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Q-Pulse index Code: GEN-PD-006-IMP

Implemented: March 2010

Procedure: Pathology User Survey

Author: Helen Hobson

Version: 1.8

Date of issue: June 2014

Authorised: Stephen Snewin

## Pathology User Survey

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<b>DATE OF ISSUE</b>	June 2014
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<b>AUTHORISED BY</b>	Stephen Snewin
<b>AUTHOR</b>	Helen Hobson
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## PATHOLOGY USER SURVEY SUMMARY

### 1.1 Aim

To seek Pathology User views of the service provided by laboratories at Imperial College Healthcare NHS Trust and to make suggestions for development of services to meet changing clinical requirements, helping to improve provision & plan service priorities.

### 1.2 Methodology

Users of Imperial College Healthcare NHS Trust Pathology Services were encouraged to complete the online Pathology User Survey. Hospital Staff at all Imperial College Hospital sites and Chelsea and Westminster Hospital were encouraged to complete an online survey following notices placed on the each Trust intranet and information included in weekly communications alerts. GP surgeries for which contact details are held, were emailed the link to complete the online GP survey. The survey was also advertised and featured on the Pathology website. [www.pathology.imperial.nhs.uk](http://www.pathology.imperial.nhs.uk)

### 1.3 Responses

158 responses were received to the User Survey compared to 163 responses last year. There was a slight increase in the number of GPs who responded whilst the number of practice managers and nurse practitioners responding had decreased. For the second year, an increase in the number of consultants responding was also seen.

#### Overview of respondents

Which of the following best describes your position?	Response Count	Response Percent
Practice Manager	12	12%
GP	18	9%
GP Nurse Practitioner/Practice Nurse	2	3%
Consultant	42	20%
Doctor	8	4%
Junior Doctor	9	3%
Nurse Specialist	16	9%
Nurse	17	10%
Other	28	30%

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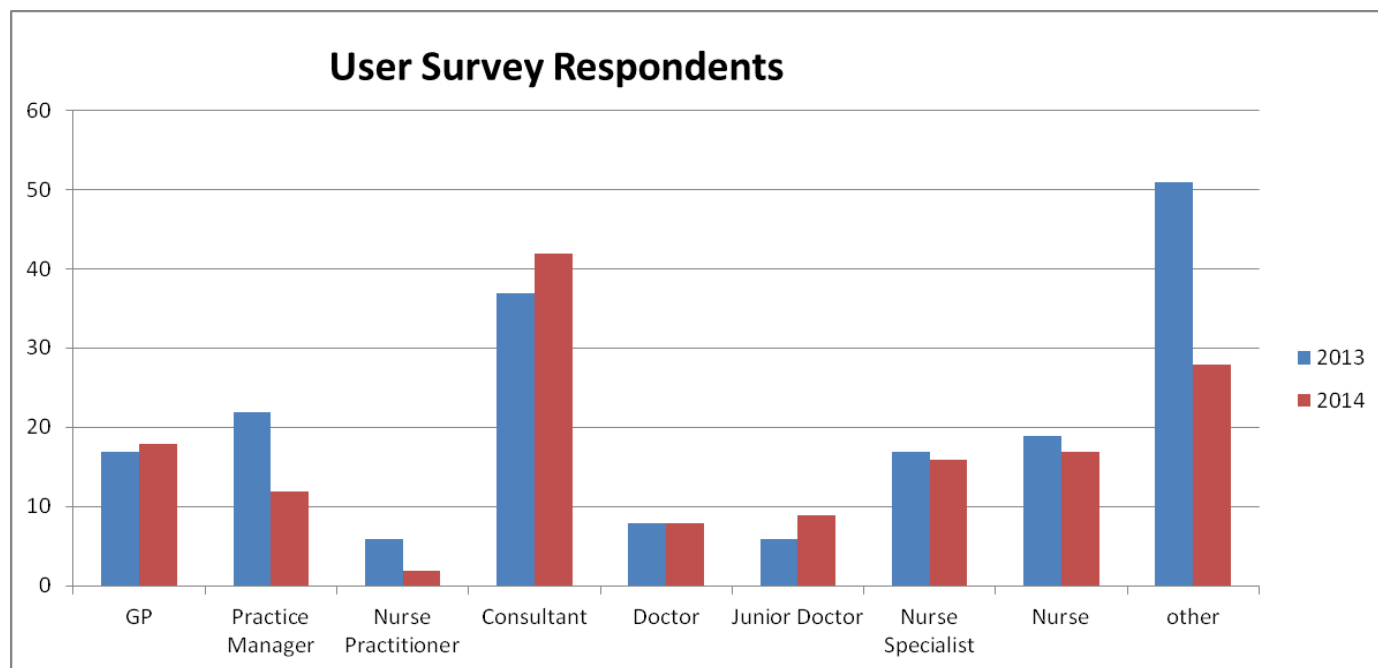
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#### 1.4 Respondents wishing to be contacted to discuss queries

8 GP survey respondents, 6 Chelsea and Westminster survey and 19 Imperial survey respondents gave contact details to enable us to respond to any comments and queries within the survey. This was a large decrease compared to the respondents to the survey last year. This could be a reflection of the increasing uptake of the use of the Pathology Query email.

All users who gave their contact details have been individually contacted either for further information or in follow up to the comments raised in the survey.

#### 1.5 Overview of Imperial wide Pathology User Satisfaction (all laboratories)

- 83% of respondents agreed that the overall Pathology Service met their needs
- 17% of respondents disagreed that the overall Pathology Service met their needs
- 100% of respondents to the GP Survey answered that they agreed or were neutral to the statement that Pathology services meet their needs. This is an increase compare to 90% last year.
- 83% of respondents to the ICHNT User survey answered that they agreed or were neutral to the statement that Pathology services meet their needs. Of the 17% who disagreed the majority of comments received were regarding the Pi Order Communication System or sample transport (issues with the Pneumatic tube system or lost samples). All Pi comments have been forwarded to our Central IT team who are responsible for this system.
- 64% of respondents to the Chelsea and Westminster Survey answered that they agreed or were neutral to the statement that Pathology services meet their needs. Of the 36% who disagreed the majority of comments received were regarding the Call centre or results on last word.

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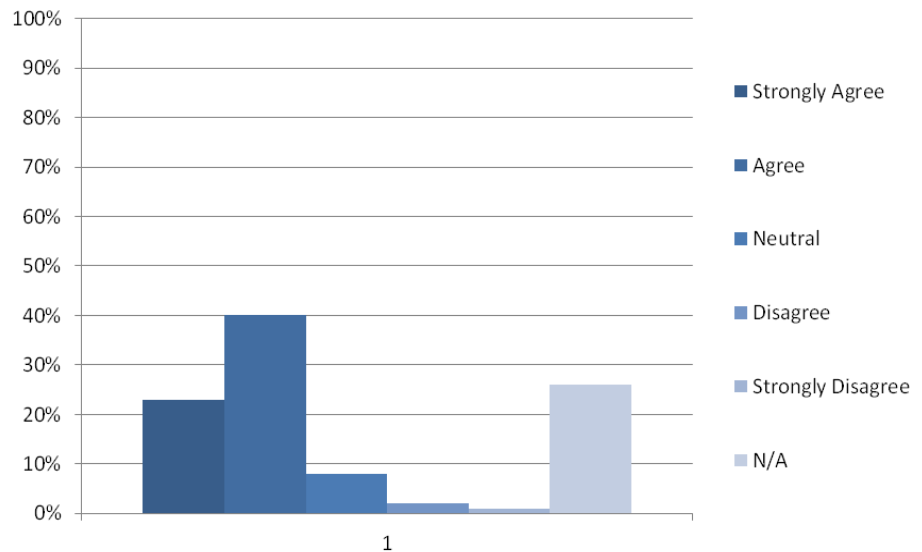
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## 1.6 Survey Results

### All Labs

<b>Strongly Agree</b>	<b>23%</b>
<b>Agree</b>	<b>40%</b>
<b>Neutral</b>	<b>8%</b>
<b>Disagree</b>	<b>2%</b>
<b>Strongly Disagree</b>	<b>1%</b>
<b>N/A</b>	<b>6%</b>

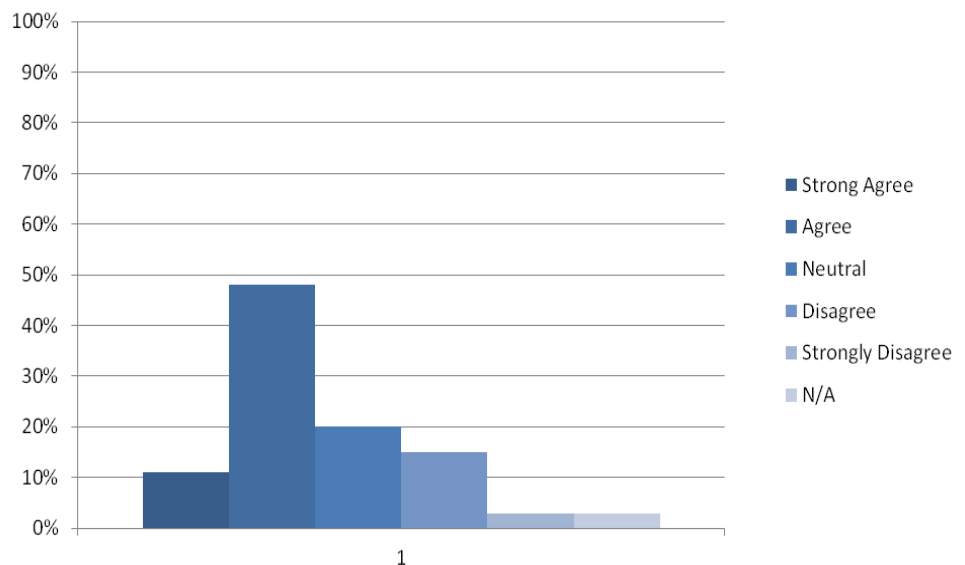
### I am happy with the range of tests available?



### All Labs

<b>Strongly Agree</b>	<b>11%</b>
<b>Agree</b>	<b>48%</b>
<b>Neutral</b>	<b>20%</b>
<b>Disagree</b>	<b>15%</b>
<b>Strongly Disagree</b>	<b>3%</b>
<b>N/A</b>	<b>3%</b>

### Results are received in a timely manner?



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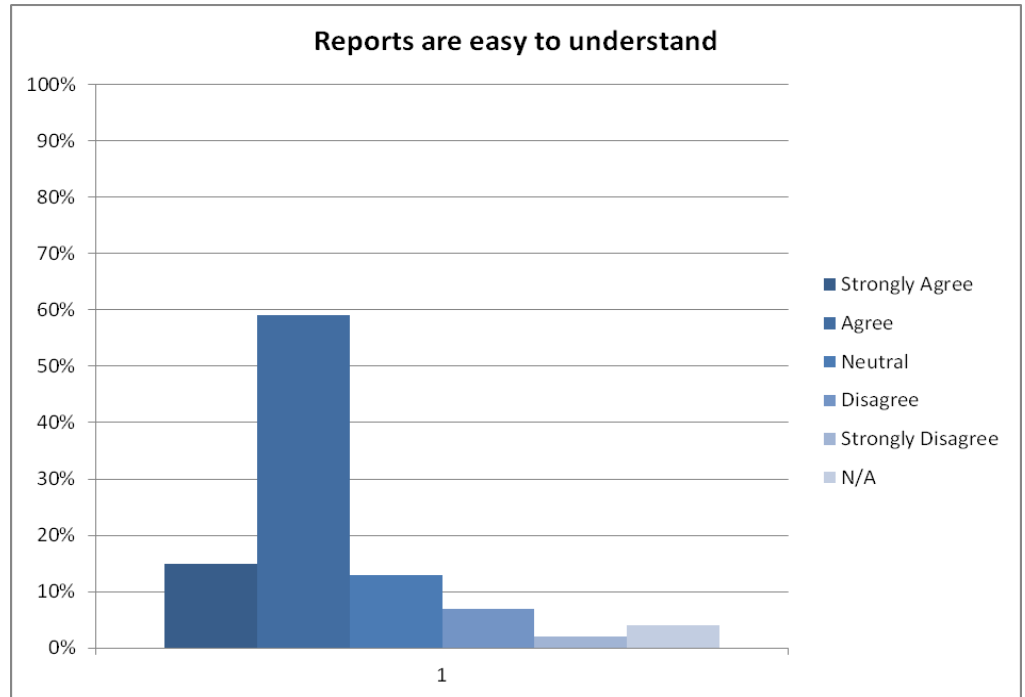
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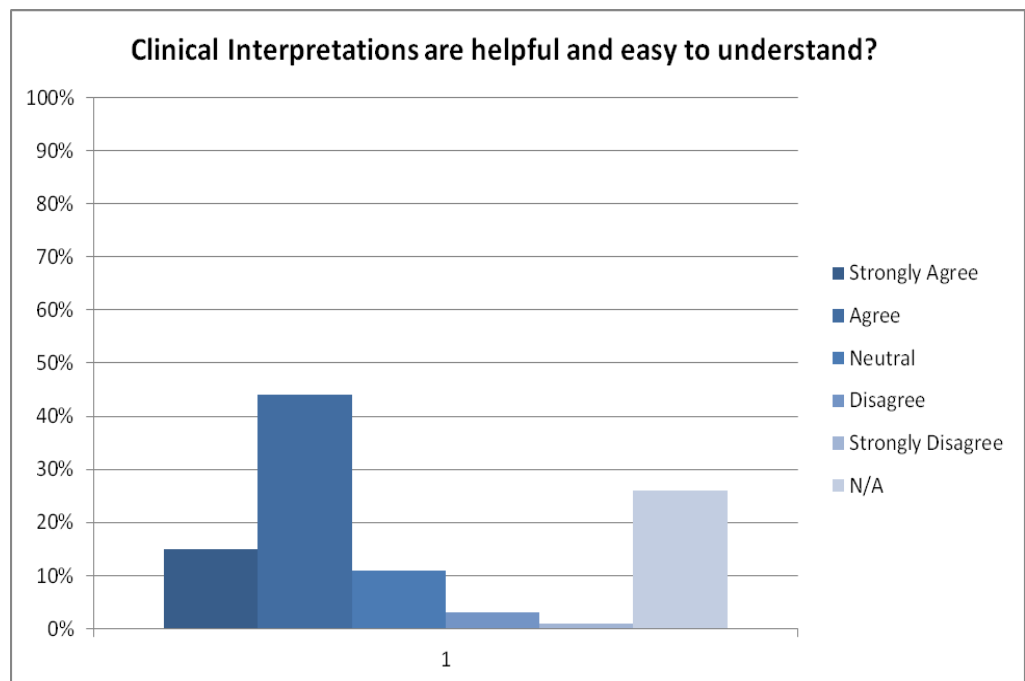
**IMP & CW Staff Only**

<b>Strongly Agree</b>	<b>15%</b>
<b>Agree</b>	<b>59%</b>
<b>Neutral</b>	<b>13%</b>
<b>Disagree</b>	<b>7%</b>
<b>Strongly Disagree</b>	<b>2%</b>
<b>N/A</b>	<b>4%</b>



**All**

<b>Strongly Agree</b>	<b>15%</b>
<b>Agree</b>	<b>44%</b>
<b>Neutral</b>	<b>11%</b>
<b>Disagree</b>	<b>3%</b>
<b>Strongly Disagree</b>	<b>1%</b>
<b>N/A</b>	<b>26%</b>



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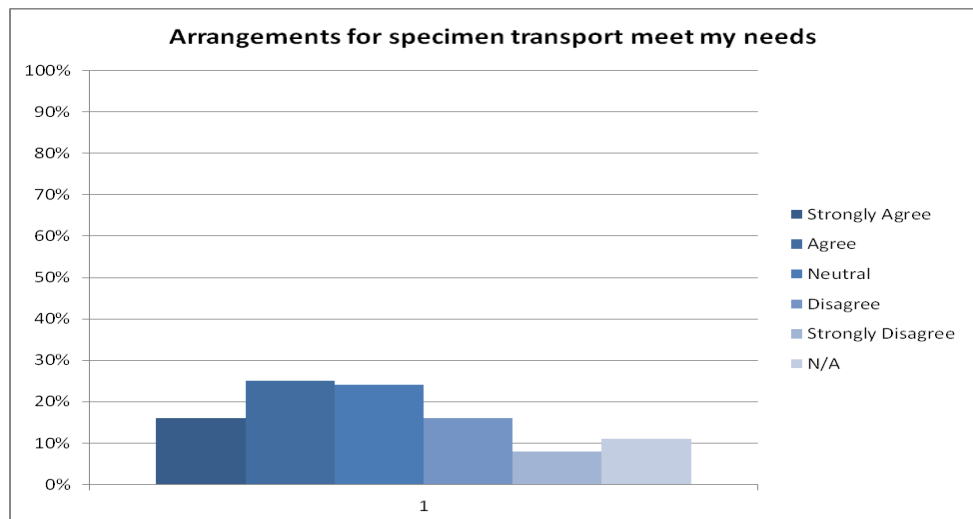
All

<b>Strongly Agree</b>	<b>8%</b>
<b>Agree</b>	<b>31%</b>
<b>Neutral</b>	<b>18%</b>
<b>Disagree</b>	<b>5%</b>
<b>Strongly Disagree</b>	<b>2%</b>
<b>N/A</b>	<b>36%</b>

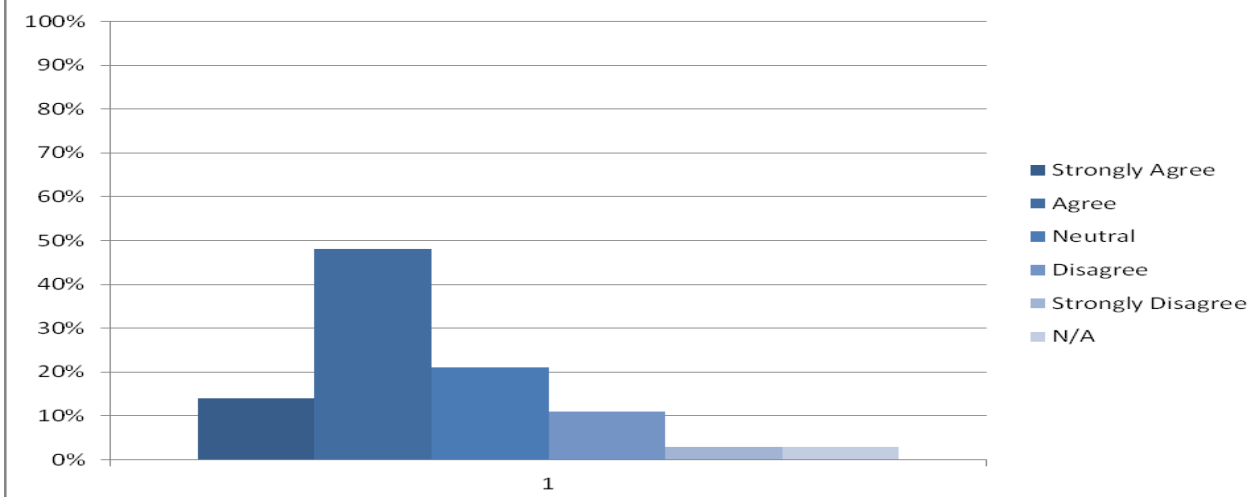


All

<b>Strongly Agree</b>	<b>16%</b>
<b>Agree</b>	<b>25%</b>
<b>Neutral</b>	<b>24%</b>
<b>Disagree</b>	<b>16%</b>
<b>Strongly Disagree</b>	<b>8%</b>
<b>N/A</b>	<b>11%</b>



**The overall service is meeting my needs - ALL**



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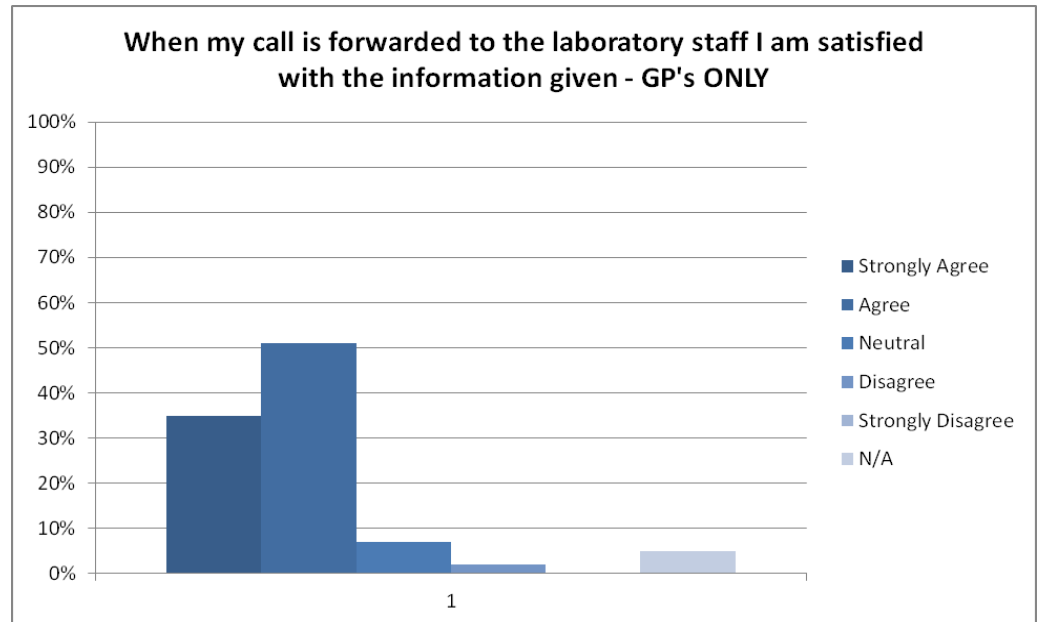
Date of issue: June 2014

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### Additional Questions from the GP survey

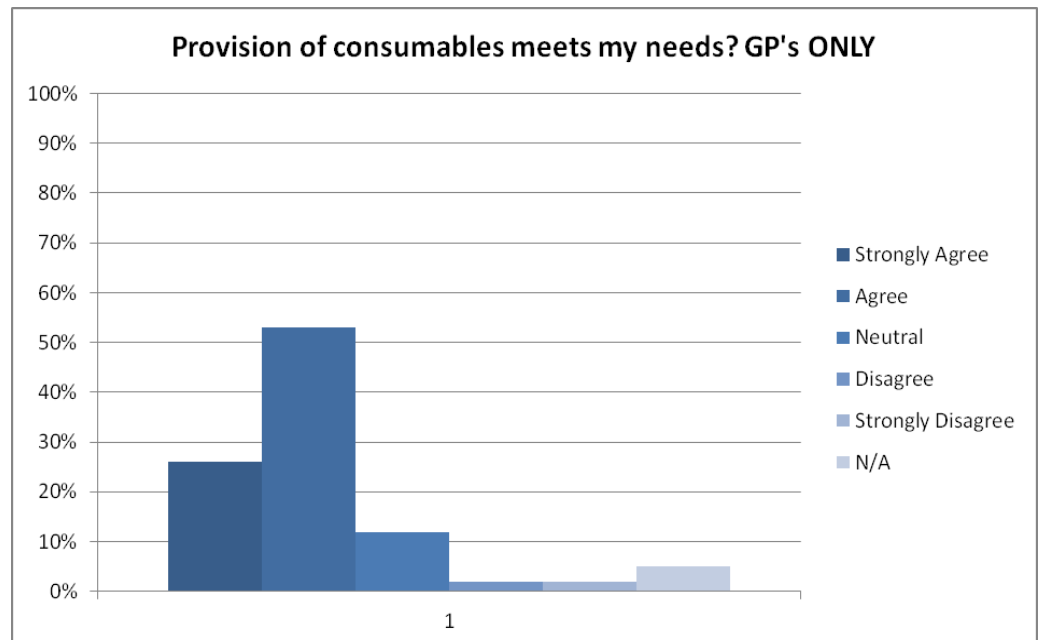
#### GP's Only

<b>Strongly Agree</b>	<b>35%</b>
<b>Agree</b>	<b>51%</b>
<b>Neutral</b>	<b>7%</b>
<b>Disagree</b>	<b>2%</b>
<b>Strongly Disagree</b>	<b>0%</b>
<b>N/A</b>	<b>5%</b>



#### GP's Only

<b>Strongly Agree</b>	<b>26%</b>
<b>Agree</b>	<b>53%</b>
<b>Neutral</b>	<b>12%</b>
<b>Disagree</b>	<b>2%</b>
<b>Strongly Disagree</b>	<b>2%</b>
<b>N/A</b>	<b>5%</b>





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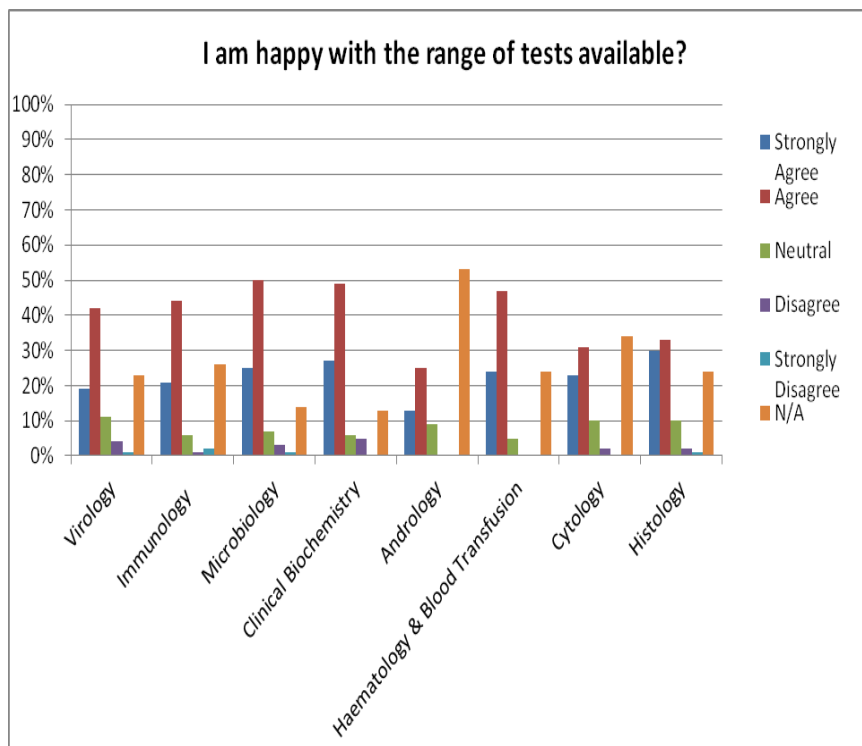
Version: 1.8

Date of issue: June 2014

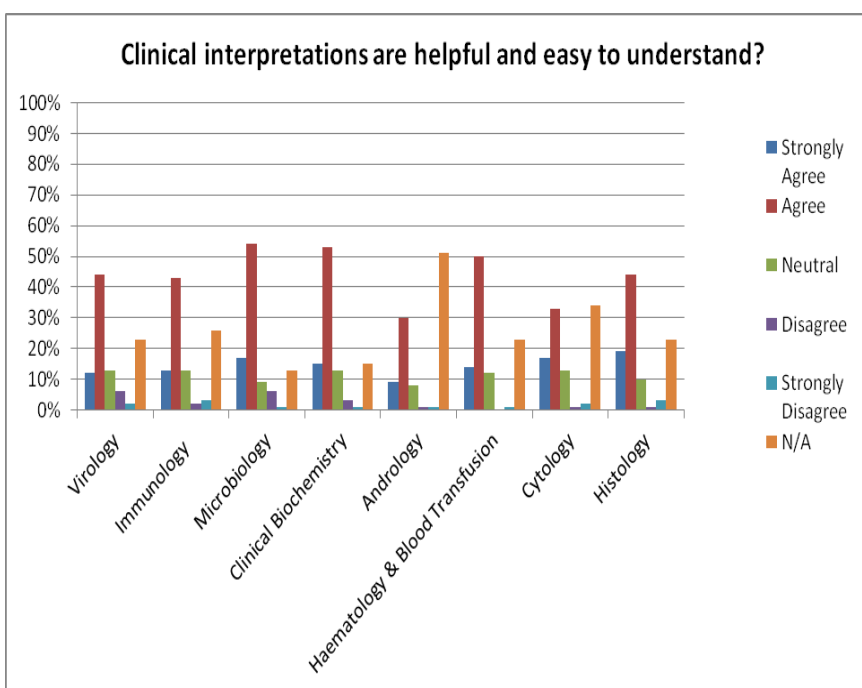
Authorised: Stephen Snewin

### 1.7 Satisfaction overview for each Laboratory discipline

I am happy with the range of tests available?						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Virology	19%	42%	11%	4%	1%	23%
Immunology	21%	44%	6%	1%	2%	26%
Microbiology	25%	50%	7%	3%	1%	14%
Clinical Biochemistry	27%	49%	6%	5%	0%	13%
Andrology	13%	25%	9%	0%	0%	53%
Haematology & Blood Transfusion	24%	47%	5%	0%	0%	24%
Cytology	23%	31%	10%	2%	0%	34%
Histology	30%	33%	10%	2%	1%	24%



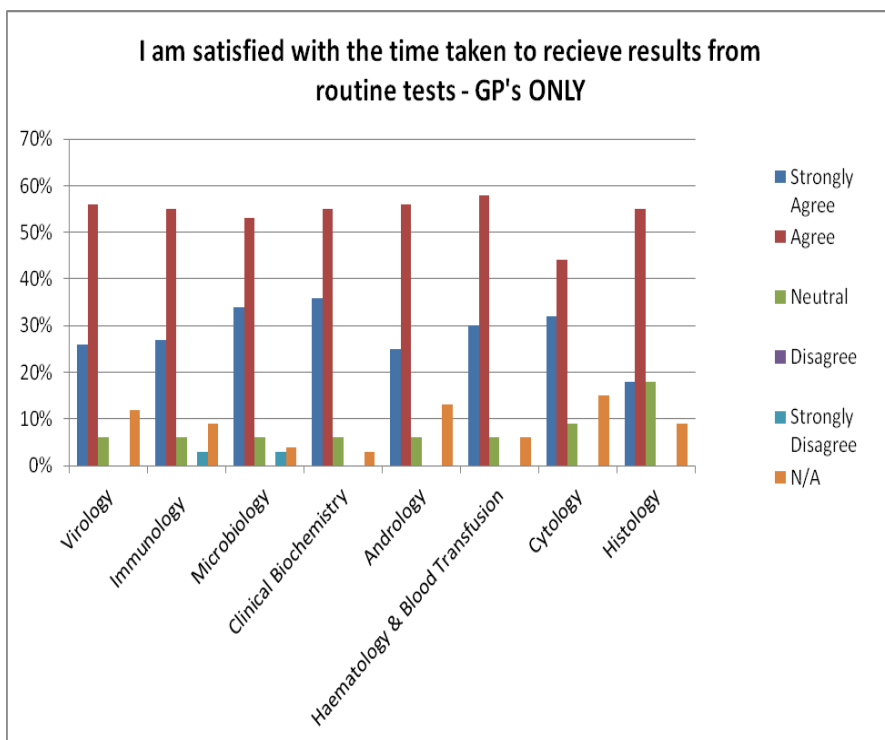
Clinical interpretations are helpful and easy to understand?						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Virology	12%	44%	13%	6%	2%	23%
Immunology	13%	43%	13%	2%	3%	26%
Microbiology	17%	54%	9%	6%	1%	13%
Clinical Biochemistry	15%	53%	13%	3%	1%	15%
Andrology	9%	30%	8%	1%	1%	51%
Haematology & Blood Transfusion	14%	50%	12%	0%	1%	23%
Cytology	17%	33%	13%	1%	2%	34%
Histology	19%	44%	10%	1%	3%	23%



Clinically qualified staff are easy to contact?						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Virology	6%	30%	18%	11%	1%	34%
Immunology	7%	20%	22%	7%	2%	42%
Microbiology	11%	44%	21%	6%	0%	18%
Clinical Biochemistry	7%	42%	19%	8%	1%	23%
Andrology	4%	18%	17%	1%	1%	59%
Haematology & Blood Transfusion	11%	37%	12%	5%	0%	35%
Cytology	6%	26%	21%	3%	0%	44%
Histology	13%	31%	18%	1%	2%	35%



I am satisfied with the time taken to receive results from routine tests - GP's ONLY						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Virology	26%	56%	6%	0%	0%	12%
Immunology	27%	55%	6%	0%	3%	9%
Microbiology	34%	53%	6%	0%	3%	4%
Clinical Biochemistry	36%	55%	6%	0%	0%	3%
Andrology	25%	56%	6%	0%	0%	13%
Haematology & Blood Transfusion	30%	58%	6%	0%	0%	6%
Cytology	32%	44%	9%	0%	0%	15%
Histology	18%	55%	18%	0%	0%	9%



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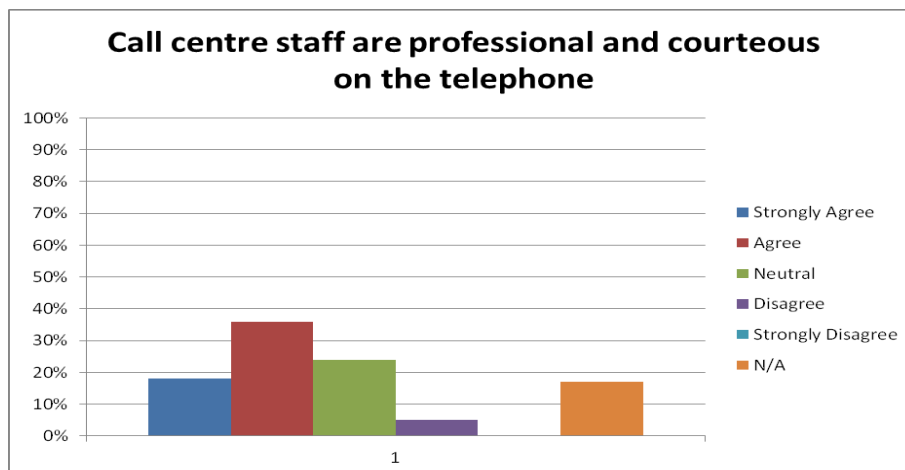
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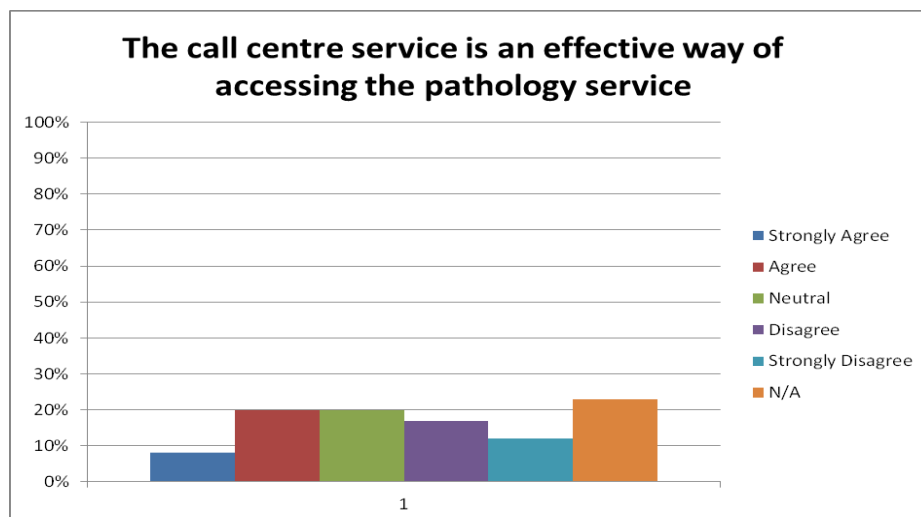
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## 1.8 Overview of non laboratory specific information

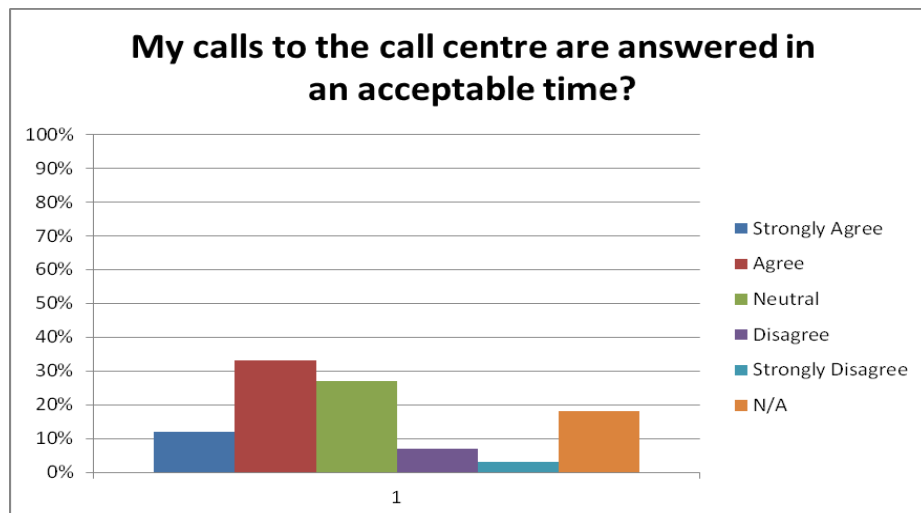
ALL	
Strongly Agree	18%
Agree	36%
Neutral	24%
Disagree	5%
Strongly Disagree	0%
N/A	17%



IMP & CW ONLY	
Strongly Agree	8%
Agree	20%
Neutral	20%
Disagree	17%
Strongly Disagree	12%
N/A	23%



ALL	
Strongly Agree	12%
Agree	33%
Neutral	27%
Disagree	7%
Strongly Disagree	3%
N/A	18%



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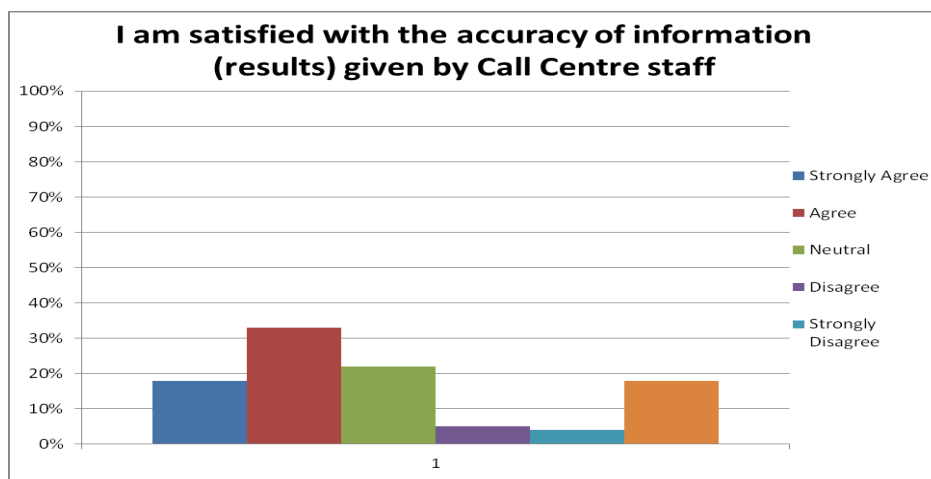
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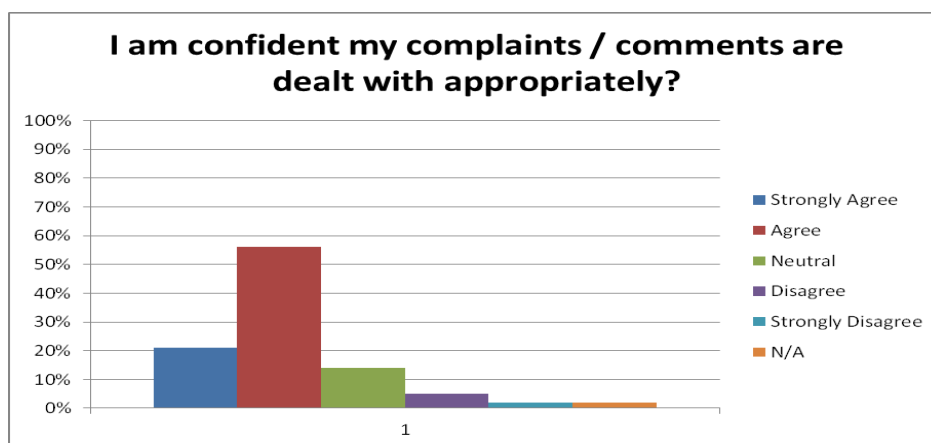
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IMP & CW ONLY	
Strongly Agree	18%
Agree	33%
Neutral	22%
Disagree	5%
Strongly Disagree	4%
N/A	18%

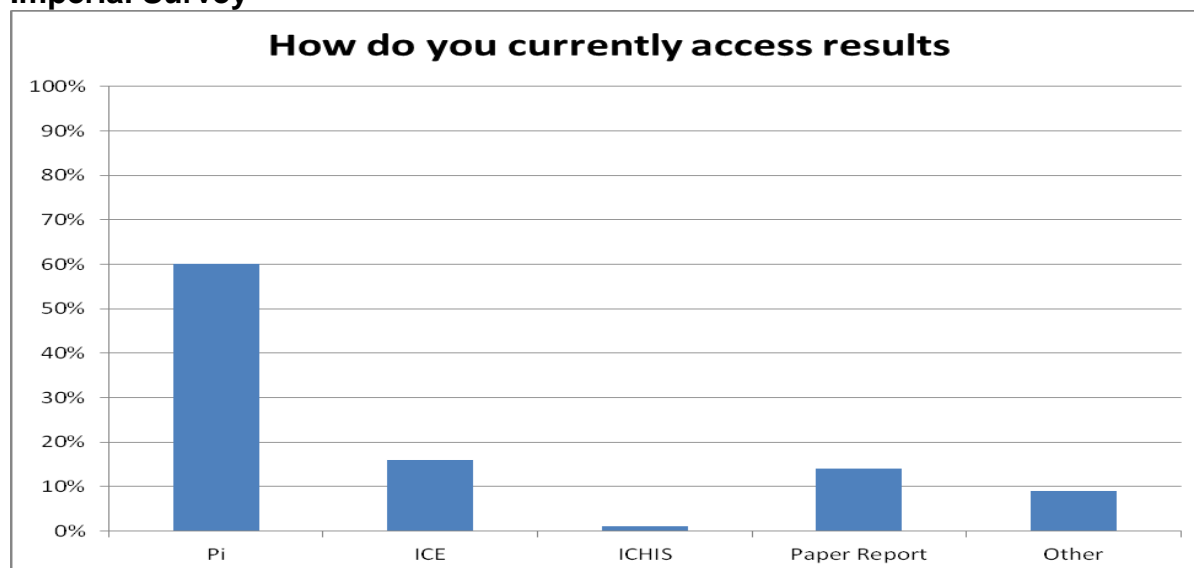


GP's only	
Strongly Agree	21%
Agree	56%
Neutral	14%
Disagree	5%
Strongly Disagree	2%
N/A	2%



## 1.9 Access to results

### Imperial Survey



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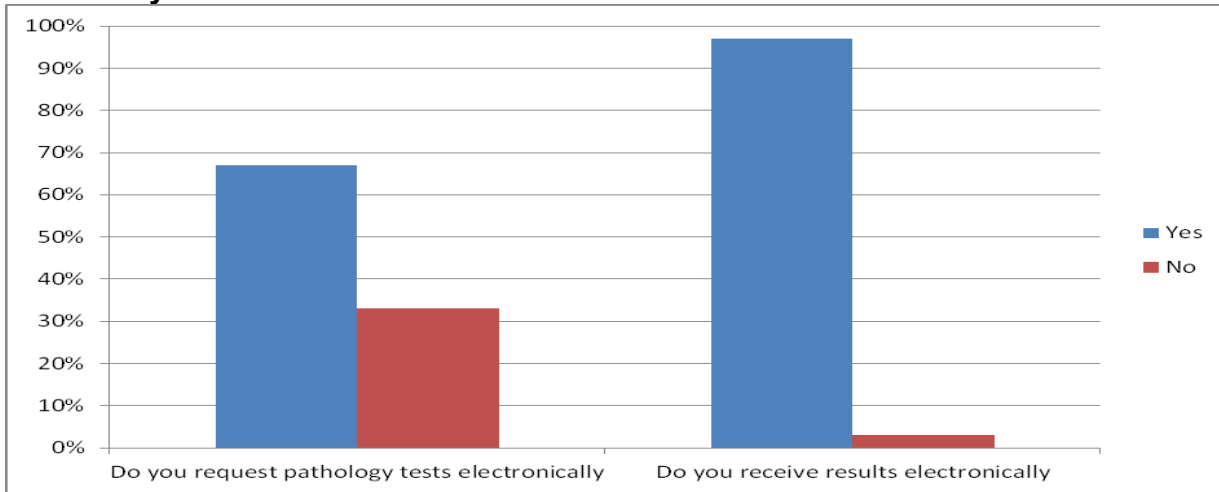
Author: Helen Hobson

Version: 1.8

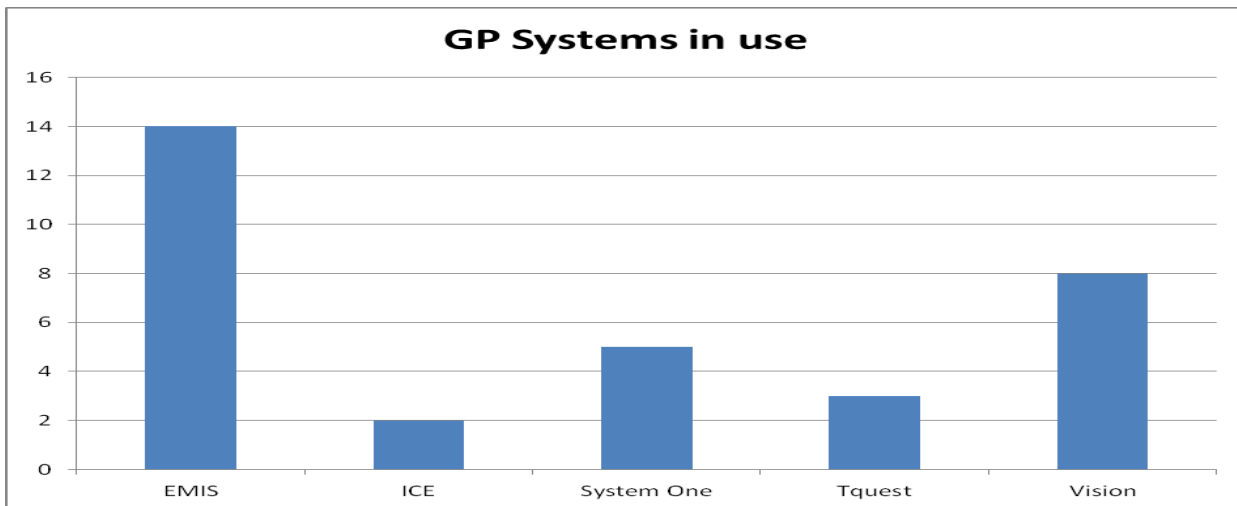
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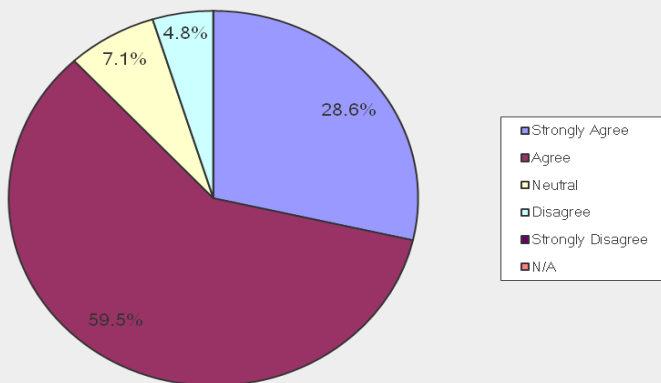
### GP Survey



### GP Systems in use



I find the way results are returned to our practice easy to view?



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We received a number of comments in the survey from Imperial Pathology users with regard to the use of the Pi system for accessing results. The Pi system is a Trust IT and not Pathology system however we have forwarded all comments received about the system to the Trust Pi team. A separate Q&A report for Pi queries will be published. Also in the Imperial survey a slight decrease in respondents agreeing that results are received in a timely manner was identified. Whilst this decrease is small (1%) efforts should be made by the laboratories to ensure turnaround times (TATs) for all Pathology users are maintained. Plans to implement real time dashboards in the laboratories to monitor urgent TATs have been made.

Following last year's GP survey, a number of improvements were introduced in Pathology. This included the implementation of a change process which includes communication to our users. We have also introduced feedback mechanisms to confirm that communications have been received when important messages are sent out. Pathology continues to work with the GP liaison officer to ensure notices are included in the GP Bulletin as well as being posted as news on the new Pathology Website. The results of GP specific questions have improved including the time taken to receive results (an average increase from 70% last year to 93% this year) and confidence that complaints and comments are dealt with appropriately (an increase of 20% from last year).

The Chelsea and Westminster (C&W) User survey has been discussed at the Chelsea and Westminster Joint Governance Committee (JGC). Agreement to statements in the survey regarding the overall pathology service including timeliness of results, the call centre and specimen transport have all decreased. Only 2 questions received better responses this year which were "reports are easy to understand" and "Call centre staff are professional and courteous". Themes identified from comments received included problems with Lastword/Lilie, slow TATs, the need for access to GP results and criticism of the call centre. Whilst the response rate to the C&W Survey was low it is our intention to act on the feedback received. All comments regarding Lastword and Lilie have been passed on to Chelsea and Westminster for their attention. Turnaround times are monitored monthly at the JGC and in general meet the targets set for processing C&W specimens. Action is therefore required to publish data and remove the perception that specimen TAT is slow. A project to implement "Review" in conjunction with C&W IT department has been organised. This will make GP results available to C&W clinicians. A review of the call centre has also been carried out. The call centre has implemented a system to review the final destination of a call following comments that calls may be passed around before the callers issue is addressed. The new monitoring system will be reviewed regularly and actions taken where appropriate to address gaps in the customer service provided to our users.

## 1.10 Conclusion

In general the User survey reflects the high quality service provided by laboratories at Imperial College Healthcare NHS Trust. Overall the number of respondents who agree that the service meets their needs has increased compared to that reported last year. The percentage of respondents disagreeing with statements in the survey has continued to reduce since last year reflecting an improvement in all aspects of the Pathology service. In particular, improvements have been identified in the ease of contacting clinically qualified staff and the clinical interpretations received. Some improvements have also been achieved with the call centre; the acceptability of time taken to answer calls increasing by 5% and the information received on calls by GPs increasing by 20%. The pathology department is proud that 100% of GP users found the overall service met their needs and will strive to maintain this high quality service.

We appreciate the time taken to complete our surveys by our users and continue to seek other means of feedback where possible. The Pathology Queries email (both [pathologyqueries@imperial.nhs.uk](mailto:pathologyqueries@imperial.nhs.uk) and [ICHC-tr.pathologyqueries@nhs.net](mailto:ICHC-tr.pathologyqueries@nhs.net)) has been regularly used by Pathology Service users and we receive a lot of feedback and enquiries via this route. In addition we have organised and attended a number of MDTs and user group forums to receive feedback from the maximum number of users.

All Pathology laboratories will continue to strive to make improvements highlighted by this survey and pathology objectives and plans will reflect these findings.