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

Implemented: March 2010

Procedure: Pathology User Survey

Author: Helen Hobson

Version: 1.7

Date of issue: August 2013

Authorised: Stephen Snewin

## Pathology User Survey

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<b>DATE OF ISSUE</b>	August 2013
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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 Pathology User Survey in two ways. 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 as well as hard copies of the survey being sent to surgeries on the sample collection courier run.

### 1.3 Responses

163 responses were received to the User Survey compared to 244 responses last year. There was an increase in responses from specified positions and a decrease in respondent falling in the "Other" category. The biggest increase in the specified positions was the response from Practice managers. This may be reflective of the recent communication and increased engagement with this group of Pathology Users. There was also a noted decrease in the response from Junior doctors although the reason for this is not known.

#### Overview of respondents

Which of the following best describes your position?	Response Count	Response Percent
Practice Manager	23	14.1%
GP	17	10.4%
GP Nurse Practitioner/Practice Nurse	7	4.3%
Consultant	37	22.7%
Doctor	8	4.9%
Junior Doctor	6	3.7%
Nurse Specialist	17	10.4%
Nurse	19	11.7%
Other	29	17.8%

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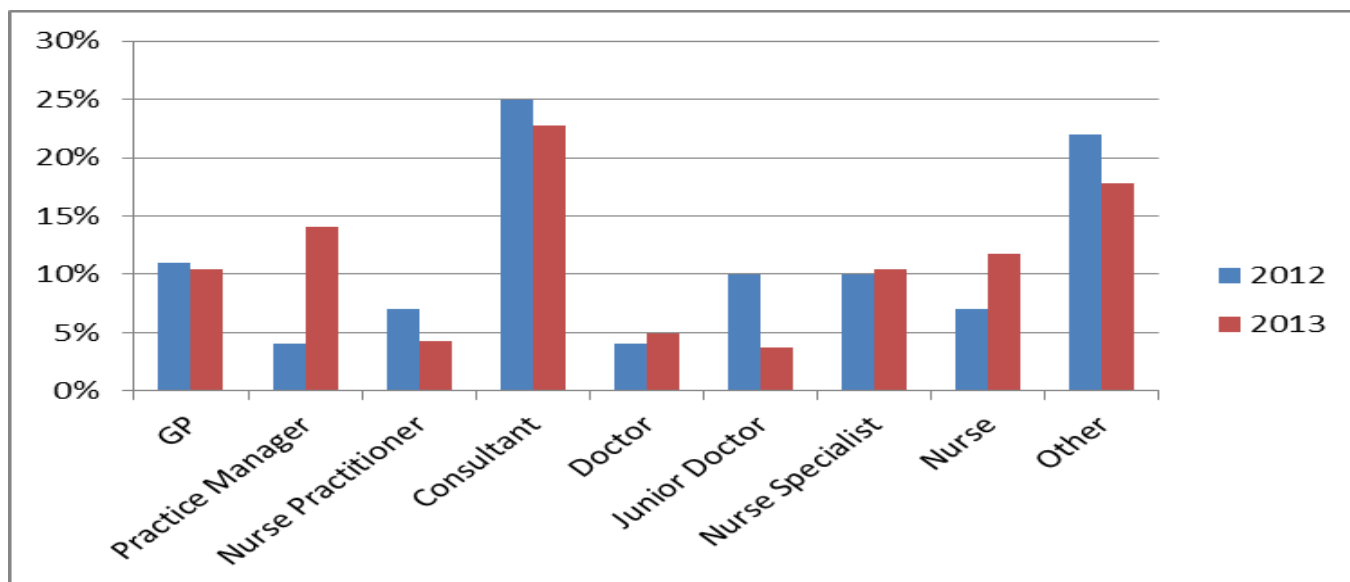
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#### 1.4 Respondents wishing to be contacted to discuss queries

23 GP survey respondents, 9 Chelsea and Westminster survey and 15 Imperial survey respondents gave contact details to enable us to respond to any comments and queries within the survey. This was only approximately a third of overall respondents and therefore less than those completing the survey last year. 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)

- 62% of respondents agreed that the overall Pathology Service met their needs
- 18% of respondents disagreed that the overall Pathology Service met their needs
- 90% of respondents to the GP Survey answered that they agreed or were neutral to the statement that Pathology services meet their needs. Of the 10% who disagreed the comments received included that results are either not returned to the practice or returned to the wrong requesting GP and that recent changes to Pathology LIMS has meant results are not clear.
- 77% 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 23% who disagreed the majority of comments received were regarding lack of responsiveness in the call centre, reports not being returned to Pi or ICE and a request for improved tracking of samples across sites and laboratories.
- 79% 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 23% who disagreed the majority of comments received were regarding the Call centre or the return of results to last word.

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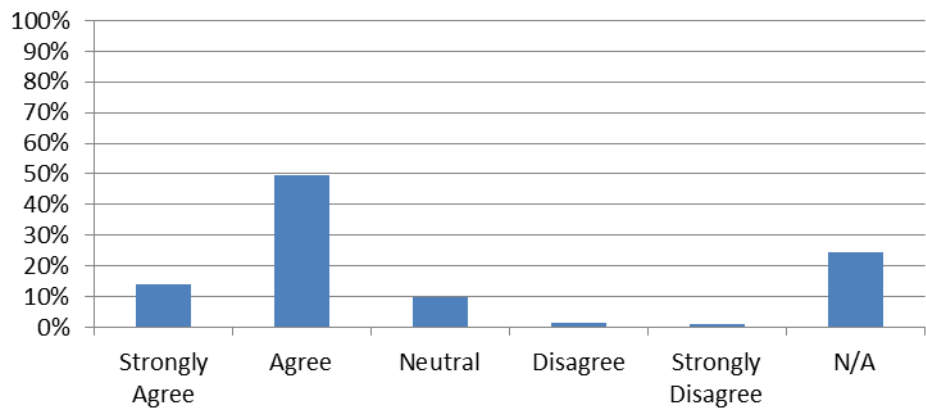
Authorised: Stephen Snewin

## 1.6 Survey Results

### All Labs

Strongly Agree	14%
Agree	50%
Neutral	10%
Disagree	1%
Strongly Disagree	1%
N/A	24%

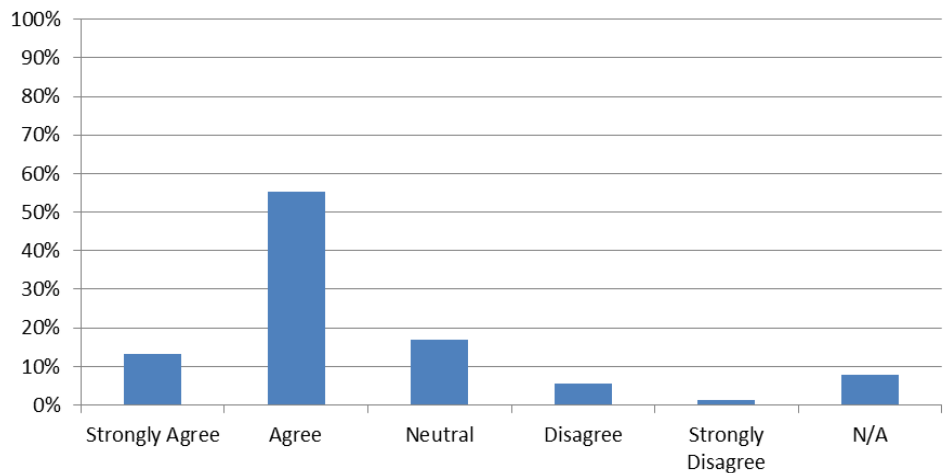
### I am happy with the range of tests available?



### All Labs

Strongly Agree	13%
Agree	55%
Neutral	17%
Disagree	6%
Strongly Disagree	1%
N/A	8%

### Results are received in a timely manner



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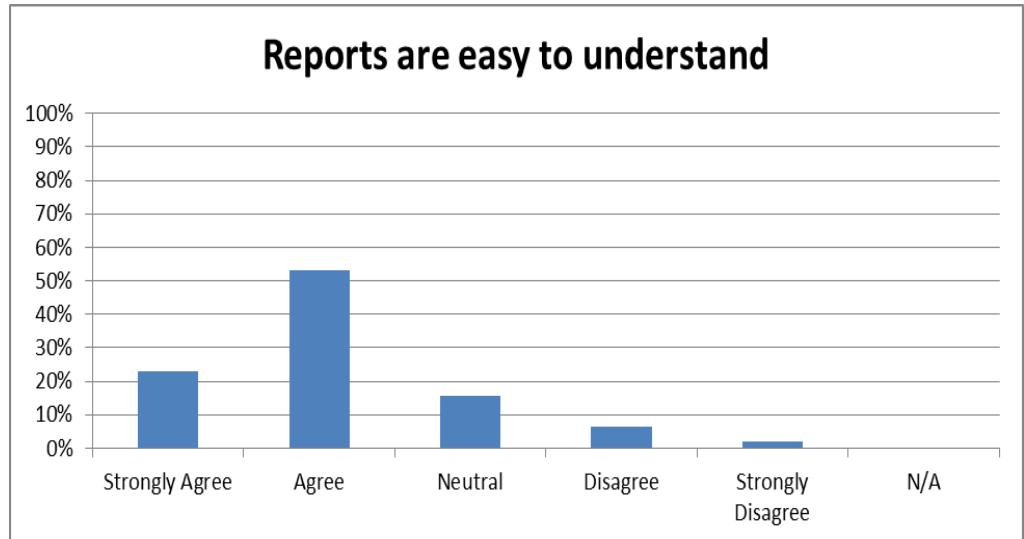
Version: 1.7

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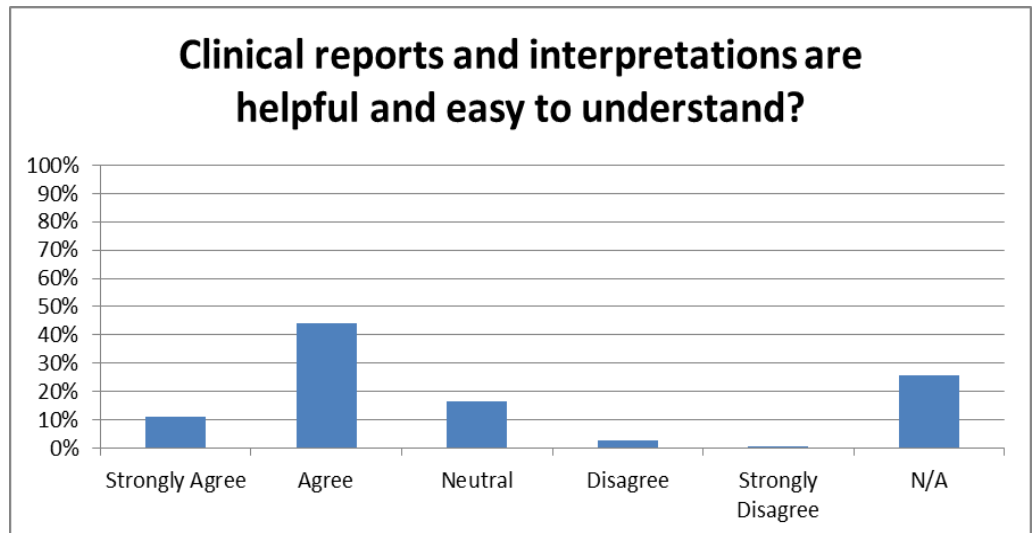
**IMP & CW Staff Only**

<b>Strongly Agree</b>	<b>23%</b>
<b>Agree</b>	<b>53%</b>
<b>Neutral</b>	<b>16%</b>
<b>Disagree</b>	<b>6%</b>
<b>Strongly Disagree</b>	<b>2%</b>
<b>N/A</b>	<b>0%</b>



**All**

<b>Strongly Agree</b>	<b>11%</b>
<b>Agree</b>	<b>44%</b>
<b>Neutral</b>	<b>16%</b>
<b>Disagree</b>	<b>3%</b>
<b>Strongly Disagree</b>	<b>0%</b>
<b>N/A</b>	<b>26%</b>



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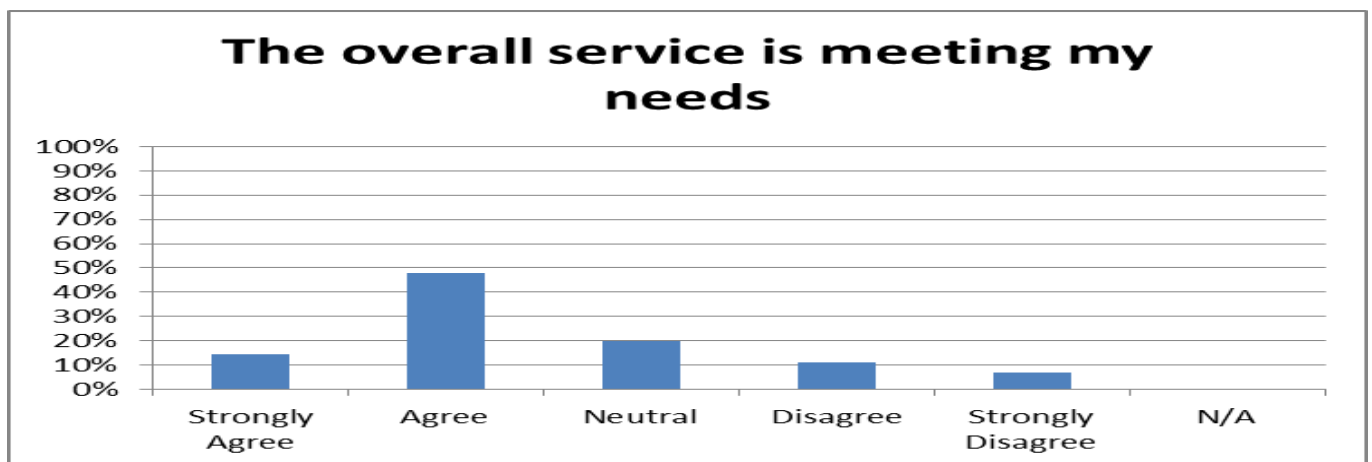
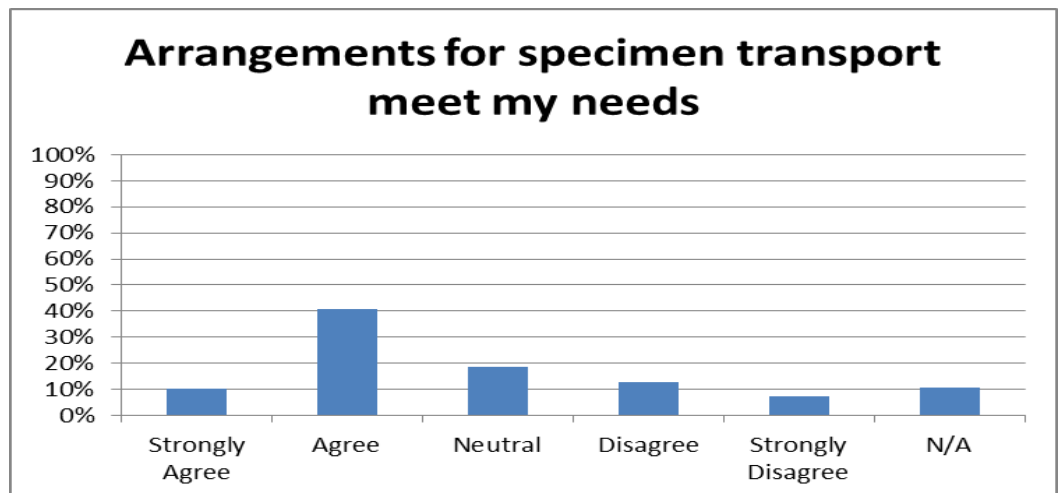
All

Strongly Agree	9%
Agree	23%
Neutral	26%
Disagree	6%
Strongly Disagree	2%
N/A	34%



All

Strongly Agree	10%
Agree	41%
Neutral	19%
Disagree	13%
Strongly Disagree	7%
N/A	10%



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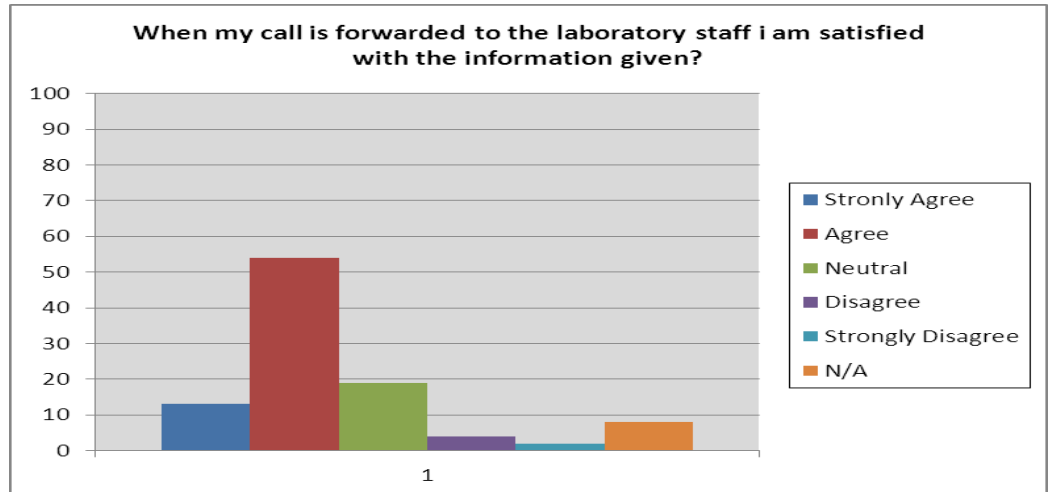
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### Additional Questions from the GP survey

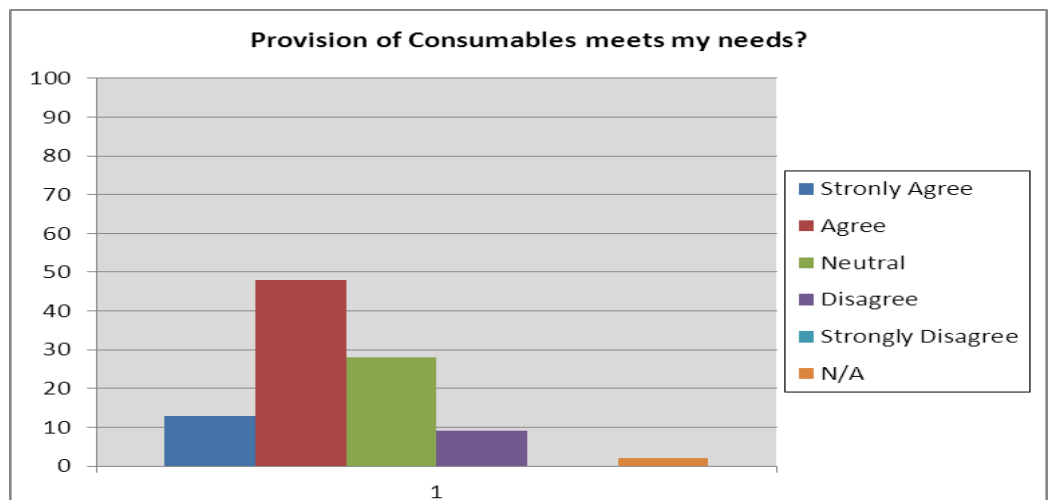
#### GP's Only

<b>Strongly Agree</b>	<b>13%</b>
<b>Agree</b>	<b>54%</b>
<b>Neutral</b>	<b>19%</b>
<b>Disagree</b>	<b>4%</b>
<b>Strongly Disagree</b>	<b>2%</b>
<b>N/A</b>	<b>8%</b>



#### GP's Only

<b>Strongly Agree</b>	<b>13%</b>
<b>Agree</b>	<b>48%</b>
<b>Neutral</b>	<b>28%</b>
<b>Disagree</b>	<b>9%</b>
<b>Strongly Disagree</b>	<b>0%</b>
<b>N/A</b>	<b>2%</b>





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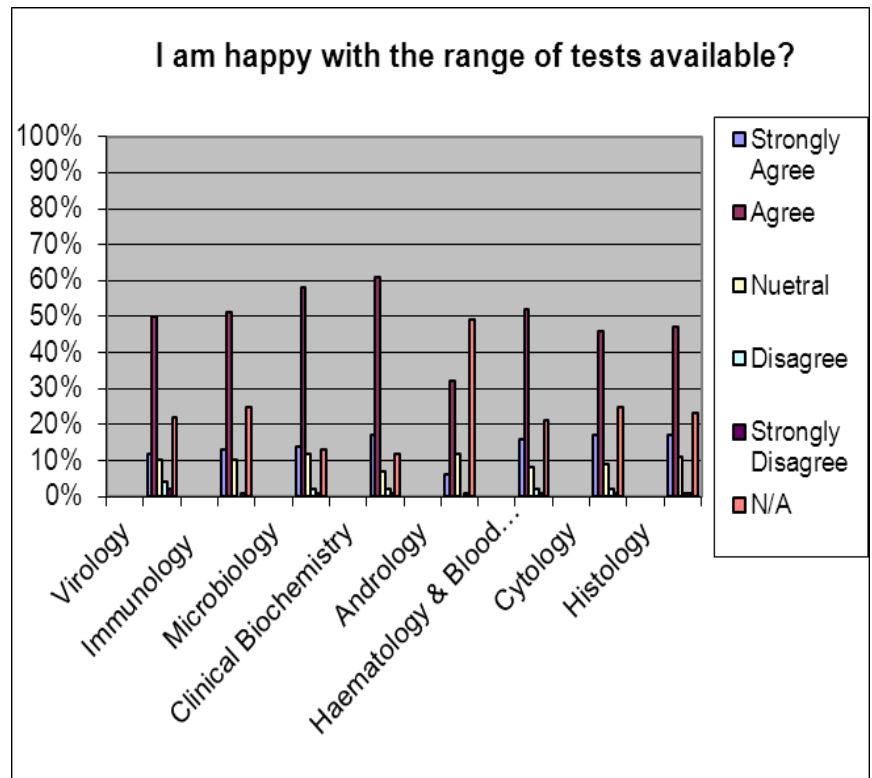
Version: 1.7

Date of issue: August 2013

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
<b>Virology</b>	16 12%	66 50%	13 10%	5 4%	2 2%	30 22%
<b>Immunology</b>	16 13%	65 51%	13 10%	0 0%	1 1%	32 25%
<b>Microbiology</b>	19 14%	76 58%	16 12%	2 2%	1 1%	19 13%
<b>Clinical Biochemistry</b>	23 17%	81 61%	9 7%	2 2%	1 1%	17 12%
<b>Andrology</b>	8 6%	41 32%	16 12%	0 0%	1 1%	63 49%
<b>Haematology &amp; Blood Transfusion</b>	29 16%	97 52%	14 8%	3 2%	1 1%	42 34%
<b>Cytology</b>	23 17%	61 46%	12 9%	2 2%	1 1%	34 25%
<b>Histology</b>	22 17%	62 47%	15 11%	1 1%	1 1%	32 23%



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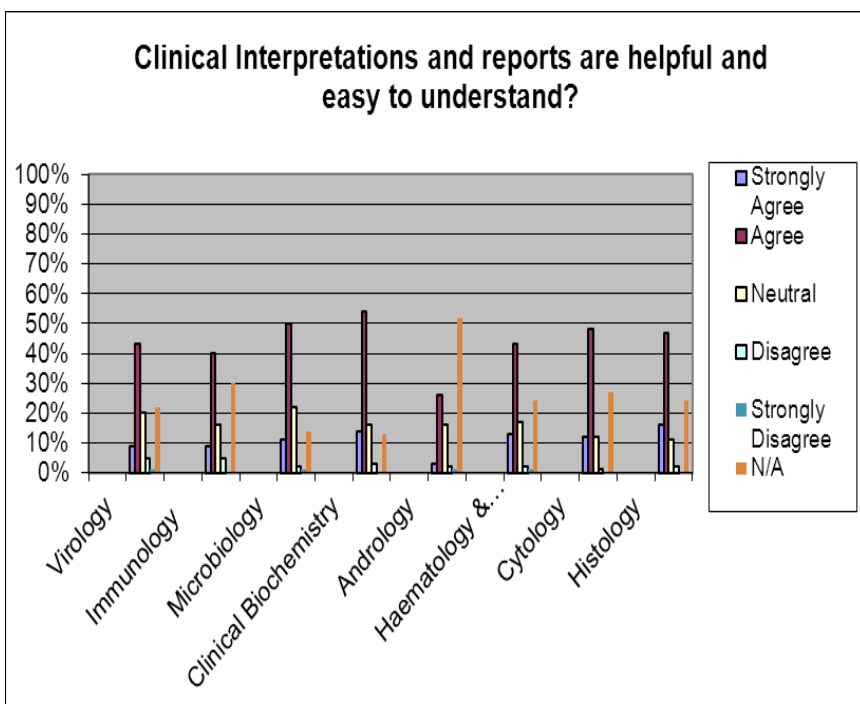
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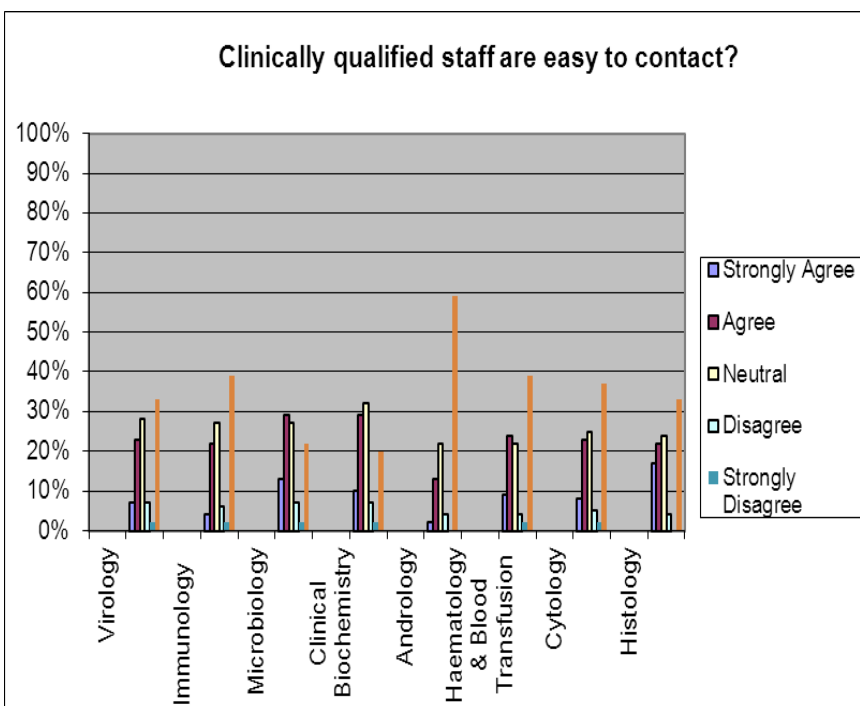
**Clinical interpretations and reports are helpful and easy to understand?**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<b>Virology</b>	12 9%	57 43%	27 20%	6 5%	1 1%	29 22%
<b>Immunology</b>	11 9%	51 40%	20 16%	6 5%	0 0%	41 30%
<b>Microbiology</b>	14 11%	67 50%	29 22%	3 2%	1 1%	19 14%
<b>Clinical Biochemistry</b>	19 14%	72 54%	22 16%	4 3%	0 0%	16 13%
<b>Andrology</b>	4 3%	34 26%	21 16%	2 2%	1 1%	67 52%
<b>Haematology &amp; Blood Transfusion</b>	24 13%	80 43%	32 17%	4 2%	1 1%	45 24%
<b>Cytology</b>	16 12%	63 48%	16 12%	1 1%	0 0%	36 27%
<b>Histology</b>	21 16%	62 47%	15 11%	2 2%	0 0%	32 24%



**Clinically qualified staff are easy to contact?**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
<b>Virology</b>	9 7%	31 23%	37 28%	9 7%	3 2%	43 33%
<b>Immunology</b>	5 4%	28 22%	34 27%	8 6%	2 2%	51 39%
<b>Microbiology</b>	17 13%	38 29%	36 27%	9 7%	3 2%	29 22%
<b>Clinical Biochemistry</b>	13 2%	38 13%	42 22%	9 4%	3 0%	28 59%
<b>Andrology</b>	3 2%	17 13%	28 22%	5 4%	0 0%	74 59%
<b>Haematology &amp; Blood Transfusion</b>	17 9%	44 24%	41 22%	8 4%	4 2%	71 39%
<b>Cytology</b>	11 8%	31 23%	33 25%	7 5%	2 2%	49 37%
<b>Histology</b>	23 17%	29 22%	32 24%	6 4%	0 0%	44 33%



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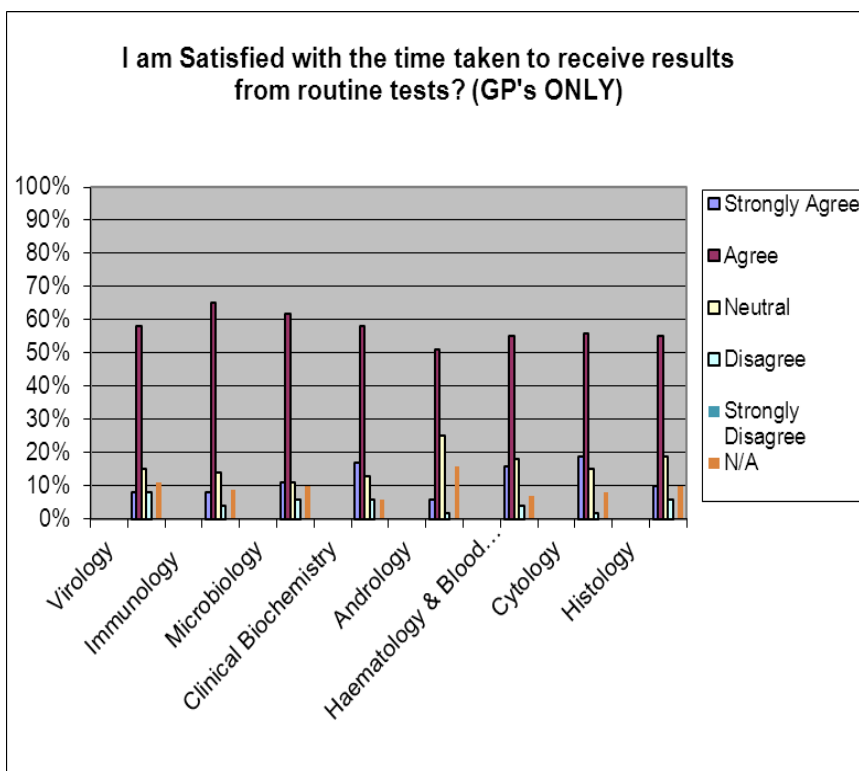
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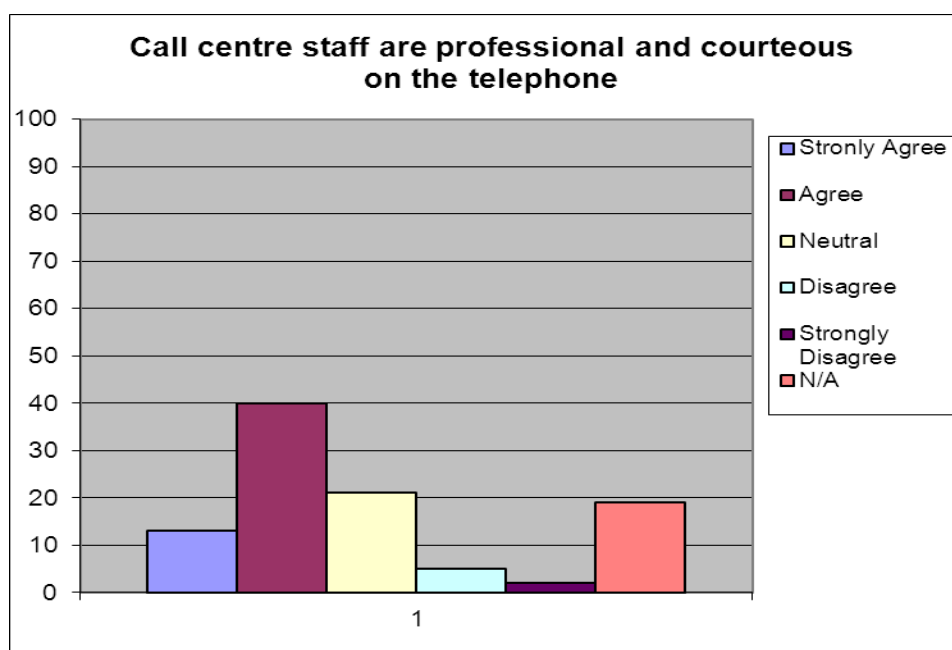
**I am satisfied with the time taken to receive results from routine tests? (GP ONLY)**

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Virology	4 8%	30 58%	8 15%	4 8%	0 0%	6 11%
Immunology	4 8%	33 65%	7 14%	2 4%	0 0%	5 9%
Microbiology	6 11%	32 62%	6 11%	3 6%	0 0%	5 10%
Clinical Biochemistry	9 17%	30 58%	7 13%	3 6%	0 0%	3 6%
Andrology	3 6%	26 51%	13 25%	1 2%	0 0%	8 16%
Haematology & Blood Transfusion	8 16%	28 55%	9 18%	2 4%	0 0%	4 7%
Cytology	10 19%	29 56%	8 15%	1 2%	0 0%	4 8%
Histology	5 10%	27 55%	9 19%	3 6%	0 0%	5 10%



**1.8 Overview of non laboratory specific information**

Strongly Agree	13%
Agree	40%
Neutral	21%
Disagree	5%
Strongly Disagree	2%
N/A	19



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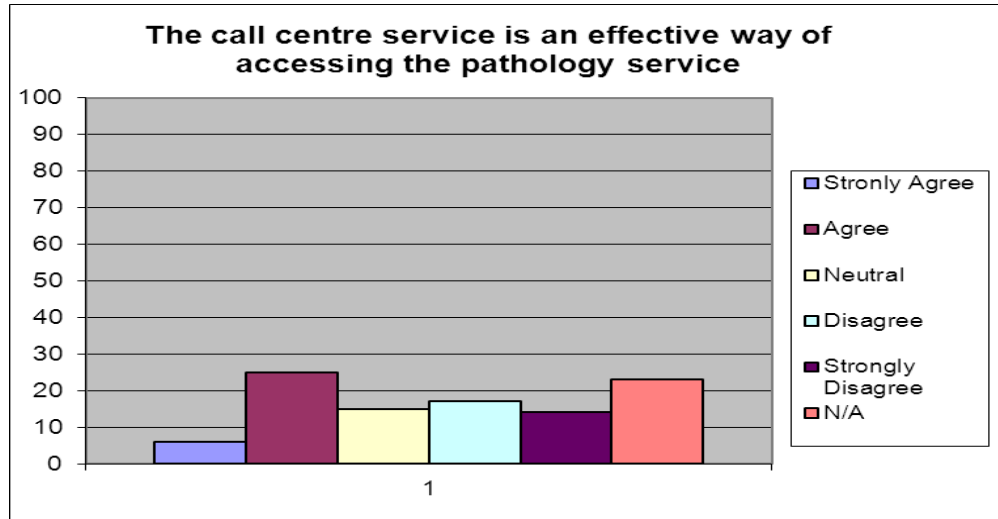
Author: Helen Hobson

Version: 1.7

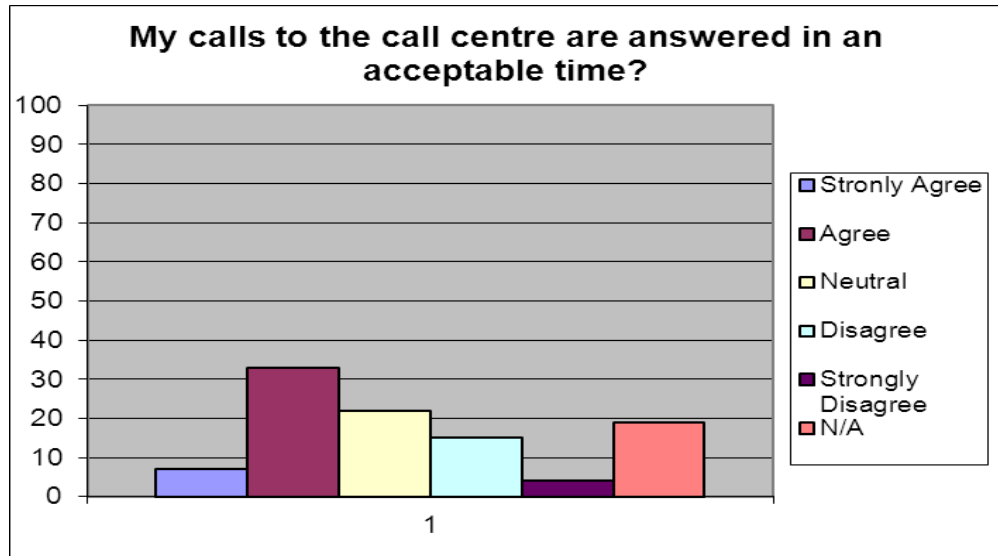
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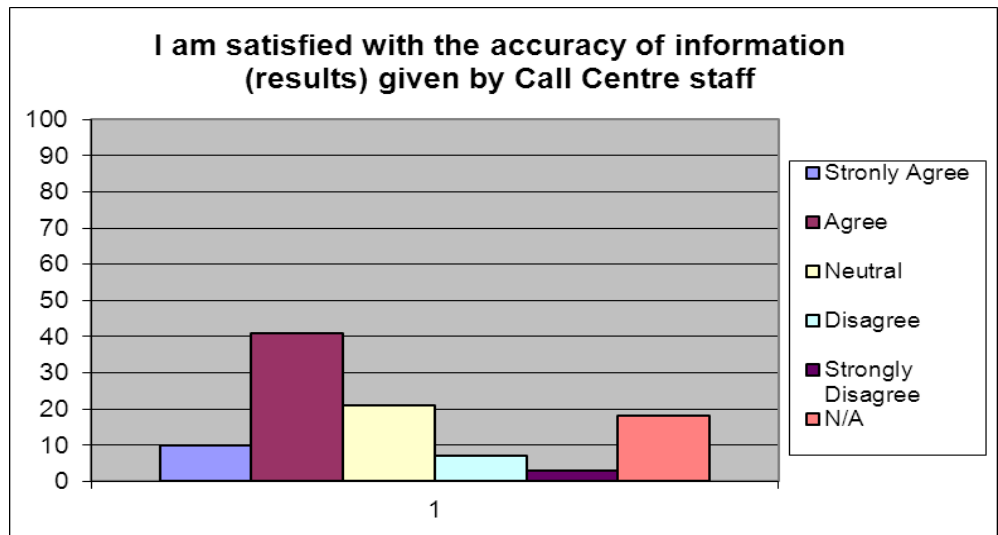
IMP & CW ONLY	
Strongly Agree	6%
Agree	25%
Neutral	15%
Disagree	17%
Strongly Disagree	14%
N/A	23%



ALL	
Strongly Agree	7%
Agree	33%
Neutral	22%
Disagree	15%
Strongly Disagree	4%
N/A	19%



Strongly Agree	10%
Agree	41%
Neutral	21%
Disagree	7%
Strongly Disagree	3%
	18%



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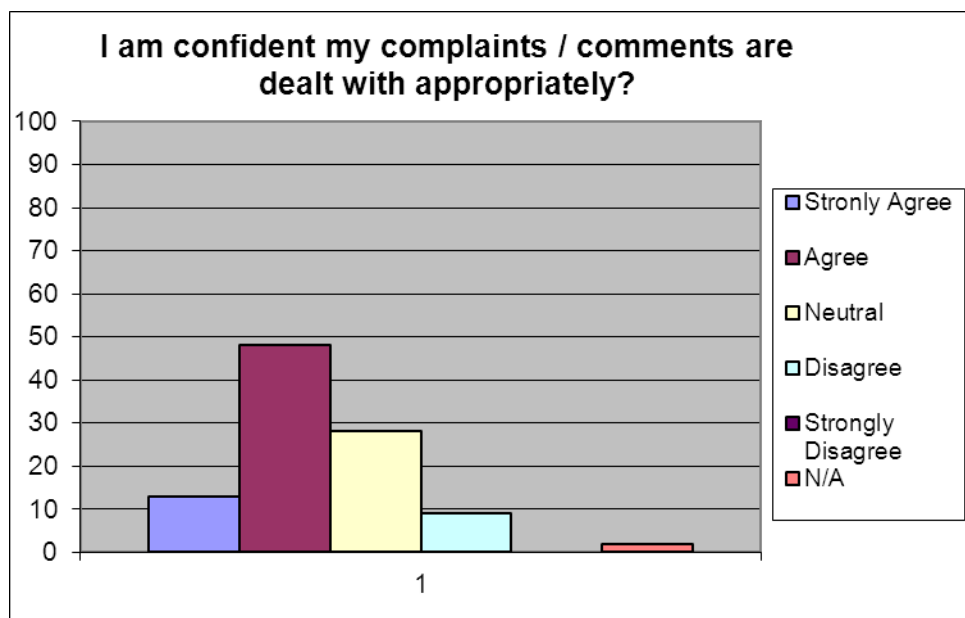
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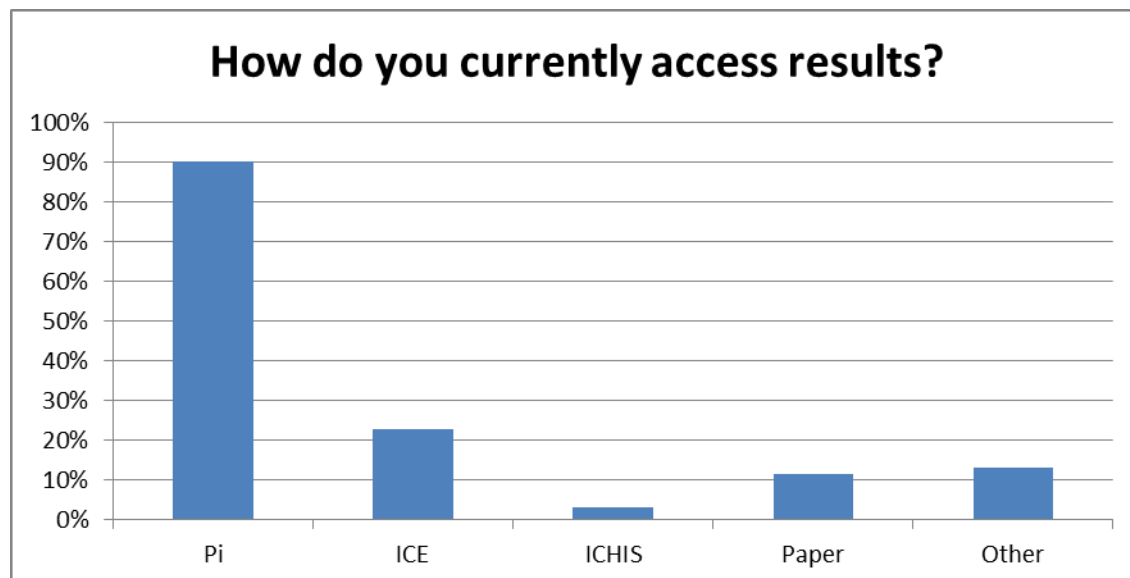
**GP's only**

Strongly Agree	6%
Agree	46%
Neutral	31%
Disagree	6%
Strongly Disagree	7%
N/A	4%



**1.9 Additional questions were asked in this year's survey regarding access to results**

**Imperial Survey**



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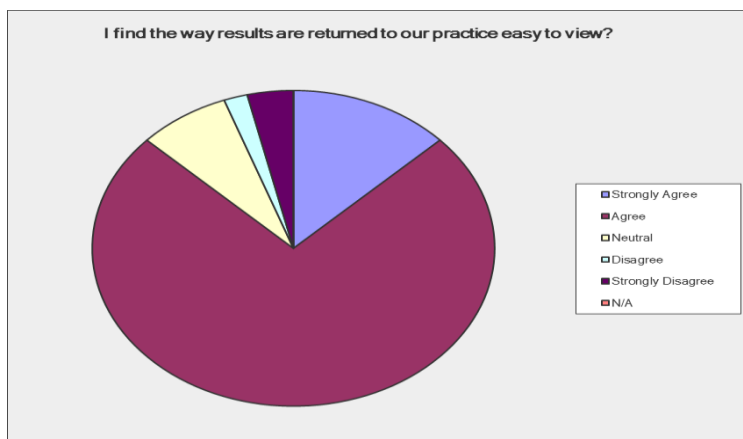
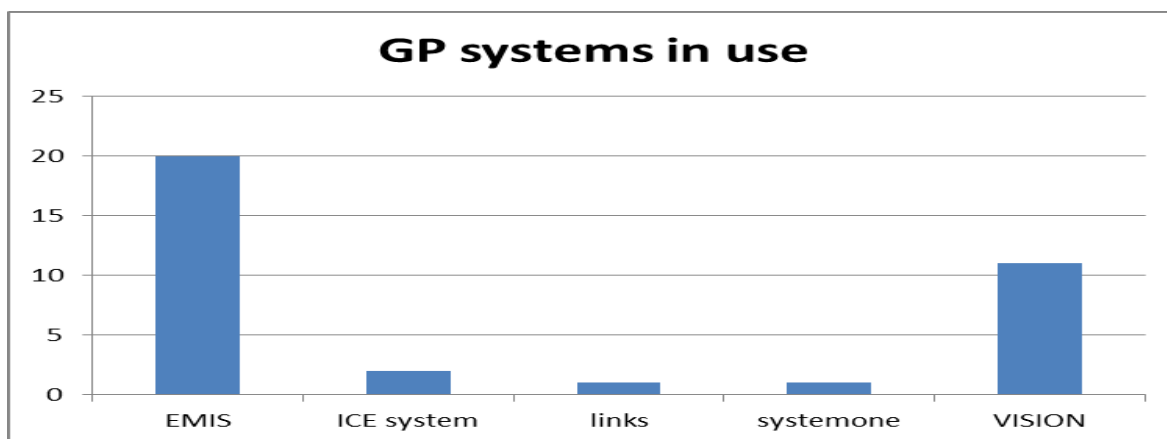
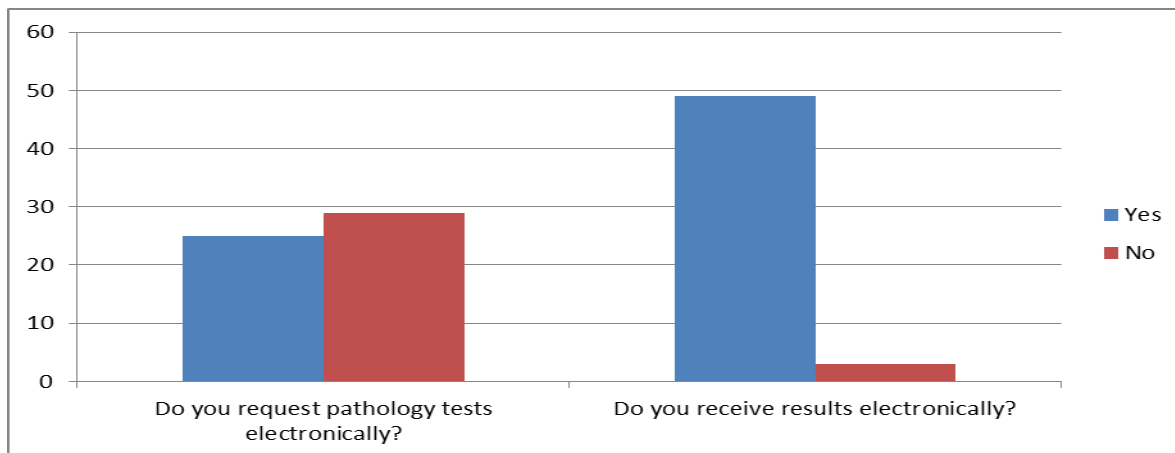
Author: Helen Hobson

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## GP Survey



A number of comments in the survey from Imperial Pathology users were 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 forwarded all comments

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received about the system to the Trust Pi team and received the answers tabled in the attached document. All future issues with the Pi system should be logged with the Trust ICT service desk system.



Pi Q&As.docx

Changes to the Pathology Laboratory Information System in July 2012 led to some issues being reported regarding access and comprehension of results by GPs. These issues were addressed quickly however to ensure GP users were now happy with the electronic results returned to them GPs were asked if the way results returned to their practice were easy to view. We also asked if the recent changes were communicated effectively. Only 6% of respondents disagreed that results were easy to view however 20% of GPs responded that the changes were not communicated effectively. Pathology has taken this on board and has implemented a change process which includes communication to users. We have also looked at ways we can confirm that communications have been received when important messages are sent out. Pathology has worked with the GP liaison officer to ensure notices are included in the GP Bulletin when possible and will be posted as news on the new Pathology Website when this is launched.

## 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 remained similar 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.

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 has been regularly used by Pathology Service users and we receive a lot of feedback and enquiries via this route. To add to the accessibility of this service we have added an NHS.net account for our pathology queries email ([ICHC-tr.pathologyqueries@nhs.net](mailto:ICHC-tr.pathologyqueries@nhs.net)) to allow other users of nhs.net accounts to email us securely to seek advice. 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.