

CHESHIRE PATHOLOGY SERVICES

Analysis of the User Satisfaction Survey Results October 2016

Cheshire Pathology Services aims to provide a safe, reliable, high quality and cost effective service that fulfils stakeholder's requirements and makes a positive contribution to the diagnosis and treatment of patients. We are committed to improving our service and have produced a Satisfaction Survey for users to complete to provide us with feedback regarding the quality of services provided and to allow us to develop and improve our services in the future.

This is required as part of our accreditation to ensure that the service provided by Pathology meets the needs and requirements of our users.

The format of the questionnaire was amended this year to allow key areas and services to be rated from 1 to 5 where 1 was not at all satisfied and 5 totally satisfied, in line with the Pathology Quality Assurance Dashboard. Additional questions included on the survey included; if the current range of available tests and investigations meets users' needs and requirements, and if users were aware of the location of Pathology Handbooks. Sections were also provided at the end of the questionnaire for respondents to comment on any specific areas of satisfaction or dissatisfaction, suggest service improvements, make further comments regarding the services provided and request any further support required. An action plan has been developed from the comments to provide feedback to all those who supplied additional comments.

The survey was distributed to all GP practices and users of Pathology Services at MCHFT and ECT from 16th October and closed on 12th December 2016. The survey was completed electronically by clicking on a link to the www.mcht.nhs.uk website or by filling in an electronic or hard copy version of the survey. The survey and link were distributed to users via email, Pathways/Pathwise bulletins, hard copy with reports and intranet articles.

Response Rate

We received a total of 71 responses:
32 MCHFT users
39 ECT users

Comparison with 2012 and 2014 surveys shows a reduction in overall response rate (2012 = 81 & 2014 = 86). Once again this is disappointing as we had hoped to improve the return rate due to ease of completion via online link and additional promotion. However, user surveys are now only one method of recording user feedback. Additional feedback is recorded for complaints/complements, emails & letters, visits and clinical forums.

Analysis of the returns showed responses across the divisions and a selection of departments and staff groups. Of those that chose to provide their staff group 34 were Consultants or GPs (*Refer to list of respondent's document for full details*).

How satisfied are you with the following Pathology Services on a scale of 1 to 5, where 1 is not at all satisfied and 5 is totally satisfied:

Pathology Quality Assurance Dashboard benchmark - proportion of requesting clinicians that respond to a survey expressing satisfaction with the service provided (as measured by a score of 4 or 5) using a single item measure defined as 'On a scale of 1 to 5, where 5 is 'totally satisfied, and 1 is 'not at all satisfied', how satisfied are you with the quality of the service from your pathology provider?'

Anticoagulation Dosing Service (92% scored satisfaction as 4 or 5)

Not answered / NA	52
1	0
2	0
3	3
4	18
5	15

Biochemistry (86% scored satisfaction as 4 or 5)

Not answered / NA	5
1	0
2	3
3	6
4	28
5	29

Haematology (87% scored satisfaction as 4 or 5)

Not answered / NA	8
1	0
2	4
3	4
4	26
5	29

Blood Transfusion (81% scored satisfaction as 4 or 5)

Not answered / NA	34
1	0
2	1
3	6
4	12
5	18

Histology and Diagnostic Cytology (70% scored satisfaction as 4 or 5)

Not answered / NA	27
1	1
2	8
3	4
4	20
5	11

Microbiology (89% scored satisfaction as 4 or 5)

Not answered / NA	5
1	2
2	1
3	4
4	31
5	28

Mortuary (73% scored satisfaction as 4 or 5)

Not answered / NA	41
1	0
2	0
3	8
4	11
5	11

Phlebotomy (75% scored satisfaction as 4 or 5)

Not answered / NA	28
1	1
2	2
3	10
4	12
5	18

Provision of supplies (81% scored satisfaction as 4 or 5)

Not answered / NA	27
1	0
2	0
3	8
4	11
5	25

Transport arrangements (69% scored satisfaction as 4 or 5)

Not answered / NA	20
1	4
2	4
3	8
4	14
5	21

Quality of clinical advice and communications provided by clinical staff (85% scored satisfaction as 4 or 5)

Not answered / NA	5
1	1
2	1
3	8
4	20
5	36

Communications provided by laboratory staff (78% scored satisfaction as 4 or 5)

Not answered / NA	6
1	2
2	4
3	8
4	21
5	30

Communication of critical results (86% scored satisfaction as 4 or 5)

Not answered / NA	14
1	1
2	2
3	5
4	20
5	29

Communication of service changes to users (84% scored satisfaction as 4 or 5)

Not answered / NA	14
1	0
2	1
3	8
4	20
5	28

Pathology Handbook.

Are you aware of their locations, and do you find them useful? (57% scored satisfaction as 4 or 5)

Not answered / NA	22
1	2
2	6
3	13
4	12
5	16

Overall how well does the department support you in your service delivery to patients? (77% scored satisfaction as 4 or 5)

Not answered / NA	7
1	2
2	4
3	9
4	23
5	26

Does the current range of available tests and investigations meet your needs and requirements?

Not answered / NA	7
Yes	57
No	7

89% of applicable respondents indicated that the range of tests offered does meet their needs
Respondents who answered 'no' to this question were 9, 13, 23, 25, 33, 49, and 73

Do turnaround times of results meet your needs and requirements?

Not answered / NA	4
Yes	56
No	11

84% of applicable respondents indicated that the range of tests offered does meet their needs
Respondents who answered 'no' to this question were 9, 12, 19, 20, 31, 41, 58, 59, 67, 69, and 72

Comments relating to Biochemistry

- High calcium in neonates reported very frequently
- Excellent support from clinicians
- Out of hours lab staff suggested that we needed to say how we will pay for a sample request (cortisol)
- B12s
- Faecal calprotectin
- FOBs

Comments relating to Haematology and Blood Transfusion

- Difficulty sometimes getting INR result if sample sent on day of surgery

Comments relating to Blood Sciences

- Too many biochemistry and haematology samples being rejected as insufficient. It does depend on who is in the laboratory with regards to insufficient samples
- More than expected insufficient, clotted or haemolysed FBC and UE samples – out of variance compared to labs in the region
- Sample bottles replaced with new products and no information received before these are supplied to ward (Paediatrics)
- Problems with Paediatric samples. FBC clotted, Biochemistry haemolysed (not been in problem in other hospital worked at)
- Generally well supported by my colleagues in Biochemistry / Haematology
- Lots of insufficient results from both Haematology and Biochemistry – happens on a regular basis
- Dissatisfied with volume of blood required for basic tests. Good volumes (0.5 – 1ml) but insufficient. Lab staff do not inform us immediately, so we only find out when we go on LabCentre

Comments relating to Histology and Cytology

- Delays a problem
- Turnaround times unpredictable for cytology and histology
- Secretarial staff for Histopathology are excellent
- Slow getting Histology results, more so than in the past
- New smear direct referral is working well and reduced our workload and time (ECT GP)
- Histology results can be slow
- Histology turnover has increased due to lack of staff.
- Difficult to have attendance at MDT
- Pathology for colorectal screen specimens is substandard in terms of reporting and MDT attendance
- Clerical staff remain ever helpful
- My service is critically dependant on turnaround. Cytology should be within 24 hour, biopsies 5/7. Severe understaffing is causing delays and hampering the rapid turnaround of cancer patients, challenging our ability to meet targets

Comments relating to Microbiology

- Some microbiology results / comments seem inappropriate.
- Variable advice according to who is on-call
- Microbiology/Virology/Immunology results unavailable on LabCentre
- Great service from my colleagues in Microbiology
- Some virology screens and virology loads sent to MRI take a long time for reports to come back
- Sometimes we have to phone Microbiology as results not always available but not a huge problem
- Overall the service is good, but due to the off site Microbiology accessing advice can be difficult at times

Comments relating to Phlebotomy

- Often Phlebotomists don't know which bottles to use – suggests a paper based handbook may be useful
- Nantwich HC Practice Manager receiving many patient complaints that it has not been possible to take blood or the healthcare professionals attitude is not good
- Please get Phlebotomist to put HbA1c in the right bottle
- Not enough weekend staff
- Excellent phlebotomy service at VIN
- Regrettable that Phlebotomy at Leighton is now only by appointment
- Some of the staff that collect the blood samples are not accommodating and at times unhelpful

Comments relating to Transport / Specimen Transfer

- Friday transport needs to be later from GP surgeries (Ashfields PCC)
- Collection of specimens at Eaglebridge are often taken before 13.45 allocated time – resulting in service going out to repeat blood test (community nursing team)
- Later collection time from GP surgery
- Where do patients drop off late samples
- 16.00 collection would be better
- Issue is the collection times – it would be great to have a collection time later in the day (after 3-4pm)
- Later transport from Knutsford

Comments relating to Communication and Clinical Advice

- Good communication links set up with ANC (ECT)
- Highlighted totally satisfied with clinical advice and communication
- Availability of staff to provide clinical advice (Microbiology and Biochemistry) is very good
- Useful comments on results provided by consultant pathologist

Comments relating to Reports

- Occupational Health frequently receive pathology reports that we did not request – usually sexual health (Cheshire and Wirral)
- Maternity ward at ECT – we receive a large amount of paper copies which need reviewing, but patients have gone home. Would prefer access to LabCentre to allow action to be documented at the time of discharge – saves time requesting notes to review when discharged
- ICE forms very good

Comments relating to IT

- Slow access to results on e browser
- Integration of patient systems with one password would help most
- As we (St Luke's Hospice, Winsford) do not have online access to results, we are very grateful that Pathology help desk will communicate results when necessary
- Enhanced training for therefore
- ICE – would it be possible to have a list of blood tests in order to facilitate online requesting without the need to phone in and ask? Ie for those tests which are not easy / impossible to find and the corresponding bottle colour
- At times there have been some blood test results that have not been sent to our link (Manchester Rd MC)
- Telephone communication of urgent results is open to transcription error – refusal to send paper copy, upload to ICE or send a fax is poor communication
- Issues with the computer – increasingly very slow to access. If using google chrome browser, we lose facility to review cumulative results and print
- One log in only for computer allows access to all authorised sites without further log in required. In fact, to put in correct Hospital No and fail to put letter at end, all digits are removed. Why? Then need to start again
- Lab results via LIMS excellent

Comments relating to Turnaround Times and Urgents

- Results are timely
- Very quick

Handbook

- Communication regarding requirements for special tests or tests that need to be sent to other labs is poor, especially for lumbar puncture samples
- Clarify handbook location and method in which samples for 'special tests' have to be sent
- Please clarify which labs and contact details are responsible for places of special tests eg Immunology
- IRT at ECT struggled to find handbook on intranet and then noticed link on survey
- Don't know how to access handbook

General comments

- Overall, service is not satisfactory (no contact details given – response number 7)
- Get more consultants with adequate leadership skills (no contact details given – response number 7)
- Some of my staff (Grosvenor Medical Centre), had a recent visit to the Path Lab. The feedback was excellent. Very friendly staff showed them around and they all felt they gained from this experience
- Specimens do get lost on occasion
- Lab staff are friendly and helpful, minus the mistakes on results at times – rarely though
- Helpful and friendly staff
- Helpful and friendly staff in Microbiology and Cellular Pathology – which are main departments we access

- Excellent service
- Good service all round, helpful advice. Keep up the good work.
- On the whole, service is usually timely but occasionally urgent results can be delayed by a few days which can impact the planning and management
- It is a very good service

Suggestions for Service Improvement

- Attendance by Haematology and Microbiology staff at quarterly multi-disciplinary screening meetings, in line with national standards
- Can critical results be confirmed by telephone and the responsible consultant emailed for information
- We would love IT access to pathology results – we are soon to adopt EMIS software
- Show ADOS results in standard Pathology window
- Training – no further details given
- Staff replacement – no further details given
- More Phlebotomy appointments (Nantwich HC) would be useful
- Transport to the laboratory otherwise services will be limited (Ashfields PCC)
- POC testing will be excellent for HbA1C for diabetic review, and CRP would help reduce antibiotic prescribing
- Would be interested at looking at POCT to see what it covers (Grosvenor Medical Centre)
- Is it possible for urine microscopy to done out of hours for babies under 3 months?
- We would be grateful if we could have regular liaison with the clinicians – Paediatric Consultants ECT
- Calprotectin results available for GP access
- Afternoon Phlebotomy in Knutsford 1 or 2 sessions would be helpful
- Suggestion from Paed consultant at ECT to audit pre-analytic issues to establish what may be going wrong. ? visit other labs
- Handbook would benefit being circulated to our resource centre, Vale House
- Put all results on LabCentre
- Sensitivity test for H pylori
- Excellent service, thanks
- Could functional antibody results be put on screen?
- Go paperless, allow access by ward staff to document on system when results are actioned
- A to Z of services in the handbook
- In house CRP tests to aid decision in giving antibiotics
- Possibly timely phone calls to surgery re results

Do you require any further support from Pathology?

- HCA would like to visit Pathology – School House Surgery, Disley
- Dr D de Takats would like to visit Biochemistry/Clinical Chemistry to see what is done for accessing protein in urine and also immunofixation
- Angela Howard, Practice Nurse from Southpark Surgery would like to visit the department
- Dr P Mateva at Delamere Practice to discuss potential visit with other GPs