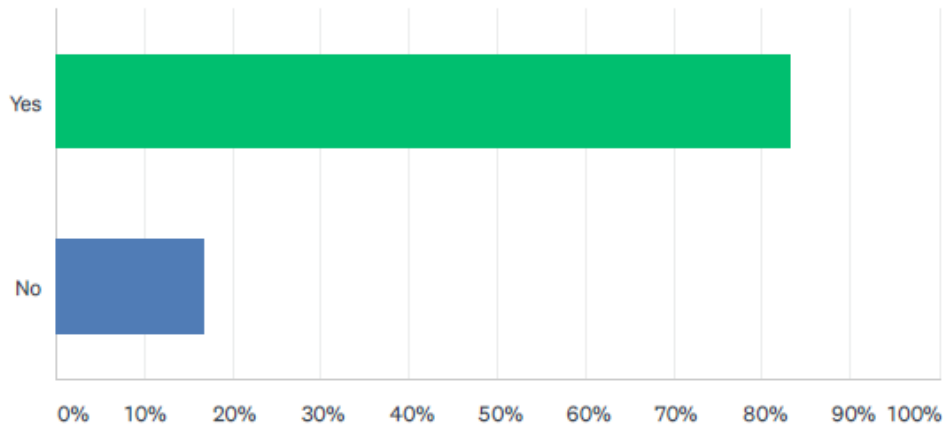
**Question 19: If you take samples for Blood Transfusion (e.g. blood grouping samples) are you aware of the criteria by which these samples are accepted or rejected?**



This question was designed to determine the awareness of sample acceptance for Blood Transfusion and determine the need to provide further education about minimum criteria for sample acceptance. A Hyperlink to the Sampling and Request Labelling page of the Pathology webpage was included in the survey question to raise awareness of the criteria. The sample acceptance criteria for Blood Transfusion is more stringent than for the rest of Pathology due to BSQR requirements. 100% of respondents who took Blood Transfusion samples were aware of the minimum sample acceptance criteria. Information has been made available to clinical areas via communications, the Pathology webpage and Trust inductions, however, this response suggests that further education of clinical staff is required.

**Question 20: Is laboratory news and updates communicated effectively?**

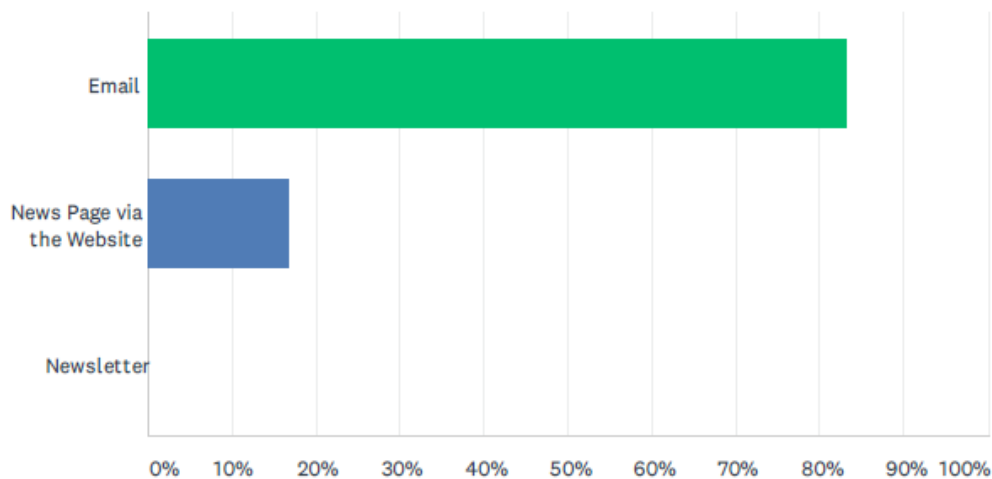
Answered: 6 Skipped: 0



83% of respondents felt that laboratory news and updates were communicated effectively. 1 user did not feel that laboratory news and updates were communicated effectively, but no further comments were received.

**Question 21: How would you like to receive communications from us?**

Answered: 6 Skipped: 0



A majority of respondents (83%) stated that they would rather receive communications from the laboratory via email and 16% via a news page on the website. Work is ongoing with a communications group, who are working to improve communication strategies with users of our service.

**Question 22: Do you have any comments to improve the service we provide?**

Comment	Response
Outstanding extra service during COVID pandemic- Community Nursing	Thank you. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings.
yes, more regular collections from GP surgeries and much faster results for community patients especially cultures/MC+S reports)- Community Nursing	<p>Thank you for your feedback.</p> <p>Our test turnaround times are listed on our webpage via the following links:                      Barnsley: <a href="http://www.barnsleyhospital.nhs.uk/pathology/">http://www.barnsleyhospital.nhs.uk/pathology/</a>                      Rotherham: <a href="https://www.therotherhamft.nhs.uk/Pathology/Pathology/">https://www.therotherhamft.nhs.uk/Pathology/Pathology/</a></p> <p>Please contact the laboratory where experienced turnaround times are outside of the stipulated turnaround time and the laboratory will investigate.</p> <p>Sample transport collection times from GP locations take place throughout the day and are designed to minimise any sample deterioration or spurious results as a result of transportation. If there are issues with the sample collection times for your surgery, please contact the BRILS Managers on <a href="mailto:bdg-tr.pathologymanagers@nhs.net">bdg-tr.pathologymanagers@nhs.net</a></p>

**Question 23: Have you had any positive experiences that you would like to feed back?**

Comment Number	Comment	Response
<b>Compliment</b>		
1	We always have a positive meeting with our BRILS colleagues and they are very responsive if we have problems in-between meetings. They listen to our issues and do their best to resolve any issues. They are great to work with, we never have any issues relating to the provision of lab services and if we do, it is quickly resolved.	Thank you. The positive results have been fed back to Laboratory Managers to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings.
2	We use the labs on a daily basis for antenatal screening and find that all staff we deal with are expertly professional at all times. Thank You.	
3	Lab staff always friendly, helpful and professional.	
4	The Microbiology laboratory teams dedication during the pandemic to rapidly embracing new technology and equipment and extending the working hours to provide support to the Trust.	