

Pathology User Survey 2014 – Summary

Below are the results from our User Survey carried out recently. Thanks to all who took the time to complete. We will generate an action plan from this as normal.

<u>General</u>	Yes	Mainly	Rarely	No	Total
Does the supply of consumables meet your needs?	14	16	0	0	30
If you still use the paper form, does the multi-discipline pathology laboratory request form meet your requirements?	8	11	0	0	19
Does the ICE requesting system meet your needs?	17	9	0	0	28
Does the system of specimen collection and transport meet your needs?	18	11	1	0	30
If relevant, does the phlebotomy service at the hospital cover your (patient) needs?	12	14	1	3	30
If you have access to the pathology handbook do you find it useful ?	11	9	4	2	26
Does the service outside normal hours, at night and at the weekend, meet your requirements- Biochemistry?	8	7	2	0	17
Does the service outside normal hours, at night and at the weekend, meet your requirements- Cellular Pathology?	8	4	3	1	16
Does the service outside normal hours, at night and at the weekend, meet your requirements-Haematology?	10	7	3	0	20
Does the service outside normal hours, at night and at the weekend, meet your requirements-Blood Transfusion?	7	6	3	0	16
Does the service outside normal hours, at night and at the weekend, meet your requirements-Microbiology (& Virology)?	10	6	3	0	19

Comments

I am not a clinician so cannot answer a lot of these questions

WestCall appear able to send samples and get results OOH.

Can I order consumables other than on paper? I am unaware that is possible. Please inform me of the procedure.

Very rarely use service OOH

Would be lovely to have slightly longer hours for phlebotomy at WBCH

I don't use the out of hours services. Most patients I request bloods for are bled at the surgery

Rarely have cause to use services OOH but when needed they have been available

blood ordered by OOH and westcall do not come directly to us and we feel they should as this would help patient care after the weekends

excellent ice form - only comment would be please could you keep the list of permanent consultant staff up to date in the 'copy to' drop down box also is it possible to put 'DAWN' as an option in the box as well love the clinical scenario lists many thanks

excellent service, thank you

I find having email enquiry line to biochemistry really helpful and always get very prompt helpful reply. Would really like to have the same system available for haematology please.

Can we have online requesting (rather than paper requesting) for pathology within the hospital please?

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Sue Ryder Nettlebed: we only can access webpath in sue Ryder to get results, we can not request anything electronically. What does ICE mean? TRansport of samples: turn around time too long, rarely samples are lost(what happens to them)

Being GP out of hours service is not applicable, however the other services are good.

<u>Test repertoire</u>	Yes –	Mainly –	Rarely –	No –	Total –
Biochemistry	25	4	0	0	29
Cell Pathology (Histology & Cytology)	24	3	0	0	27
Haematology	26	3	0	0	29
Blood Transfusion	28	1	0	0	29
Microbiology (& Virology)	26	1	0	0	27

Comments

Non clinician, cannot answer

May more test available than I would use as a GP!

sometimes find searching a trial

Would like to be able to do BNP please

<u>Confidence in results</u>	Yes –	Mainly –	Rarely –	No –	Total –
Biochemistry	26	2	0	0	28
Cell Pathology (Histology & Cytology)	23	1	0	0	24
Haematology	27	1	0	0	28
Blood Transfusion	26	0	0	0	26
Microbiology (& Virology)	26	1	0	0	27

Comments

Have no reason to doubt

when results come through - some labs reprot abnormal as red/black depending if abnormal or normal other tests are either red all the time (eg HbA1c) or black all the time (urine) - its confusing.. is there a reason?

<u>Access to help or advice</u>	Easy –	Fairly easy –	Fairly hard –	Hard –	Total –
Biochemistry	11	23	1	1	38
Cell Pathology	4	13	1	0	18
Cervical Cytology in particular	4	9	3	0	16
Haematology	4	30	1	1	36
Blood Transfusion	10	6	0	0	16
Microbiology (& Virology)	10	25	1	1	37
Non-clinical Advice	9	10	4	1	24

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Comments

Haematologists (consultants) often do not answer when on call

We use the email address now for most queries as the phone line is not always manned. The IT dept are very helpful when we do speak to them.

Generally very good. Especially biochemistry & microbiology when can usually get through to Consultant quickly & very helpful

I do not really need to speak to people in Cell Pathology, Cervical Cytology or Blood Transfusion

Biochemistry is easy as have email address. Virology appears to not have staff at times

I have only marked the boxes where I have recent memory of trying to contact the services

Trying to speak to a duty clinician is really hard as is trying to get through on phone to admin staff. the email for add on tests is great could there be an email for advice rather than having to try and hunt someone down on the phone

Usefulness of advice once contacted

	Useful	Not useful	Total
Biochemistry	28	0	28
Cell Pathology	16	0	16
Cervical Cytology in particular	18	0	18
Haematology	27	0	27
Blood Transfusion	18	0	18
Microbiology (& Virology)	28	0	28
Non-clinical Advice	20	0	20

Comments

My dept only deals with Admin & IT queries as well as the Cervical Cytology.

How useful are the comments provided to aid interpretation?

	Useful	Not useful	Total
Biochemistry	26	0	26
Cell Pathology	19	0	19
Cervical Cytology in particular	18	0	15
Haematology	25	0	25
Blood Transfusion	18	0	18
Microbiology (& Virology)	23	0	23
Non-clinical Advice	15	0	15

Comments

only ticked boxes where I am aware that I have been given advice

variable - sometimes really helpful- ie this results is caused by X or Y... suggest next test, or we have added on.... but other times cryptic comment with no advice

Do you receive urgent and significantly abnormal results appropriately quickly

	Yes	Mainly	Rarely	No	Total
Biochemistry	17	10	0	0	27
Cell Pathology (Histology & Cytology)	11	7	0	0	14
Haematology	16	10	0	0	26
Blood Transfusion	15	3	0	0	18
Microbiology (& Virology)	14	10	1	0	25

Comments

Non clinician, but I believe we get the phone calls where appropriate for urgent results.

Was better when properly organised requests came back by phone! But still a good service.

The system of phoning us to alert us of results which are likely to need urgent attention is one that our GPs appreciate very much. Thank you.

Transfusion very prompt

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

	Yes	Mainly	Rarely	No	Total
Biochemistry	21	7	0	0	28
Cell Pathology (Histology & Cytology)	18	5	0	0	23
Haematology	22	5	0	0	27
Blood Transfusion	20	3	0	0	23
Microbiology (& Virology)	15	11	0	0	26

Comments

Non clinician, but I have not heard any complaints, We are always advised when there is a problem with transmitting results.

It is vital that Microbiology results tackle the issue of results being reported as the test rather than blanket microbiology. It is about time this was tackled nationally

There are frequent transmission failures or delays in getting results to us and that causes problems both for the GPs and the patients.

Some microbiology results seem to take a long time but I guess that that is the nature of the test, need to use reference labs etc

Vitamin D results and ANA often slow

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	Yes	Mainly	Often	No	Total
Electronic access: Do you use the electronic look up (EPROA, WardPath or PathNet) to look up results routinely. (If not please say why in comments box).	14	3	2	5	24
Electronic access: Do you use the electronic look up (EPROA, WardPath or PathNet) to look up missing results. (If not please say why in comments box).	17	2	5	2	26
Post mortems: Do you use the clinical consent autopsy service? (If not please say why in comments box).	1	2	0	17	20
Coroner's reports: Do the reports of Coroner's PMs meet your requirements	11	2	1	7	21
Comments					

what is clinical consent autopsy service? we hardly ever get PM results Often do not get coroners PM results either

i dont think i have access to this in general practice but we use gateway which works well

Do not have access.

I use web path to look up results where I want to get results earlier than arrived in my inbox, for results done by hospital but not copied to GP when patient needs or wants results. GP - so last 2 questions rarely needed

Don't know how to use the autopsy service-not aware of it's existence Use Gateway regularly-usually daily-very useful-not sure if PathNet is the same thing

Coroners reports are very slow to reach GP's. I have never heard of the clinical consent autopsy service

I use Webpath but have big anxieties about the data confidentiality. It is too easy to see other patient's data. I don't know what the clinical consent autopsy service is. Coroners PM reports don't always turn up and they can be quite delayed

pms - no knowledge fo this service pm reports - rarely see them electronic access from general practice land is via gateway - helpful but could work be done to amalgamate peoples records ie when you searcha and get 3 different options for same patient

Use webpath

No = Non clinician We use Webpath rather than the sources listed

We have occuproa for additional confidentiality as I am in Occupational Health

Coroners PMs often seem to be of a lower standard than hospital PMs. The results are hard to get and when they do arrive, do so very belatedly

Grade / job	Responses
GP partner	12
GP practice lead	1
Practice manager	3
Ward Manager	0
Consultant	4
Staff Grade	0
HO	0
StR	0
Clinical Nurse Specialist	0
Other - Please state below	4

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Others and general comments

guidance regarding frequency regarding when to repeat borderline abnormal results.

IM & T Manager

Feel confident in the results we get back like the biochemistry add e mail feature do not know about PM report feature haematology on call can be hit or miss

The main strength is the relationships we have built up with staff at the lab, through Pathology user group meetings and good email & phone communications. Any problem we have ever had they have done their best to rectify asap.

Efficient helpful

Jointly completed between GP and Practice Manager

Excellent service re all test results. Items often missing from Path order ie specimen bags today. If we can now order via internet perhaps this will improve. Thank you. Practice Nurse Judith Carter judith.carter2@nhs.net

Phlebotomist - unfortunately I am unable to answer the majority of the questions as they do not apply to me. Main difficult at moment is getting results of other GPs in practice to my inbox. Anticoagulation clinic in particular seem to send results of ints to wrong GP

practice nurse so many questions are not relevant to me but I never hear GPs or receptionists complain about the service

Easy availability of results & helpfulness of staff with advice

Prompt return of results Sometimes difficult to get in touch with medical staff for advice - but usually not!

Responsive and works well with GP's Few more email addresses for enquiries to Haematology and Microbiology would be helpful

please could the list of consultants on ICE be kept upto date perhaps also include DAWN monitoring service also WE have a major problem with results not coming into the requesting Doctors inbox. Our salaried GPs bloods always come to the Partners, IF the Partner is not there to look at the result this is unsafe for patient care. Please make sure you ammend this. Contact my Practice Manager for clarification, Mrs Bev Manton 01189264992

I am non clinical and do not have any information on most of the above questions - you need to ask the GPs direct. On the plus side, we don't often get results for patients that are not ours - thank you - although it would be good to have a system in place for returning then to you for forwarding to the correct surgery. On the other side, we have a rapidly increasing list size and an increasing demand for testing etc but the number of appointments we are offered by phlebotomy has never increased to keep pace. In addition, the phleb dept at WBCB is permanently under seige and needs more capacity too.

Helpfulness, suits my GP needs Special mention to the service that lets me retrospectively add tests to existing samples. It has helped me to save a lot of venepunctures. Might it be possible to add the retrospective requesting system to ICE?

quick turnaround, electronic results useful. Generally staff helpful. Good service, thank you

Excellent ongoing IT support in the original roll out of ICE and updates

Very helpful And uptodate knowledge of Doctors and courtesy and helpfulness from all I have approached.

1. ability to find previous results quickly and easily
2. inability to trend results
3. unreliability of process from patient to result of urgently required samples - probably mainly portering related
4. lack of transparency of position of sample/result in process

accessing advice out of hours can be difficult off site consultants who cannot access results can be problematic mostly excellent though, thanks!

in general very approachable, no particular weaknesses! Blood bank particularly helpful and approachable Thanks