

Pathology Service User Satisfaction Survey

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Project Lead: Dave Asplin, Pathology Quality Manager

Project Facilitator: Laura Milsom, Clinical Audit & Effectiveness
Facilitator

Introduction

The Pathology Service strives to provide clinical users with a high quality service that is accurate, appropriate, timely and suited to the needs of the user. A questionnaire was carried out in 2006 and repeated this year to assess if we were carrying out our objectives and to highlight any areas we need to look at in more depth. It also forms part of the requirement for laboratory accreditation by CPA (UK) Ltd. The results indicate that we generally are providing a good service and have improved since 2006, however there are issues raised that we need to address.

The main issues and actions to come out in the audit⁸ were:

SUMMARY OF FINDINGS:

1. Communication

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.

Action

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. We have carried out a study of an automated call handling system to improve the situation but found this to be impractical. It would be complex and still need someone to answer at some stage which we could not guarantee. It is an area we are regularly reviewing and have a communications group looking into this.

We will continue to engage with our users at our User Group meetings.

2. Transport

Several practices would wish for a second or later, afternoon collection and a Saturday one in line with changes to surgery opening hours introduced over recent months.

Within the hospital, problems with the "air tube" system for delivering samples were highlighted.

Action

The Trust and PCTs have recently reviewed transport requirements via a bid and tender review process and have agreed details.

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 although we are always looking at systems of work.

The air tube system is the responsibility of the Estates Department who provide the necessary documentation, training, maintenance and repair services. Extra pods, if needed, should be purchased via Estates. Problems do have a knock-on effect with portering which the Estates department are aware of.

Action

Discuss with Estates how to improve the system.

3. Consumables.

Problems with getting the consumables out in a timely manner

Action

We will review the process with the aim of improving the service we offer.

4. Test Repertoire

Although our test repertoire has increased since 2006, more tests and testing protocols have been suggested particularly those recommended in NICE guidance documents.

Action

We will review all suggestions and implement those we are able to practically.

Aims & Objectives

The aims and objectives are to ensure we are providing:

- An accurate service.
- An appropriate service.
- A timely service.
- A service to suit the needs of the user.
- Improvement on the communication and transport.

Methodology

The same questionnaires were used as in 2006 with some slight alterations, giving a scale rating to all aspects of the Pathology Service from the request form through to the final results. These were sent internally to consultants and nurses and externally to GP's, practice managers and other users of the service. The initial analysis of the returned forms was carried out by the Clinical Audit Team using their expertise and software. The Pathology Service then analysed in detail, paying specific attention to any comments.

The following staff participated in the questionnaire.

Job Title	Number of staff
CNS	3
Consultant	17
GP Partner	14
GP Partner / Practice Manager	2
Other	11
StR	1
Ward Manager	4
Blanks	6

We wish to thank all participants in taking the time out of their busy schedules to complete the survey which will help us to improve the service we offer.

Results n=58

Question 1.

Consumables: Does the supply of consumables meet your needs?

Response	Total	%	2006 results %
Yes	30	52	58
Mainly	21	36	33
Rarely	1	2	2
No	2	3	0
Blank	4	7	7
Total	58	100	100

Comments:

- Sometimes requested items are not included in the order at all or less than entered on form.
- I am confused with the changing pots and tubes never quite sure if I am ordering what is needed.
- Large urine pots - everyone hates the slim variety.
- Would like bone marrow trephine pots on the stock list. The order does not arrive in a timely manner.
- Westcall does not receive adequate supplies of lab test request form (marked with WESTCALL). Either none arrive or too few. Also stool specimen pots - too few are sent- and no wooden spatula.
- Sometimes don't get the amount of supplies requested with no explanation.
- Problems with supply of wide urine pots & bags.
- Sometimes we find bottles are out of date far quicker.
- Chlamydia bottles go out of date quickly.
- Difficulty to obtain swabs, bags.
- Taking 2-3 weeks to get delivery.
- Occasionally a delivery does not arrive and we have to reorder.
- We have to collect them from you as it always delivered promptly by porters(which can cause a problem if needed)
- ?smaller tubes for paed.
- Variable supply of specimen containers. Sometimes staff have to re-order when containers do not come.
- Have difficulty getting 'danger of infection' stickers.
- Difficult to get hold of by phone. Communication? When items all out of stock etc. Items never come and then we have to reorder.
- You do not supply vacutainer "butterfly" collection which we use for children and difficult to bleed patients. We purchase them from an independent supplier.

Question 2.

Request forms: Does the multi-discipline pathology laboratory request form meet your requirements?

Response	Total	%	2006 results %
Yes	42	72	69
Mainly	15	26	24
Rarely	0	0	0
No	0	0	4
Blanks	1	2	2
Total	58	100	99

Comments:

- As it is computerised makes for easy data entry although can be difficult to notice different tests if they are in different lab section e.g. Hep screen when also doing LFTs.
- I hope glucose will be added to IPA.
- Very good to have single form for everything.
- I think it works well, user friendly and flexible enough. Overall a very good design. The only problem is the default to first named consultant if no box is ticked.
- We generate our own Path Lab forms but always found the Laboratory ones good.
- No box for CRP.
- Extras box often not big enough.
- Frequently have to reorder as insufficient sent.
- Some confusion regarding requests made via RBH- some consultants do not request tests in the correct place! Abbreviations for specialist tests are not easy to follow at times.

Question 3

Requesting guidance: Do you have access to the Pathology Handbook?

Response	Total	%	2006 results %
Yes	44	76	73
No	12	21	24
Blank	2	3	2
Total	58	100	99

If yes, do you find it useful? **n=44**

Response	Total	%	2006 results %
Yes	14	32	27
Mainly	18	41	36
Rarely	7	16	12
No	0	0	0
Blank	5	11	24
Total	44	100	99

Comments:

- By the path website.
- I access via website and struggle to find the containers required for specific samples with the new web layout but the old was quite easy.
- Never look at it.
- If we have one at the surgery then I don't know where it is.
- The field is present on GP gateway but it cannot be opened - it says 'there is a problem with this page etc'. It has never for us.
- Not easy to access information. Not up to date?
- Only awkwardness is needing to log in first some connections are slow (problem at our end).
- Could do with a new one as it is getting tatty.
- A hard copy for word use would be good.
- Very rarely need to refer to it.
- Access online if needed.
- Excellent.
- Abbreviations not listed!! Some difference noticed in terminology.

Question 4.

Specimen Transport: Does the system of specimen collection and transport meet your needs?

Response	Total	%	2006 results %
Yes	24	41	38
Mainly	23	40	36
Rarely	3	5	0
Not applicable	0	0	2
No	3	5	16
Blank	5	9	9
Total	58	100	101

Comments:

- Would be more helpful if all INR's could be collected and tested same day.
- Collection x2 /day Morning 1030 Afternoon 1430 needs to be later.
- Very efficient service, thank you.
- Late surgeries up to 8pm and Saturday am not catered for. request 5 - 6 pm collection.
- POD system unreliable-either not enough PODs or system breaks portering alternative is too slow.
- Until it breaks down and no one takes responsibility for reporting it broken Also not enough pods Where do they all go.
- On occasion specimens missed and need to ensure porters always free to collect.
- Urgent specimen taken at Newbury out of hours and weekends cannot be sent for processing.
- Shame to have no Saturday service. Many surgeries are often on Sat am.
- Twice daily collections & weekend collections would be better.
- Use POD on CCU.
- Very good.
- Still a problem getting specimens to genetics.
- Later collection especially on Friday would be helpful.
- No contact with transport man which I feel would be of use. Have to rely on staff on 1st floor practice to tell us if there are any changes of times of collections. No dedicated delivery to our practice site.
- We've lost our regular collection twice a day and porters are not able to collect some evenings leading to delay.
- We would like to be on later collection run as well. Twyford surgery get a collection at 4pm as well as 1.30. We only get 1.30pm collection despite being 1.5 miles from them.
- Collection pick up times can vary considerably.
- I'm always puzzled by "leaking samples" they get checked ++ before put in bag here at health centre and are absolutely dry....
- POP system not in operation consistently.

Question 5.**Repertoire:** Do the departments offer the range of tests you need?

	Yes	2006 results Yes	Mainly	2006 results Mainly	Rarely	2006 results Rarely	No	2006 results No	N/A/ Blank	2006 results N/A/ Blank
Biochemistry	38 (65%)	87%	14 (24%)	2%	0 (0%)	0%	1 (2%)	0%	3 (5%)	11%
Cell Pathology	39 (67%)	82%	8 (14%)	2%	0 (0%)	0%	0 (0%)	0%	13 (23%)	16%
Haematology	43 (74%)	87%	9 (16%)	2%	0 (0%)	0%	0 (0%)	0%	6 (10%)	11%
Blood Transfusion	39 (67%)	80%	6 (10%)	4%	0 (0%)	0%	0 (0%)	0%	13 (23%)	11%
Microbiology (& Virology)	40 (69%)	87%	10 (17%)	4%	0 (0%)	0%	0 (0%)	0%	8 (14%)	9%

Comments:

- BNP test would be useful CRP AND HDL/LDL ratio as tick boxes.
- Some virology has to go to Southampton and takes ages to come back.
- BNP would be useful.
- Would like Methotrexate levels from biochemistry also Cyclosporin levels and plasma viscosity.
- No Troponin On BNP *.
- Chlamydia screening – yes
- Would like BNP test for heart failure
- Use for microbiology and mycology only
- Transfusion N/A.
- No BHCG at weekends.

* Department response:

Troponin I assay is available and used by a number of GPs either at their or the biochemist's initiative.

Question 6.

Analysis: Do you have the confidence in the analytical quality of results?

	Yes	2006 results Yes	Mainly	2006 results Mainly	rarely	2006 results Rarely	No	2006 Results No	N/A	2006 results N/A	Blank	2006 results Blank
Biochemistry	50 (86%)	82%	3 (5%)	4%	0 (0%)	0%	0 (0%)	0%	0 (0%)	0%	5 (9%)	13%
Cell Pathology	46 (79%)	71%	4 (7%)	9%	0 (0%)	0%	0 (0%)	0%	1 (2%)	0%	7 (12%)	20%
Haematology	50 (86%)	80%	4 (7%)	7%	0 (0%)	0%	0 (0%)	0%	0 (0%)	0%	4 (7%)	13%
Blood Transfusion	45 (78%)	78%	4 (7%)	4%	0 (0%)	0%	0 (0%)	0%	2 (3%)	4%	8 (14%)	13%
Microbiology (& Virology)	44 (76%)	78%	6 (10%)	11%	0 (0%)	0%	0 (0%)	0%	1 (2%)	0%	7 (12%)	11%

Comments:

- TFT analysis leaves a lot to be desired.
- Concern about what gets cultured/not for urine samples. Stool cultures for food workers a problem once diarrhoea settled.
- No cause to argue with result.
- We need haematology path results frequently although do not request.
- Since smear LBC more samples without cells T2 why?
- A lot of urine samples do not get processed as unsuitable for flow cytometry Why?

Question 7a.

Advice: if you need help or advice how easy is it to access the pathology staff you need?

	Easy	2006 results Easy	Fairly easy	Fairly hard	Hard	2006 results Hard
Biochemistry	22 (38%)	73%	28 (48%)	2 (3%)	0 (0%)	4%
Cell Pathology	17 (29%)	47%	25 (43%)	1 (2%)	0 (0%)	9%
Haematology	17 (29%)	71%	34 (59%)	2 (3%)	0 (0%)	4%
Blood Transfusion	15 (26%)	60%	24 (41%)	2 (3%)	0 (0%)	2%
Microbiology (& Virology)	23 (37%)	62%	27 (46%)	4 (7%)	0 (0%)	9%

Comments:

- Easier on direct number than through main pathology number.
- Phones sometimes take a long time to be picked up.
- Pathology helpline is almost always unobtainable.
- When ringing the telephone number on the bottom of request cards can never get an answer.
- Email system to request extra tests would help.
- Usually get answer machine.
- Transfusion very helpful on occasions when have needed them.
- Not easy! Get passed around. Helpline constantly engaged or unanswered.
- Very good advice service once contact made.
- Need to have a better helpline as always engaged, or message says cannot leave a message!
- General swipe card doesn't access Pathology.
- We often find it difficult to contact microbiologist for advice on antibiotics.
- Sometimes got a recorded message.
- Very reliable!

Question 7b.

Once you have contacted pathology staff how useful is the advice you get?

	Useful	2006 results Useful	Not useful	2006 results Not useful
Biochemistry	54 (93%)	84%	0 (0%)	0%
Cell Pathology	43 (74%)	64%	0 (0%)	0%
Haematology	52 (90%)	84%	0 (0%)	0%
Blood Transfusion	40 (69%)	69%	0 (0%)	0%
Microbiology (& Virology)	54 (93%)	84%	1 (2%)	0%

Comments:

- All ok.
- Always found staff very helpful.

Question 8.

Interpretative comments: How useful are the comments provided to aid interpretation?

	Useful	2006 results Useful	Not useful	2006 results Not useful
Biochemistry	47 (81%)	(78%)	3 (5%)	(4%)
Cell Pathology	47 (81%)	(62%)	1 (2%)	(4%)
Haematology	45 (78%)	(78%)	2 (3%)	(2%)
Blood Transfusion	37 (64%)	(64%)	3 (5%)	(2%)
Microbiology (& Virology)	48 (83%)	(78%)	1 (2%)	(2%)

Comments:

- Too much detail in histology for a GP.
- More comments-even better.
- Never used.
- Not always sufficient info to act on.
- The reports could do with improving in quality but I suspect this is mainly due to the IT system used. Critical test results should be on EPROA eg DAT etc.
- Ok.
- Unsuitable for flow cytometry unhelpful if urine clearly turbid offensive and infected.

Question 9.

Urgent reports: Do you receive urgent and significantly abnormal results appropriately quickly?

	Yes	2006 results Yes	Mainly	2006 results Mainly	Rarely	2006 results Rarely	No	2006 results No	N/A	2006 results N/A	Blank	2006 results Blank
Biochemistry	31 (53%)	(58%)	19 (33%)	(20%)	1 (2%)	(0%)	0 (0%)	(7%)	1 (2%)	(0%)	6 (10%)	(16%)
Cell Pathology	29 (50%)	(47%)	13 (22%)	(9%)	2 (3%)	(0%)	0 (0%)	(4%)	1 (2%)	(4%)	13 (22%)	(36%)
Haematology	35 (60%)	(58%)	15 (26%)	(22%)	2 (3%)	(0%)	0 (0%)	(4%)	1 (2%)	(0%)	2 (3%)	(16%)
Blood Transfusion	28 (48%)	(44%)	11 (19%)	(9%)	3 (5%)	(0%)	0 (0%)	(4%)	2 (3%)	(4%)	14 (24%)	(38%)
Microbiology (& Virology)	29 (50%)	(44%)	18 (31%)	(20%)	3 (5%)	(0%)	0 (0%)	(4%)	1 (2%)	(2%)	7 (12%)	(29%)

Comments:

- Problems with Galactomannan results from microbiology. Is being addressed.
- If required.
- Good phone communication if necessary.

Question 10.**Routine results:** Do you receive your results in a timely fashion for their purpose?

	Yes	2006 results Yes	Mainly	2006 results Mainly	Rarely	2006 results Rarely	No	2006 results No	N/A	2006 results N/A	Blank	2006 results Blank
Biochemistry	43 (74%)	(60%)	10 (17%)	(22%)	1 (2%)	(0%)	0 (0%)	(4%)	0 (0%)	(0%)	4 (7%)	(13%)
Cell Pathology	39 (67%)	(53%)	9 (15%)	(18%)	1 (2%)	(0%)	0 (0%)	(0%)	0 (0%)	(2%)	9 (15%)	(27%)
Haematology	42 (72%)	(60%)	10 (17%)	(27%)	1 (2%)	(0%)	0 (0%)	(0%)	0 (0%)	(0%)	5 (7%)	(13%)
Blood Transfusion	34 (59%)	(49%)	10 (17%)	(20%)	1 (2%)	(0%)	0 (0%)	(0%)	2 (3%)	(2%)	11 (19%)	(29%)
Microbiology (& Virology)	36 (62%)	(60%)	15 (26%)	(27%)	1 (2%)	(2%)	0 (0%)	(0%)	0 (0%)	(0%)	6 (10%)	(11%)

Comments:

- Problems with Galactomannan results from microbiology. Is being addressed.
- Blood results for haematology patients not always available on the computer to allow timely ordering of blood products despite sending samples at 6am.
- Generally I think the services are quick & efficient.
- Many tests take 4-5 days to arrive at Westcall. In hard copy form - electronic delivery would be much better for us.
- Yes - very efficient.
- Problem with blood culture results and PCRS.
- We need a much better turn around for certain tests
- Still a number of erroneous transmissions not relating to our practice - poor manual keying.
- By accessing EPROA.
- Yes - very efficient.
- Takes much longer to get routine results on our EMIS computers.

Question 11.

Electronic access: Do you use the electronic look up (EPROA, wardpath or pathnet) to look up results **routinely**. (If not please say why)

Response	Total	%	2006 result %
Yes	46	79	76
No	10	17	18
Blank	2	3	7
Total	58	99	101

Comments:

- Web path
- Extremely useful.
- Only if missing from GP download or need to know.
- It is much easier looking at printed reports first to sift out the normal results
- The doctors do but nurses don't
- Useful.
- Unable to access.
- Routinely they would be downloaded into our system.
- All the time.
- We do not need to look it up routinely-only if we need any urgent results-not come down via GP links.
- Use EMIS system come down link.
- Would like to be able to print off 'chart' - only occasionally available.
- Web path.

Question 12.

Electronic access: do you use the electronic look up (EPROA, wardpath or pathnet) to look up results **missing**. (If not please say why)

Response	Total	%	2006 results%
Yes	51	88	73
No	3	5	13
Blank	4	7	13
Total	58	100	99

Comments:

- All the time.
- Don't understand the question
- Tend to look up missing results in this way.
- Unable to access
- All the time.
- Sometimes very difficult to find 1biochem test among hundreds. Need ability to search.
- It will be missing on EPROA- to be called missing results.
- results (with short turnaround time) sometimes take a long time to reach me.
- Chlamydia screening - not possible check number identification system.
- ? Frequently.

Question 13.

Out of hours service: Does the service outside normal hours, at night and the weekend, meet your requirements?

	Yes	2006 results Yes	Mainly	2006 results Mainly	Rarely	2006 results Rarely	No	2006 results No	N/A	2006 results N/A	Blanks	2006 results Blank
Biochemistry	15 (26%)	(31%)	12 (21%)	(11%)	0 (0%)	(2%)	2 (3%)	(0%)	1 (2%)	(4%)	28 (48%)	(51%)
Cell Pathology	12 (21%)	(22%)	12 (21%)	(7%)	0 (0%)	(2%)	2 (3%)	(0%)	1 (2%)	(2%)	31 (53%)	(67%)
Haematology	16 (28%)	(33%)	12 (21%)	(2%)	0 (0%)	(9%)	2 (3%)	(0%)	1 (2%)	(0%)	27 (46%)	(56%)
Blood Transfusion	13 (22%)	(24%)	12 (21%)	(11%)	0 (0%)	(2%)	2 (3%)	(0%)	2 (3%)	(0%)	29 (50%)	(62%)
Microbiology (& Virology)	11 (19%)	(29%)	15 (26%)	(9%)	0 (0%)	(2%)	2 (3%)	(2%)	1 (2%)	(0%)	29 (50%)	(58%)

Comments:

- During out of hours the lab technicians may be upset if Westcall is reluctant to take results if the patient cannot be clearly identified (this is the GP's fault in the first place)
- Cannot access this as GP, no hospital transport (6 miles away)
- Don't work out of hours.
- Not required.
- Not BHCG's

Question 14a.

Post mortems: Do you use the clinical consent autopsy service?

Response	Total	%	2006 results%
Yes	12	21	7
No	31	53	64
Blank	15	26	29
Total	58	100	100

Comments:

- Not aware of this service X10
- Not usually relevant to GP practice
- I always call the coroners office for details.
- Almost all pts who die in community have known cause or go to coroner.
- Being primary care not required.
- Occasionally.
- Never needed it.
- Mostly undertaken by senior members of the medical/surgical team.

Question 14b.**Coroner's reports:** Do the reports of Coroner's PMs meet your requirements?

Response	Total	%	%
Yes	15	26	31
Mainly	9	15	7
Often	2	3	2
No	7	12	7
NA	0	0	7
Blank	25	43	47
Total	58	99	101

Comments:

- Takes a long time to arrive.
- Coroners PM focus not always useful for clinicians who have been managing a patient.
- Sometimes takes weeks/months to get reports.
- Don't usually receive.
- Paediatrician neurodisability don't use very much.
- Often slow to return to appropriate clinical team.
- I always seem to have to ask to get turn & used to chase.
- ? Not sending copy to GP's as I haven't seen any for a while.
- Would like to receive these routinely - not have to ask.
- The problem here is that there may be unanswered clinical question that remains unanswered following a coroners PM due to the limited scope of such a pm.
- I don't think I've ever seen one.
- But can be delayed.

Question 15.**Please add any other comments you may have:****Biochemistry**

- Always helpful advice on phone.
- Always very helpful.
- If FT3 and FT4 requested specifically not always done liquid profile should always include HDL but not always done.
- Excellent apart from lack of BNP.
- Need more pods to air tube samples.
- Sometimes not same day.
- Very helpful once speaking to his chemist.
- Friendly & helpful service.
- Very good service.
- Superb service. Difficult to improve.
- Always very helpful.
- Very useful to add a test within 2 weeks to sample.

Cell Pathology

- OK.
- Need more pods to air tube samples
- Excellent.
- Friendly & helpful service
- excellent service

Cervical Cytology

- Liquid based is much improved system thank you.
- Happy with the service.
- OK.
- Need more pods to air tube samples.
- Excellent.
- Reports back quickly and staff very helpful whenever I ask for advise.
- Liquid based cytology: more results coming back slowly no endocrine/metopl. Cells why?

Haematology

- Always helpful advice on phone.
- Usually good, but sometimes Consultants hard to track down.
- Need more pods to air tube samples.
- Excellent.
- Friendly & helpful service.
- very good service
- Always very helpful.

Blood transfusion

- Need more pods to air tube samples.
- Excellent
- Friendly & helpful service.
- very good service

Microbiology (& Virology)

- Would like coded READ results especially for AN pts.
- Approachability and advice and accessibility very good
- Always helpful advice on phone.
- Fantastic advice in awkward infections.
- OK
- Need more pods to air tube samples.
- Abnormal results taking too long to be authorized by Consultants
- Very helpful.
- Friendly & helpful service.
- good service
- Microbiology still do not always transmit electronically into patient records
- Excellent service & always very helpful (virology).
- I am worried about the amount of urine samples that are clearly showing problems on dipstick and in lab are reported on as O cells and cultures not indicated.

Question 16.

From your point of view what is the laboratory's **main strength**?

- Staff generally nice & helpful overall provides a good service
- Excellent organization compared to the JR. Website very good
- Staff
- Speedy turn round useful tracking
- Availability of quick results
- Good liaison officer, good web based results and electronic results
- Quality reliability accessible
- Approachability and accessibility of staff
- Reliability
- Electronic access
- Availability for advice and usually very helpful
- A good knowledgeable team who are willing to help
- I like the multidisciplinary request form very much
- Amazingly quick processing of most tests. The on-line facility is fantastic and is great help during OOH.
- IT linking. Ability to add I4? After sample received via e-mail
- Do a good job. Keep it up.
- Always give a good service, polite and try and help where possible.
- Speed & reliability
- Service daily
- Overall good performance considering the huge demand
- Very helpful, always trying to assist
- Prompt efficient service
- Efficient
- Staff co-operation and always prepared to help
- Helpful staff when able to speak to a human being
- Excellent service, informed opinion. EPROA
- Advice on appropriate antibiotics
- Advice given
- Availability and expert information
- Overall excellent
- Brilliant webpage etc. Mainly - the people. Pathology handbook so helpful.
- Helpful when contacted by phone for advice.
- Helpful and efficient
- Efficient

And weakness?

- Main phone long time - before its answered
- Only when telephoning-it can take a time for phones to be picked up
- Space resources vs demand
- Sometimes tests are missed however we appreciate the amount of samples processed
- Sample bottles did not reach Laboratory although samples with labels in Hospital Phlebotomy clinic
- Occasionally results go astray
- No late collections from practice
- Timeliness of results
- No helpline
- The answer machine
- Supply system is a bit weak. Could re-arrange a daily collection from Newbury in the evenings or weekends? Otherwise we can't take any urgent tests but must send patients over to Reading or use later transport for specimens.
- Need to be careful with urine and stool specimen - tend to be automatically sent to microbiology when in fact requests for biochemistry
- Webpath seems open access for all results. I could look up all my family, friends or colleagues without difficulty
- I.N.R. Results are not always on GP gateway same day
- Sometimes getting hold of Consultants
- Not enough PODS
- It is often difficult to get hold of someone when swabs/specimen bottles required
- Getting copy of reports of all test requested by any department to be sent down to GP via links
- If at all, communication of problematic results
- Poor follow up processes for send away requests. The Pathology dept as a whole needs to work more cohesively and have a shared strategy.
- Some lack of communication. Not able to speak to someone in Issue room.
- Some depts not expert in Paediatrics. Some requests/specimens mislaid
- Difficulty getting same test results when AIP and ANA requested
- Not easy to get through on the phone to chase results. If there are problems with the specimen (eg damaged in transit or minor error on patients names) no attempt is made to contact the practice to clarify. Result: time is lost, patient has to come back to give another specimen. Frustrating for everyone!
- Unable to access BHCG's at weekend
- Discarding specimens for reasons of query ID or leaking when have been very difficult to obtain. Eg elderly, disabled etc without prior communication with GP/ source of specimen.