

Pathology Service User Satisfaction Survey

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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 2008 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 2008, however there are issues raised that we need to address.

The main issues and actions to come out in the audit are listed below.

As the survey was anonymous, any specific comments relating to a Practice or Ward cannot be dealt with. [PLEASE contact us for with any specific problems/ queries as they arise and we will investigate and report back on an individual basis \(contact details at end of report\).](#)

SUMMARY OF FINDINGS:

1. Transport

Problems with air tube system.

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. Estates have recently undertaken a complete overhaul of the system and are working on training in the wards and issuing of the instruction/ policy document.

Action

Pass onto Estates latest information and monitor.

2. Consumables

Problems with delivery of consumables.

It is appreciated that the fax request system is not perfect but it does work satisfactorily in general. We are in discussions with our IT department to look at an electronic solution and will keep our users abreast of any developments.

Action

Continue dialogue with IT for electronic solution

3. Leaking/ mislabelled samples

With leaking samples, in many cases use of a non-recommended container (especially not using monovettes for urine) is an issue. It is not practical or clinically good practice to try and salvage the sample in these cases.

With mislabelled samples, the clinical risk of processing such samples is not acceptable as general practice and is well documented in the Pathology Requesting procedure (on handbook).

Action

Continue to work with our users to ensure best clinical practice whilst ensuring patient care.

4. Results

Although generally good, there are a few areas highlighted which could be improved.

Action

A new computer system is being procured. This should remove or minimize the majority of issues raised.

5. Paediatric phlebotomy

We are working Trust wide on reviewing this service and will keep users informed.

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.
- Improve on the communication and transport.

Methodology

- The questionnaires used as in 2008 were reviewed and updated, mainly to add a couple of questions. 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 Quality Manager, with support from the Pathology Management Team then analysed in detail, paying specific attention to any comments.

Results n=49

Question 1.

Consumables: Does the supply of consumables meet your needs?

Response	Total	%	2008 results %
Yes	28	57	52
Mainly	17	35	36
Rarely	0	0	2
No	1	2	3
Blank	3	6	7
Total	49	100	100

Comments:

- Occasionally we have to ring up for deliveries but things required are almost always in stock.
- occasionally item is not delivered then supplies short. Temptation is to over order to avoid the situation.
- do not always receive urine pots with lid when requested.
- does not affect me.
- although I am not directly responsible for phlebotomy on a regular basis
- sometimes we have problems getting supplies we want. Labels no longer provided which was very useful.
- sometimes supply problems with urine pots.
- NO currently. Faxed over 3 times requests for SST bottles. Usually has been better.

Question 2.

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

Response	Total	%	2008 results %
Yes	35	71	69
Mainly	13	27	25
Rarely	0	0	0
No	0	0	4
Blanks	1	2	2
Total	49	100	100

Comments:

- would like to discuss immunological tests.
- additional copies - can this be for myself or colleagues at other trust hospitals.
- apart from fasting lipid profile should included HDL, LDL & ratio. Why do we have to specify these in the bottom of the form to get them done?
- we would sometimes hope that depending on disease process and where GP is unsure of which tests to order-pathology would carry out appropriate tests on own initiative.
- There isn't anything on the Intranet with the pathology form enabling us to print form off.
- but keep being sent extras without requesting them.
- never use it.

Question 3

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

Response	Total	%	2008 results %
Yes	34	69	76
No	10	20	21
Blank	25	51	3
Total	49	100	100

If yes, do you find it useful?

Response	Total	%	2008 results %
Yes	12	24	32
Mainly	8	16	41
Rarely	0	0	7
No	0	0	0
Blank	26	53	11
Total	49	100	100

Comments:

- some test aren't involved.
- It would be helpful to have the paediatric bottles? Also indicated.
- not regularly used/easily accessible in day to day practice.
- There's an occasional contradiction between path specimen between colour on handbook and on our wall chart e.g. gentamicin assay.
- very very useful.
- I had one once but in another practice-I would like an up to date one with telephone no's occasionally use online link.
- seldom consult it.
- rarely used.
- never use it.
- probably if I asked for it - I've never used it.

Question 4.

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

Response	Total	%	2008 results %
Yes	30	61	41
Mainly	17	35	40
Rarely	0	0	5
Not applicable	0	0	0
No	1	2	5
Blank	1	2	9
Total	49	99	100

Comments:

- excellent service
- 1 pick up at 11:00 am is constraining
- Pods seem to get lost though
- Pod availability is often short

Question 5.

Phlebotomy: Does the phlebotomy service at the hospital cover your needs?

Response	Total	%	2008 results %
Yes	22	45	N/A
Mainly	13	27	N/A
Rarely	0	0	N/A
Not applicable	8	16	N/A
No	2	4	N/A
Blank	3	6	N/A
Total	49	98	N/A

Comments:

- No service at weekends
- I do phlebotomy but also do send pts in if want times I cannot offer
- it would be good to provide a paediatric service as well
- use our own phlebotomist most of the time
- very good
- waiting time is too long
- we do our own phlebotomy but occasional difficult ? Go to phlebotomy - they usually manage to get the blood.

Question 6.

Repertoire: Do the departments offer the range of tests you need?

	Yes	2008 results Yes	Mainly	2008 results Mainly	Rarely	2008 results Rarely	No	2008 results No
Biochemistry	35 (71%)	65%	4 (8%)	24%	0 (0%)	0%	0 (0%)	2%
Cell Pathology	32 (65%)	67%	6 (12%)	14%	0 (0%)	0%	1 (2%)	0%
Haematology	34 (69%)	74%	5 (10%)	15%	0 (0%)	0%	0 (0%)	0%

Blood Transfusion	31 (63%)	67%	5 (10%)	10%	0 (0%)	0%	0 (0%)	0%
Microbiology (& Virology)	31 (63%)	40%	8 (16%)	17%	0 (0%)	0%	0 (0%)	0%

N.B. high number of blanks – 20% +

Comments:

- CMV PCR is often delayed
- crystals in joint fluid should be reported urgently-this leads to delayed treatment & discharge
- don't know
- occupational allergy tests are too specific to be offered routinely in a general hospital

Question 7.

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

	Yes	2008 results Yes	Mainly	2008 results Mainly	rarely	2008 results Rarely	No	2008 Results No	N/A	2008 results N/A	Blank	2008 results Blank
Biochemistry	41 (84%)	86%	3 (6%)	5%	0 (0%)	0%	0 (0%)	0%	0 (0%)	0%	5 (10%)	9%
Cell Pathology	43 (88%)	79%	3 (6%)	7%	0 (0%)	0%	0 (0%)	0%	0 (0%)	2%	3 (6%)	12%
Haematology	42 (86%)	86%	2 (4%)	7%	0 (0%)	0%	0 (0%)	0%	0 (0%)	0%	5 (7%)	7%
Blood Transfusion	38 (78%)	78%	3 (6%)	7%	0 (0%)	0%	0 (0%)	0%	0 (0%)	3%	8 (16%)	14%
Microbiology (& Virology)	40 (82%)	76%	4 (8%)	10%	0 (0%)	0%	0 (0%)	0%	0 (2%)	2%	5 (10%)	12%

Comments:

- Does not affect me.
- It's always a problem.

Question 8a.

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

	Easy	2008 results	Fairly easy	2008 results	Fairly hard	2008 results	Hard	2008 results	Blanks
Biochemistry	26 (53%)	38%	15 (31%)	48%	1 (2%)	3%	2 (4%)	0%	5 (10%)
Cell Pathology	16 (33%)	29%	19 (39%)	43%	2 (4%)	2%	2 (4%)	0%	8 (16%)
Cervical Cytology (in particular)	11 (22%)	N/A	12 (24%)	N/A	2 (4%)	N/A	2 (4%)	N/A	12 (24%)

Haematology	21 (43%)	29%	19 (39%)	59%	2 (4%)	3%	2 (4%)	0%	5 (10%)
Blood Transfusion	16 (3%)	26%	18 (37%)	41%	3 (6%)	3%	2 (4%)	0%	10 (20%)
Microbiology (& Virology)	24 (49%)	37%	15 (31%)	46%	2 (4%)	7%	2 (4%)	0%	6 (12%)

N.B. In all disciplines, the “hard” responses were all from one GP and one Practice Nurse. Two Cellular Pathology responses were “yes”

Comments:

- un-accessible in the main. Need greater responsive service to answer queries quickly whilst pt is present
- staff on telephones in lab always very helpful
- staff have always been very helpful on the phone
- sometimes phone rings to answerphone
- sometimes have to phone a few times to get through to appropriate person
- sharper virology advice would be desirable
- only need cell path really
- not need to consult those not marked
- I have the advantage that I can ask questions when I deliver specimens
- good advice always provided in diagnostic reports
- excellent close liaison between breast radiology & pathology
- don't use cc
- able to phone direct

Question 8b.

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

	Useful	2008 results Useful	Not useful	2008 results Not useful
Biochemistry	42 (100%)	93%	0 (0%)	0%
Cell Pathology	38 (100%)	74%	0 (0%)	0%
Cervical Cytology (in particular)	23 (100%)	N/A	0 (0%)	N/A
Haematology	38 (100%)	90%	0 (0%)	0%
Blood Transfusion	35 (100%)	69%	0 (0%)	0%
Microbiology (& Virology)	42 (100%)	93%	0 (0%)	2%

N.B. All responses given were positive. There were a number of blanks in all disciplines.

Comments:

- as above (not need to consult those not marked)
- Excellent
- have had some issues
- haven't contacted the others recently

- microbiology is not always paed specific depending on provider
- Na

Question 9.

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

	Useful	2008 results Useful	Mostly useful	2008 results Mostly useful	Not useful	2008 results Not useful
Biochemistry	39 (93%)	(81%)	1 (2%)	N/A	2 (5%)	(5%)
Cell Pathology	38 (95%)	(81%)	1 (2%)	N/A	0 (0%)	(2%)
Cervical Cytology (in particular)	30 (97%)	N/A	1 (3%)	N/A	0 (0%)	N/A
Haematology	37 (92%)	(78%)	1 (2%)	N/A	2 (5%)	(3%)
Blood Transfusion	34 (94%)	(64%)	1 (3%)	N/A	1 (3%)	(5%)
Microbiology (& Virology)	40 (98%)	(83%)	1 (2%)	N/A	0 (0%)	(2%)

Comments:

- does not affect me
- double negatives in tests can be tiresome
- especially report analysis help - very good
- Excellent
- very much appreciated

Question 10.

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

	Yes	2008 results Yes	Mainly	2008 results Mainly	Rarely	2008 results Rarely	No	2008 results No	N/A	2008 results N/A	Blank	2008 results Blank
Biochemistry	27 (55%)	(53%)	15 (31%)	(33%)	0 (0%)	(2%)	1 (2%)	(0%)	0 (0%)	(2%)	6 (12%)	(10%)
Cell Pathology	23 (47%)	(50%)	11 (22%)	(22%)	3 (6%)	(3%)	3 (6%)	(0%)	0 (0%)	(2%)	9 (18%)	(22%)
Haematology	25 (51%)	(60%)	14 (29%)	(26%)	2 (4%)	(3%)	1 (2%)	(0%)	0 (0%)	(2%)	2 (3%)	(3%)
Blood Transfusion	22 (45%)	(48%)	12 (24%)	(19%)	1 (2%)	(5%)	1 (2%)	(0%)	0 (0%)	(3%)	13 (27%)	(24%)
Microbiology (& Virology)	24 (49%)	(50%)	16 (33%)	(31%)	2 (4%)	(5%)	1 (2%)	(0%)	0 (0%)	(2%)	6 (12%)	(12%)

N.B. the "no" answers were all from a secretary.

Comments:

- delay in receiving in particular ANCA and CGBM, CMV as previously mentioned
- excellent
- I would like to see pts 2 weeks hence in opd for results in very urgent cases but this rarely happens
- virology positives often received by post

Question 11.

Routine results: Do you receive your results in a timely fashion for their purpose?

	Yes	2008 results Yes	Mainly	2008 results Mainly	Rarely	2008 results Rarely	No	2008 results No	N/A	2008 results N/A	Blank	2008 results Blank
Biochemistry	36 (73%)	(74%)	9 (18%)	(10%)	0 (0%)	(2%)	0 (0%)	(0%)	0 (0%)	(0%)	4 (8%)	(7%)
Cell Pathology	35 (71%)	(67%)	7 (14%)	(15%)	1 (2%)	(0%)	0 (0%)	(0%)	0 (0%)	(0%)	9 (15%)	(15%)
Haematology	42 (72%)	(72%)	10 (17%)	(17%)	1 (2%)	(2%)	0 (0%)	(0%)	0 (0%)	(0%)	5 (10%)	(7%)
Blood Transfusion	33 (67%)	(59%)	6 (12%)	(17%)	1 (2%)	(2%)	0 (0%)	(0%)	0 (0%)	(3%)	9 (18%)	(19%)
Microbiology (& Virology)	30 (61%)	(62%)	13 (27%)	(26%)	1 (2%)	(2%)	0 (0%)	(0%)	0 (0%)	(0%)	5 (10%)	(10%)

Comments:

- msu can take >48 hrs
- There are a no of occasions when results do not come down the line & are not on website-on occasions pts say they have had blood taken but not sure?

Question 12.

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	%	2008 result %
Yes	43	88	79
No	4	8	17
Blank or N/A	2	4	3
Total	49	100	99

Comments:

- excellent
- generally good - some duplication or wrong addresses within the past
- I would like to receive into my practice computer all the blood test results done on my pt
- It is one of the worst systems I have encountered over past 10+ years. Difficult to find results which are not routine; very ? And slow for available live results
- lost my password for gateway. Have gateway for the surgery
- only look up results if have not returned via wespath after appropriate time

- results sent by electronic link. Only looks up tests origination elsewhere
- system too slow
- use occuproa
- very useful,
- very useful, saves lots of time in phone calls for both us and you
- we use webpath

Question 13.

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	%	2008 results%
Yes	41	84	88
No	5	10	5
Blank	3	6	7
Total	49	100	100

Comments:

- don't know how to
- generally if they're not come through electronically they won't be here cos something's gone wrong
- if you know what's missing
- n/a
- not sure how to and haven't had any missing results
- only if chasing results
- usually difficult to find though!
- lost my password for gateway. Have gateway for the surgery
- use occuproa

Question 14.

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

	Yes	2008 results Yes	Mainly	2008 results Mainly	Rarely	2008 results Rarely	No	2008 results No	N/A	2008 results N/A	Blanks	2008 results Blank
Biochemistry	19 (26%)	(39%)	3 (6%)	(21%)	1 (2%)	(0%)	1 (2%)	(3%)	0 (0%)	(4%)	25 (51%)	(51%)
Cell Pathology	10 (20%)	(21%)	1 (2%)	(21%)	3 (6%)	(0%)	3 (6%)	(3%)	0 (0%)	(2%)	32 (69%)	(53%)
Haematology	19 (39%)	(28%)	3 (6%)	(21%)	1 (2%)	(0%)	1 (2%)	(3%)	0 (0%)	(2%)	25 (51%)	(46%)
Blood Transfusion	16 (33%)	(22%)	4 (8%)	(21%)	0 (0%)	(0%)	1 (2%)	(3%)	0 (0%)	(3%)	28 (57%)	(50%)
Microbiology (& Virology)	13 (27%)	(19%)	5 (10%)	(26%)	2 (4%)	(0%)	2 (4%)	(3%)	0 (0%)	(2%)	27 (55%)	(50%)

Comments:

- do not use

- does not affect me
- don't do out of hours, so don't know
- I do not use this service
- no transport for extended hours eve/sat
- not used the others
- rarely used
- n/a – 12 responses

Question 14.

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

Response	Total	%	2008 results%
Yes	14	29	21
No	19	39	53
Blank	16	33	26
Total	49	101	100

Comments:

- did not know about it
- does not affect me
- don't know about it
- have no need f it
- I have not needed to ? For a non coroners pm
- n/a. All pm via coroner
- never heard of it
- no deaths in dermatology
- not able to comment
- not had any need for it this year
- not required
- psychiatric
- was not aware of this
- n/a – 7 responses

Question 15.

Coroner's reports: Do the reports of Coroner's PMs meet your requirements?

Response	Total	%	%
Yes	22	45	26
Mainly	7	14	15
Often	3	6	3
No	2	4	12
NA	5	10	0
Blank	10	20	43
Total	49	99	99

Comments:

- don't always get
- not able to comment
- not sent to GPs routinely, would be interested to see all
- rarely see them
- they take a long time to reach us
- very slow to come through which can be difficult when wanting to discuss with relatives

Question 16.

Please add any other comments you may have:

Biochemistry

- biochemadd is a very useful facility
- compliments to Dr Cabrera, very helpful
- email response is excellent as well as routine service
- excellent service
- good
- helpful suggestions for some LFT's would be nice
- if we've requested something twice pls don't call to rant as this wastes everyone's time. Please just ignore it!
- very helpful in finding old specimens to add new text requests. Biochemist always advise always interesting & helpful

Cell Pathology

- excellent service
- fantastic service/close links good communication
- good service
- n/a
- no face to face contact but although reports often very detailed they always come to a clear and easily understood conclusion

Cervical Cytology

- extremely disappointed in mgr of this service refusing to analyse tests because locum nurse left sampler stick in bottle. Very difficult and unhelpful mgr-caused great distress & missed smears for hard to reach population
- n/a
- no contact
- no problems

Haematology

- helpful responses
- helpful staff again
- n/a
- Need to how to arrange only requested ? Results as performed

Blood transfusion

- little contact with this dept
- n/a
- only use occasionally but v helpful

Microbiology (& Virology)

- an easier system to access 24/48 hr results would be useful. Processing of NPA sample as for RSV at weekends in winter months
- CMV PCR as previously mentioned
- rapid hiv results are helpful - prefer not to organise it each time
- some difficulties-advice not given out
- the dept I seek most advice from . Very helpful
- too many lost/leaking samples to believe. Too may samples not tested due to minor admin error on bottle/form
- very helpful advice, and it has been easy to access microbiologist
- very helpful
- virology always very helpful

Question 17.

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

- add on request by email is a fantastic service
- anne halford
- being on site with people who we can ask for opinions anytime/fast efficient/ always at mdt - a truly excellent service could not be bettered
- ease of access to help if needed
- easy to contact biochemistry & microbiology by phone
- excellent staff
- generally great service
- good & consistent service. CPA approved
- good access, useful advice
- helpful, approachable
- open to discussion about necessity of specialist tests
- prompt results
- quick turn around, helpful
- responsive & supports clinical work very well
- responsive and fast service in the admin
- specimen transport is very helpful and excellent time keeping
- staff helpful when make direct contact. excellent service
- timeliness, information on ideal figures
- timely results
- timely results and available & appropriate help
- usually give me quick results & appropriate useful advice if required
- very helpful advice from all staff
- very helpful when we do orders - if we have a question
- very quick results. Anti - coagulation service very good. Helpful comments & hints sent with results
- willingness to respond to queries & suggestions & helpfulness

And weakness?

- accessibility and quick responses to queries take too long
- can't think of any
- main point is sending out path results by path link to us when they have been requested by hospital clinicians. It is not clear from the result that the hospital requested the test so we felt obliged to action them
- misallocation of results to gp
- occasionally specimens & results which are known to have been taken correctly & labelled disappear. Even though we know they have been taken & delivered
- paper results take forever to get to us
- probably out of control of lab but samples going missing
- refusal to process specimens that are leaking (1st step is to get it out of the pot -put on some gloves and test it!). or have a MINOR labelling discrepancy samples are attached to forms in the kangaroo bags so it is clear what sample is attached to what form
- single collection early in the day
- sometimes difficult to access appropriate professional for advice or to know when to phone
- stock availability
- too fast at times (pts expectations are increasing)
- very urgent cases are delayed somewhat

The following staff participated in the questionnaire.

Job Title	Number of staff
Practice Manager	1
Practice Nurse	3
Consultant	17
GP Partner	14
GP Partner / Practice Manager	2
GP Partner/ Practice Nurse/ Staff Grade/ Other	3
Staff grade	2
StR/ SHO	2
Treatment Room HCA	1
Secretary	1
Ward Manager	1
Clinical Nurse Specialist/ Practice Nurse	1
Blanks	1

Contact details

NB all e-mail addresses are "first name"."surname"@royalberkshire.nhs.uk

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