

Royal Berkshire & Battle Hospitals NHS Trust Pathology Service

Pathology User Survey – Summary findings and actions undertaken

During the spring of 2006 the Pathology Service undertook a questionnaire survey of users views of our service including suggestions for improvement. This report indicates the main findings and the actions we have taken or considered in response to your suggestions.

Firstly we would like to thank all those who took time to complete the survey and to our colleagues in Clinical Audit who help us analyse the results. We take the views of our users very seriously as our aim is to provide a high quality, timely and effective pathology service that meets the needs of you and your patients within controlled resources.

The satisfaction scores were very high and many of you added appreciative comments. Thank you. Many of you also added constructive criticism which we have also found useful.

Main Issues:

Issues	Response and action
<p>1. <u>Communication</u> Although the quality of the information and advice given when you get in touch with us is considered very good, many of you experienced difficulty getting through by telephone.</p> <p>2. <u>Transport</u> Several practices would wish for a second, afternoon collection.</p> <p>Within the hospital, problems with the “air tube” system for delivering samples were highlighted.</p>	<p>As with yourselves, we are getting busier and resources are tight. We attempt to make sure that staff are available to answer you queries but it is not possible to man phones all the time. Although some feel answer-phones are less than ideal, we believe it is often better to than simply not being available. We do intend a study during 2006 of an automated call handling system to improve the situation.</p> <p>Arranging a later collection would only be the start of the process. The samples would then need processing later that evening. This would put added pressure on our staffing levels.</p> <p>The air tube system has yet to be fully installed and implemented. On completion, Estates will ensure that adequate user documentation and maintenance systems are in place. Problems do have a knock-on effect with portering which are being discussed with the Estates department.</p>