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Implemented: March 2010	Procedure: Pathology User Survey	Author: Helen Hobson
Version: 2.0	Date of issue: June 2016	Authorised: S Snewin

Pathology User Survey

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DATE OF ISSUE	June 2016
REVIEW INTERVAL	Annually
AUTHORISED BY	Stephen Snewin
AUTHOR	Helen Hobson
Q PULSE NUMBER	GEN-PD-006-IMP
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PATHOLOGY USER SURVEY SUMMARY

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.

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

In addition to the user survey, feedback was also received from GPs at the GP Education forum held as part of the Trust GP Professional Development Programme.

3. Responses

125 responses were received to the User Survey compared to 165 responses last year. There was a large decrease in the number of respondents to the GP survey compared to last year and a slight decrease in the number of Doctors responding to the Imperial and Chelsea Survey.

Overview of respondents

Which of the following best describes your position?	Response Count	Response Per cent
GP	7	5.6%
Practice Manager	12	9.6%
Nurse Practitioner	2	1.6%
Consultant	42	33.6%
Doctor	2	1.6%
Junior Doctor	6	4.8%
Nurse Specialist	13	10.4%
Nurse	10	8.0%
other	31	24.8%

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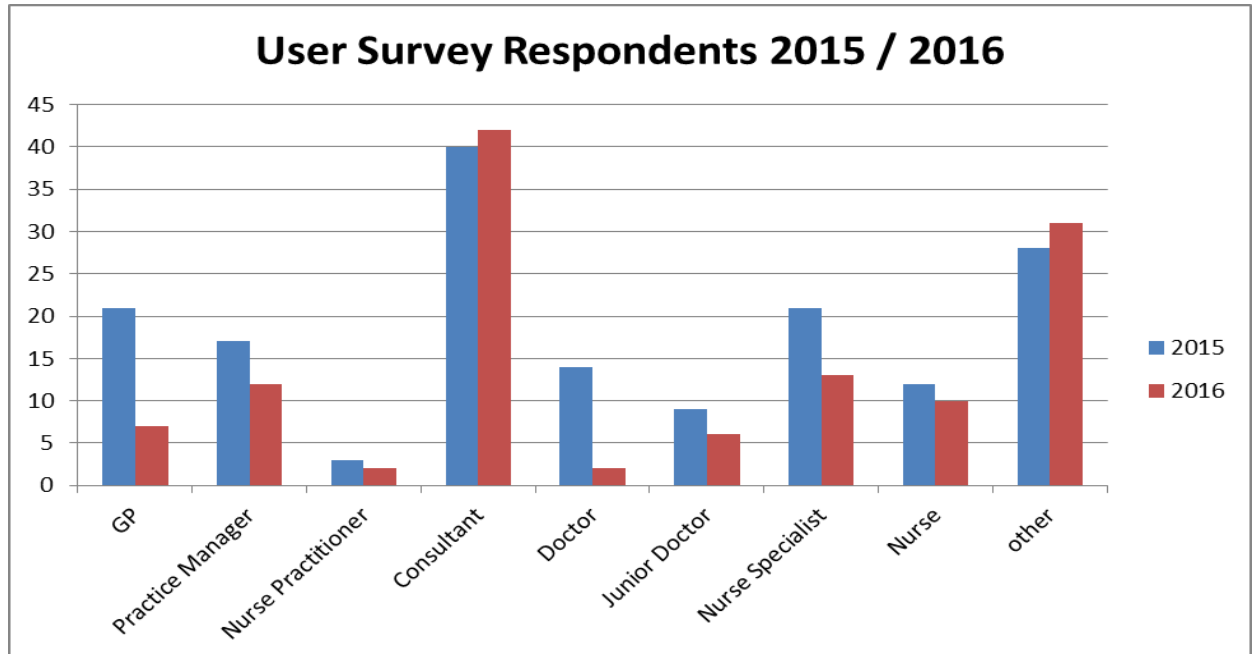
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4. Respondents wishing to be contacted to discuss queries

7 GP survey respondents, 7 Chelsea and Westminster survey and 27 Imperial survey respondents gave contact details to enable us to respond to any comments and queries within the survey. 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.

5. Overview of Imperial wide Pathology User Satisfaction (all laboratories)

- 64% of respondents agreed that the overall Pathology Service met their needs
- 18% 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.
- 81% 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 19% who disagreed the majority of comments received were regarding delays in specimen transport, specimens lost/not received in the laboratory and difficulties when contacting the call centre.
- 74% 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 26% who disagreed the majority of comments received were also regarding delays in specimen transport and difficulties when contacting the call centre.

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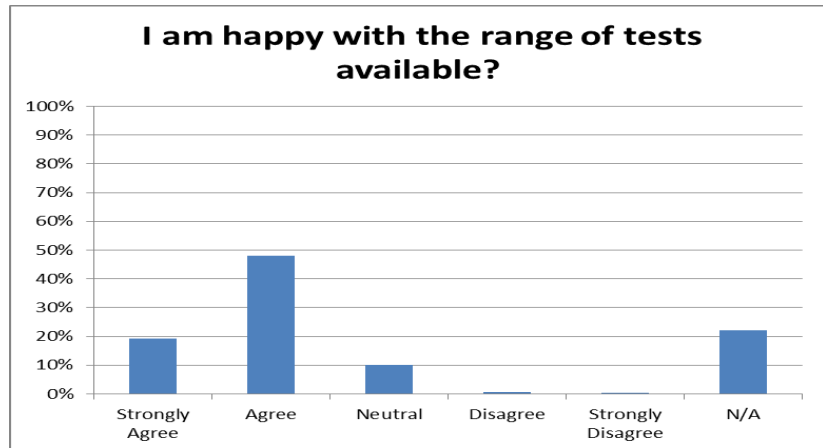
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6. Survey Results

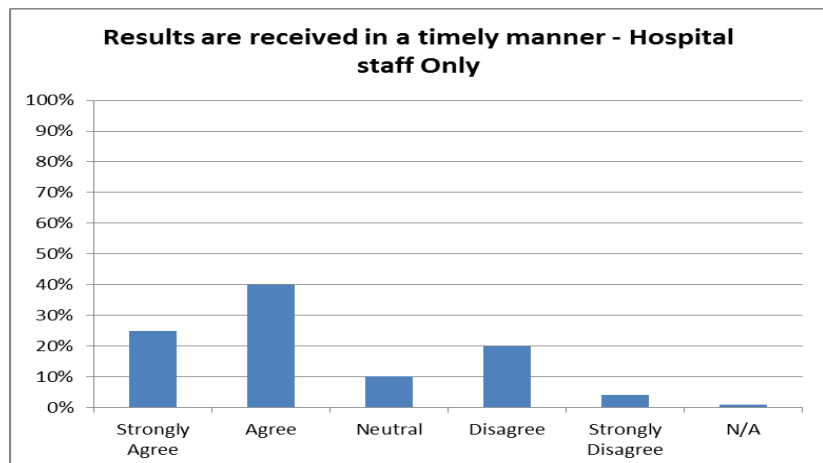
All Labs

Strongly Agree	19%
Agree	48%
Neutral	10%
Disagree	1%
Strongly Disagree	0%
N/A	22%



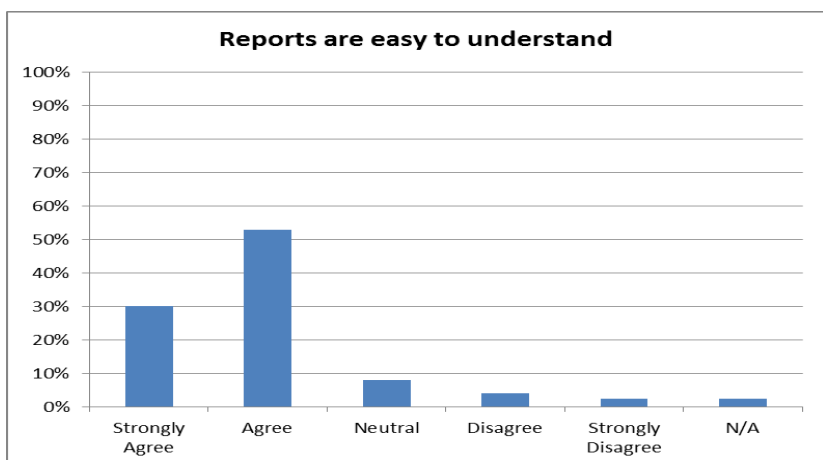
IMP & CW Staff Only

Strongly Agree	25%
Agree	58%
Neutral	5%
Disagree	10%
Strongly Disagree	1%
N/A	1%



IMP & CW Staff Only

Strongly Agree	30%
Agree	53%
Neutral	8%
Disagree	4%
Strongly Disagree	3%
N/A	3%



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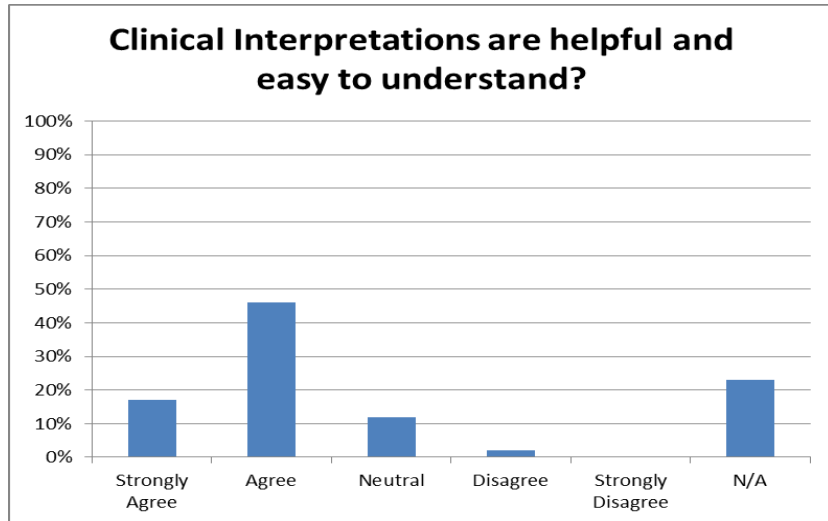
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All

Strongly Agree	17%
Agree	46%
Neutral	12%
Disagree	2%
Strongly Disagree	0%
N/A	23%



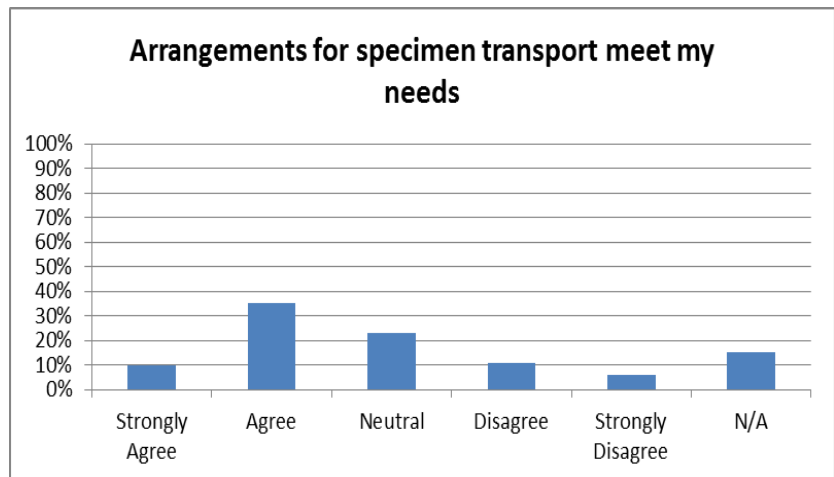
All

Strongly Agree	15%
Agree	29%
Neutral	21%
Disagree	4%
Strongly Disagree	0%
N/A	31%



All

Strongly Agree	10%
Agree	35%
Neutral	23%
Disagree	11%
Strongly Disagree	6%
N/A	33%



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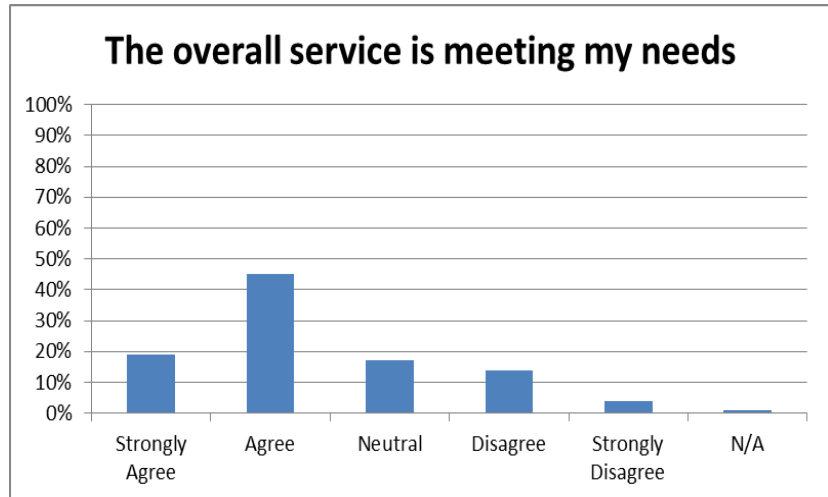
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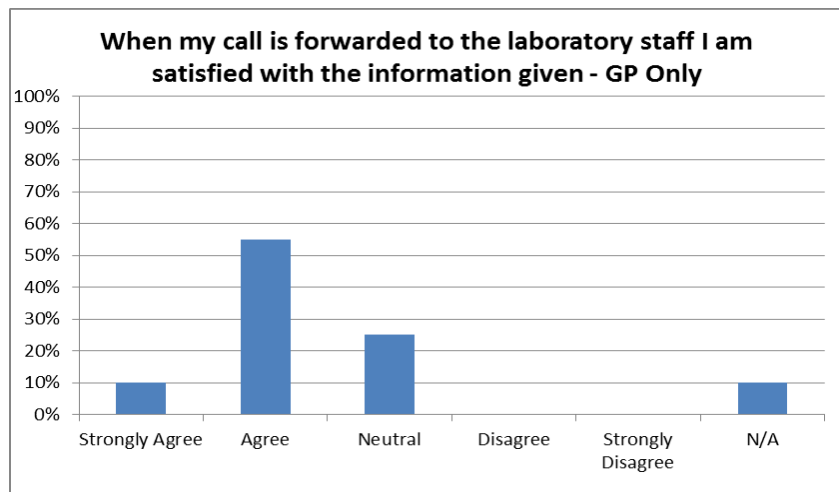
Authorised: S Snewin

All	
Strongly Agree	19%
Agree	45%
Neutral	17%
Disagree	14%
Strongly Disagree	4%
N/A	1%

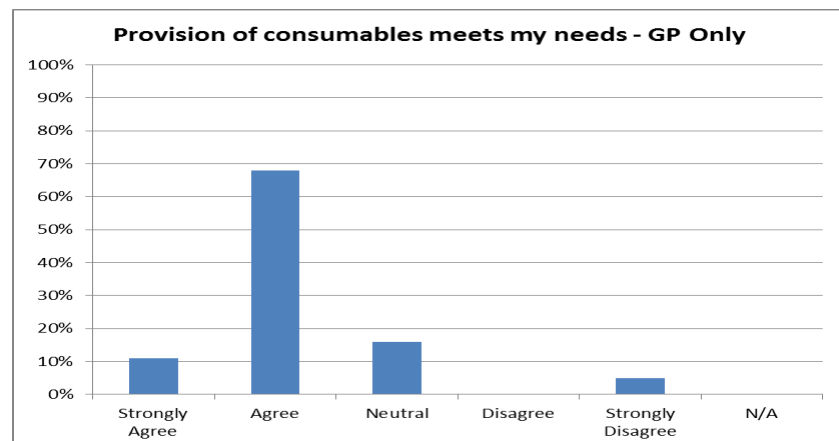


Additional Questions from the GP survey

GP's Only	
Strongly Agree	10%
Agree	55%
Neutral	25%
Disagree	0%
Strongly Disagree	0%
N/A	10%



GP's Only	
Strongly Agree	11%
Agree	68%
Neutral	16%
Disagree	0%
Strongly Disagree	5%
N/A	0%



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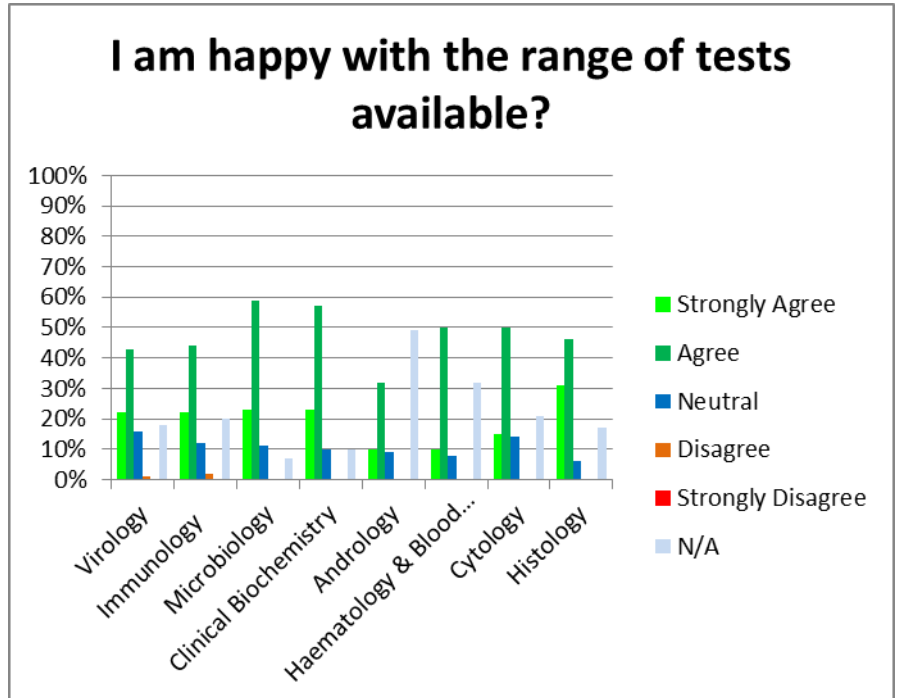
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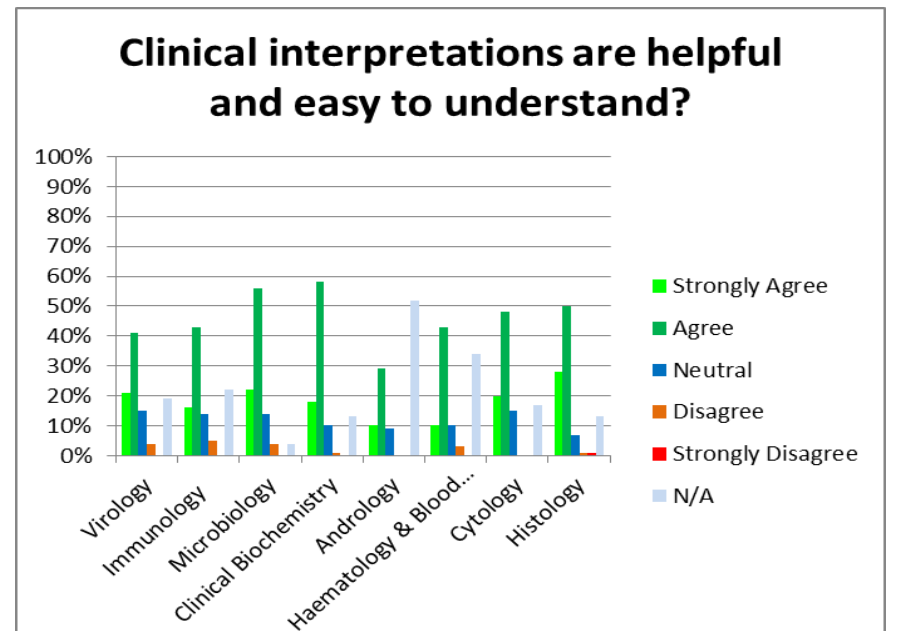
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Satisfaction overview for each Laboratory discipline

I am happy with the range of tests available?						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Virology	22%	43%	16%	1%	0%	18%
Immunology	22%	44%	12%	2%	0%	20%
Microbiology	23%	59%	11%	0%	0%	7%
Clinical Biochemistry	23%	57%	10%	0%	0%	10%
Andrology	10%	32%	9%	0%	0%	49%
Haematology & Blood Transfusion	10%	50%	8%	0%	0%	32%
Cytology	15%	50%	14%	0%	0%	21%
Histology	31%	46%	6%	0%	0%	17%



Clinical interpretations are helpful and easy to understand?						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Virology	21%	41%	15%	4%	0%	19%
Immunology	16%	43%	14%	5%	0%	22%
Microbiology	22%	56%	14%	4%	0%	4%
Clinical Biochemistry	18%	58%	10%	1%	0%	13%
Andrology	10%	29%	9%	0%	0%	52%
Haematology & Blood Transfusion	10%	43%	10%	3%	0%	34%
Cytology	20%	48%	15%	0%	0%	17%
Histology	28%	50%	7%	1%	1%	13%



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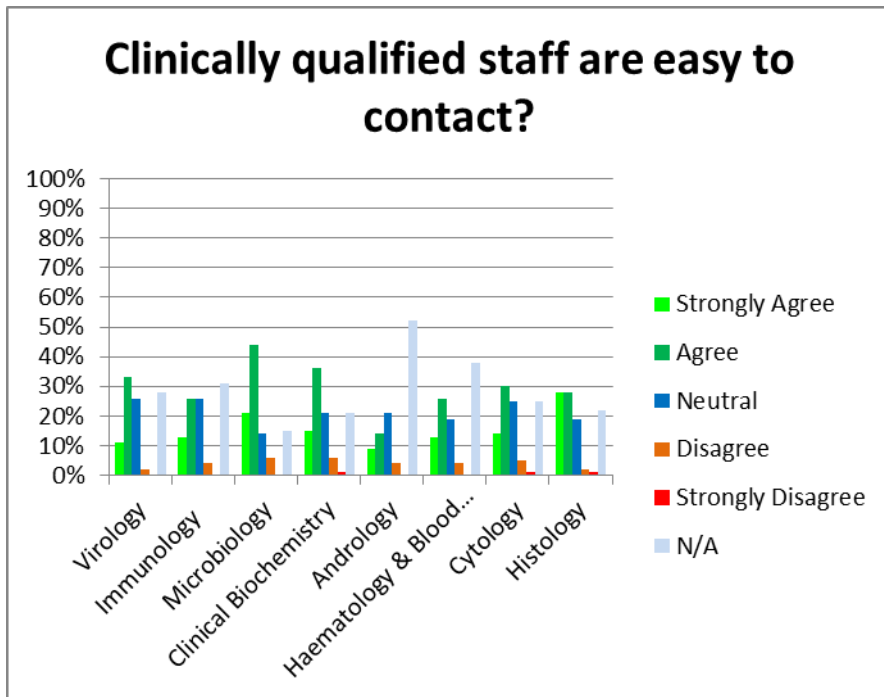
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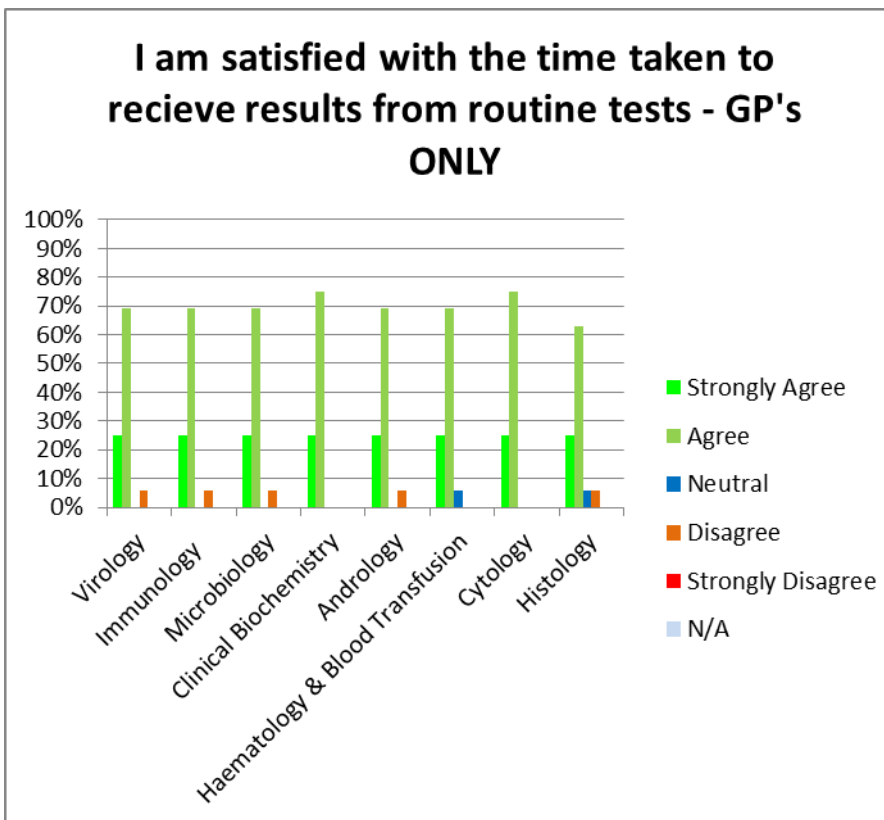
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Clinically qualified staff are easy to contact?						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
Virology	11%	33%	26%	2%	0%	28%
Immunology	13%	26%	26%	4%	0%	31%
Microbiology	21%	44%	14%	6%	0%	15%
Clinical Biochemistry	15%	36%	21%	6%	1%	21%
Andrology	9%	14%	21%	4%	0%	52%
Haematology & Blood Transfusion	13%	26%	19%	4%	0%	38%
Cytology	14%	30%	25%	5%	1%	25%
Histology	28%	28%	19%	2%	1%	22%



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	25%	69%	0%	6%	0%	0%
Immunology	25%	69%	0%	6%	0%	0%
Microbiology	25%	69%	0%	6%	0%	0%
Clinical Biochemistry	25%	75%	0%	0%	0%	0%
Andrology	25%	69%	0%	6%	0%	0%
Haematology & Blood Transfusion	25%	69%	6%	0%	0%	0%
Cytology	25%	75%	0%	0%	0%	0%
Histology	25%	63%	6%	6%	0%	0%



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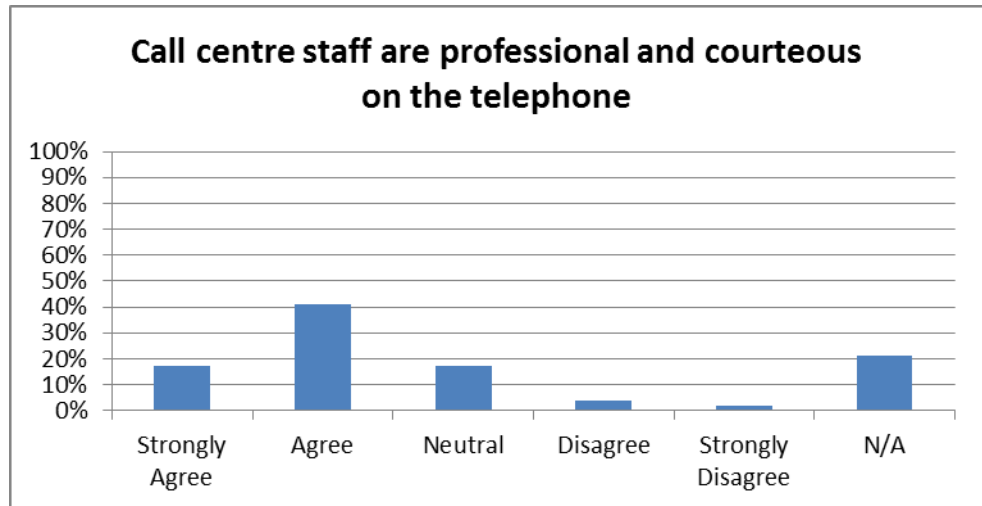
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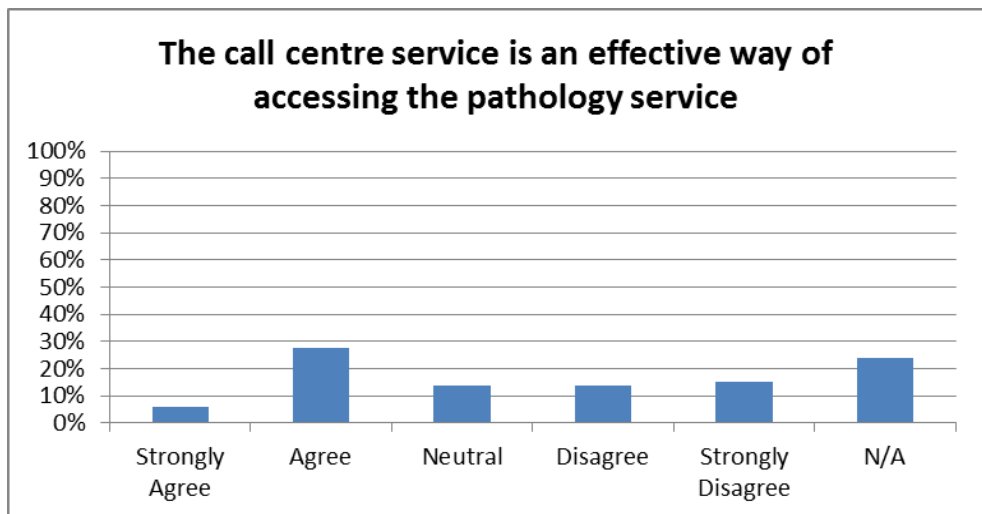
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Overview of non-laboratory specific information

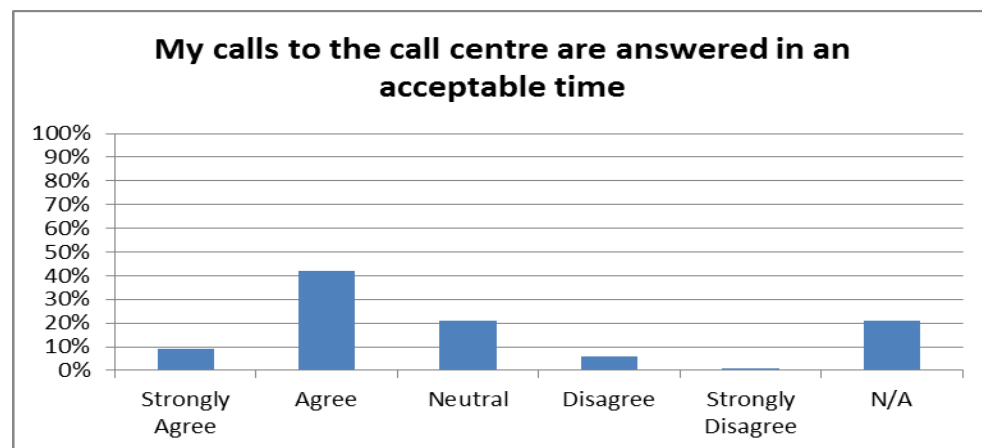
ALL	
Strongly Agree	17%
Agree	41%
Neutral	17%
Disagree	4%
Strongly Disagree	2%
N/A	21%



IMP & CW ONLY	
Strongly Agree	6%
Agree	28%
Neutral	14%
Disagree	14%
Strongly Disagree	15%
N/A	24%



ALL	
Strongly Agree	9%
Agree	42%
Neutral	21%
Disagree	6%
Strongly Disagree	1%
N/A	21%



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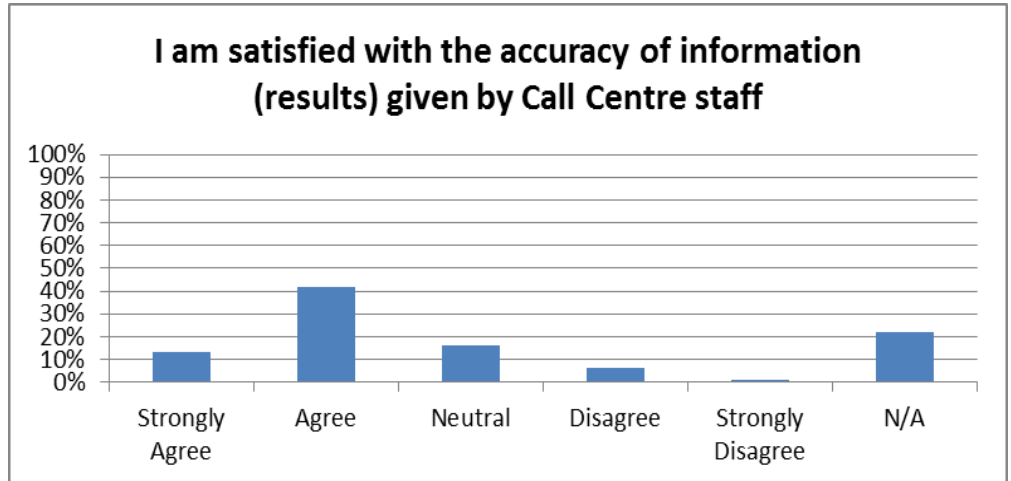
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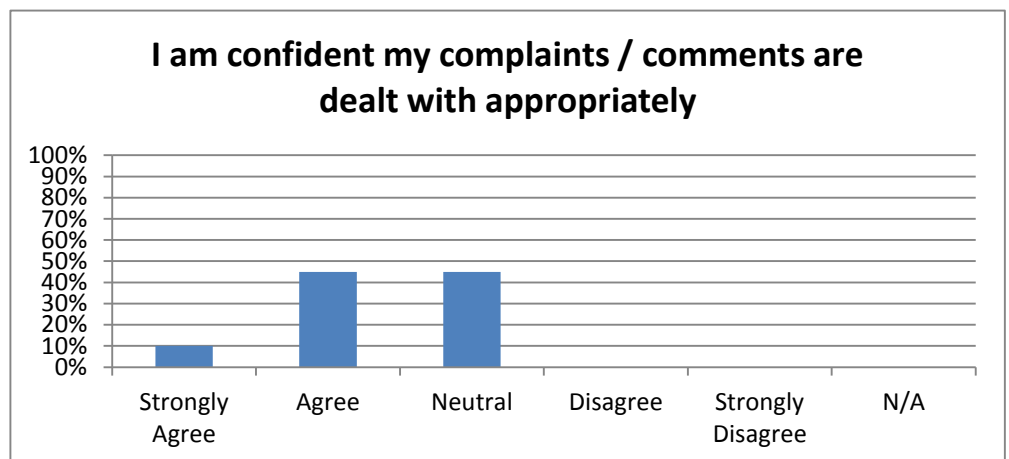
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ALL	
Strongly Agree	13%
Agree	42%
Neutral	16%
Disagree	6%
Strongly Disagree	1%
N/A	22%



GP's only	
Strongly Agree	10%
Agree	45%
Neutral	45%
Disagree	0%
Strongly Disagree	0%
N/A	0%



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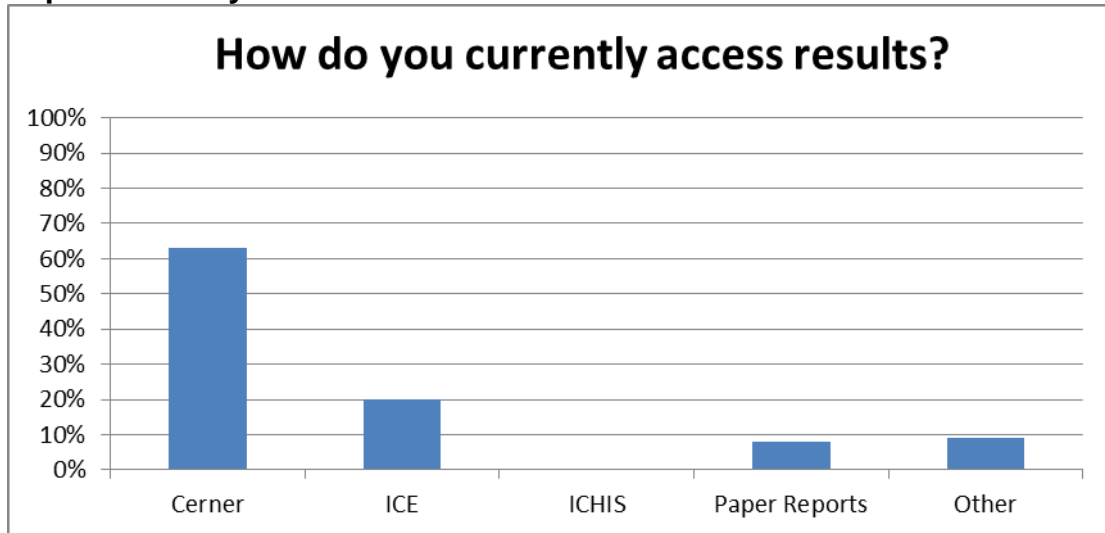
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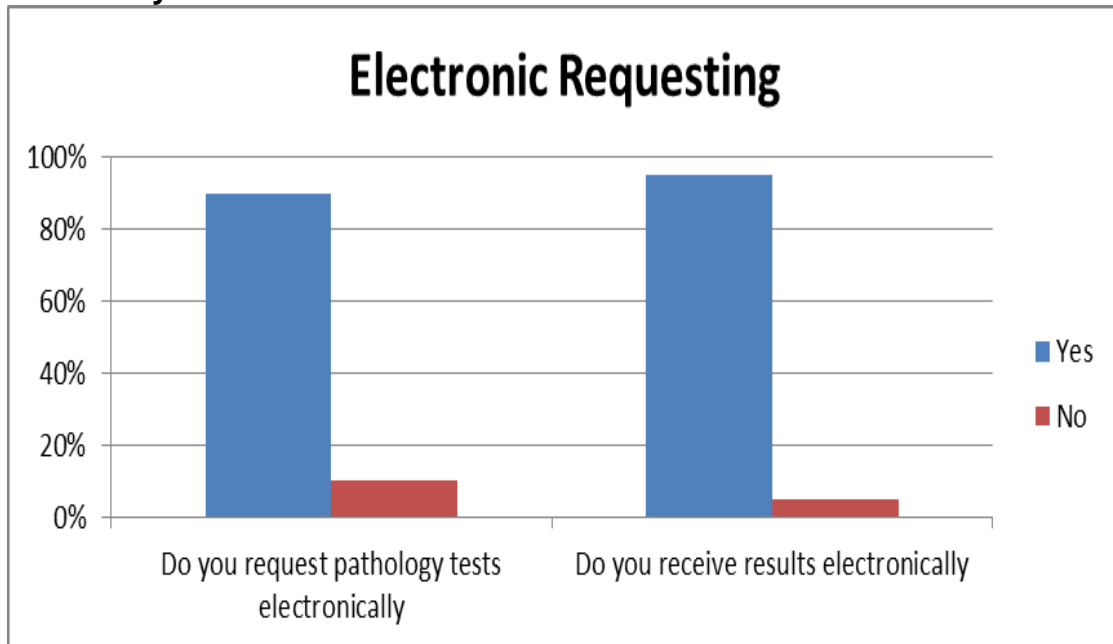
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Access to results

Imperial Survey



GP Survey



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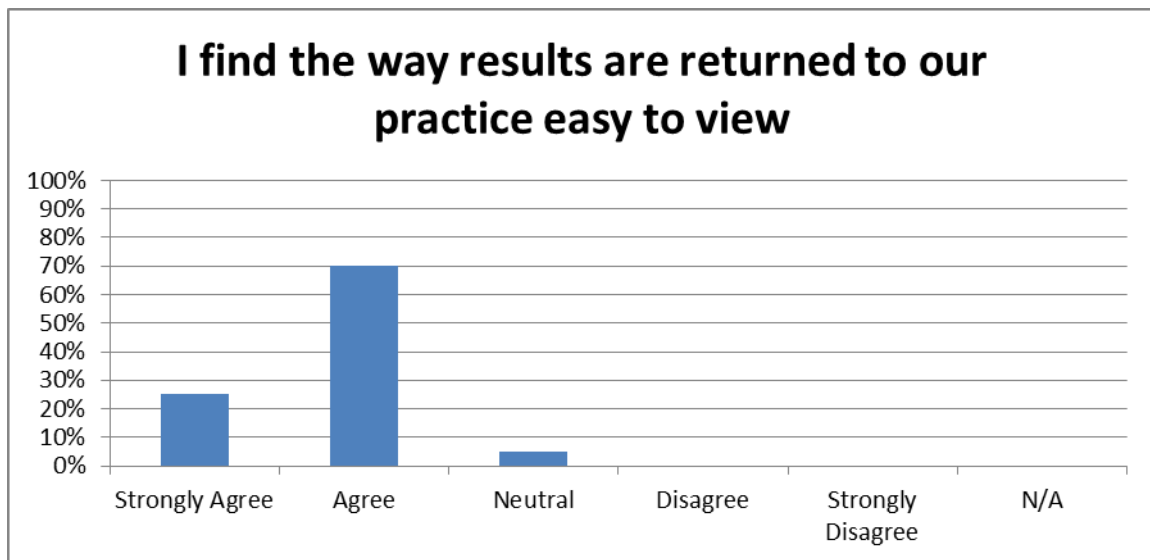
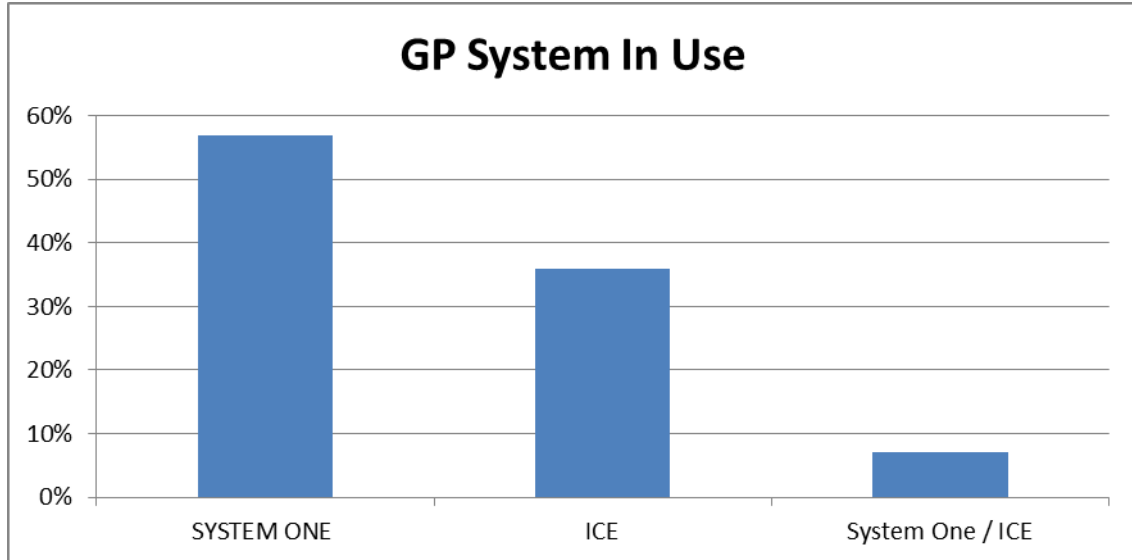
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7. Discussion of the survey results

Overall users commented that the service was very good and we received praise for the helpfulness and expertise of a number of staff within the Directorate. Improvements were seen in responses to a number of questions including results are received in a timely manner (83% in 2016 compared to 64% in 2015). The number of respondents who disagreed with the statement “arrangements for specimen transport meet my needs” has reduced from 25% to 17%.

The percentage of respondents who agreed that the overall pathology service meets their needs has reduced slightly from 67 to 64%. (82% of GP users, 73% of Imperial users and 43% of Chelsea and Westminster users). Those who disagreed with this statement also generally disagreed with the statements that “the call centre is an effective way of accessing the pathology service” and “specimen transport meets my needs”.

Themes for areas of improvement in user comments included the turnaround time of tests, the ability to contact the laboratories and comments regarding specimen tracking and specimens not received in the laboratory.

71% of respondents within Imperial and 58% of respondents at Chelsea and Westminster agreed that results were received in a timely manner compared with 72% and 50% respectively in 2015. Whilst there has been a slight increase in the agreement to this statement from users of the Pathology service at Chelsea and Westminster comments regarding the timely reporting of results were received.

The target times for the reporting of tests are set in collaboration with users, following national guidelines and are dependent on the complexity of the analytical method. All the laboratories monitor turnaround times for tests within their department.

Overall within Pathology in 2015-2016 the target turnaround time for tests was met for more than 95% of tests consistently when monitored on a monthly basis. We are aware of the changing needs of our users and urge clinical staff to contact us to discuss the target turnaround times for specific tests if we are not meeting clinical requirements. The target turnaround times for all tests are stated within the test directory on the pathology website and are recorded from the time a sample is received in Pathology to the time a result is electronically available. Unfortunately as the time between sample collection and receipt in the laboratory is outside the control of Pathology we are unable to take this into account when monitoring turnaround times. We do carry out frequent audits to review whether there are specific issues in the delivery of specimens to the laboratory and where problems are identified we work with requestors and specimen transport to resolve these.

The ability of users of the Pathology Service to contact laboratories for advice was also highlighted as an area for improvement. In past years, respondents to our surveys commented that it was difficult to quickly contact the correct laboratory and therefore the Pathology Call centre was put in place so users can call one number regardless of the query they have and be redirected appropriately. The feedback from this year’s survey is that this continues to work for GP users (74% of GP respondents happy with the call centre) whilst Pathology Users at Imperial and Chelsea find that having to contact the call centre first before being transferred for clinical advice is inconvenient (53% Imperial and 32% Chelsea respondents agreed that the Call centre service is an effective way of accessing the Pathology Service).

Contact details to telephone a clinical lead for advice are available in the Pathology User Guide, which is available on the Pathology Website. Further promotion of the location of this information will be carried out to ensure that clinical advice is available as quickly as possible when required.

Unfortunately specimen tracking remains an issue and previous improvements that Pathology has implemented appear to have not successfully mitigated the risk of specimens not reaching the correct

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lab in a timely manner. Whilst the laboratory cannot take responsibility for a specimen until it has successfully reached the laboratory we understand the importance of this vital step in ensuring the best quality service for patients. Previous improvements have included:

- working with estates to improve the Pneumatic tube system so that this is a reliable method for transporting specimens to the laboratories. We acknowledge that further improvements are still required to ensure that this is a safe mode of transport and to promote the use of the system once assurances are in place.
- Implementing systems to notify off-site laboratories that urgent specimens are being sent so that the laboratory can follow up the whereabouts of a specimen if not received in an expected timeframe.
- Introducing the use of urgent specimen logs so specimens that are hand delivered to the laboratories can be logged by the person delivering the specimen and this log can be audited to ensure specimens are processed in a timely manner once received in the laboratories.
- Working with the medical director's office to improve patient identification processes to reduce the number of specimens received in the laboratory that have been incorrectly or inadequately labelled in clinical areas.

Future improvements that will be implemented include the introduction of pass through numbering so there is no delay between a specimen being received and being booked onto the pathology information system and the co-location of the blood sciences laboratories (Clinical Biochemistry and Haematology & Blood Transfusion) at St Mary's hospital so that samples sent together can be shared and processed together for one patient. Timescales for these projects have not yet been agreed.

The percentage of GP requesting tests electronically has increased since last year with >80% of respondents answering yes compared to <50% last year. This corresponds to the roll out of the use of Sunquest ICE for electronic order communications for all GP users of the Pathology service at Imperial. This has been fully supported by Imperial Pathology to help reduce the numbers of booking in errors and to speed up the turnaround time of GP results by electronic receipt in the laboratory.

All respondents were asked to rate the usefulness of the Pathology Website. Only 32% of users responded that they were aware or had used the website however of those who had, 77% found the website useful. When asked what additional information users would like to see on the website there were no responses. Further work to promote the website and ensure that it provides the information that our users require will be carried out.

In addition to the user satisfaction survey we obtain feedback about the Pathology Service through multidisciplinary team meetings, through contact via the pathologyqueries@imperial.nhs.uk (ICHC-tr.pathologyqueries@nhs.net) emails and through education events held for GPs by Imperial.

Our GP colleagues make the most use of our pathology queries email to contact Pathology for information and advice with 28% of all emails received from GPs. Themes identified when trending the emails received to the Pathology queries inbox include requests for clinical advice, test and sample container information requests and result queries. The pathology queries inbox is monitored by the pathology quality team

Pathology presented at Trust GP education days held in both October 2015 and April 2016. Feedback from these sessions was very good with all speakers receiving good, very good or excellent ratings. During coffee breaks members of the pathology management teams were available to discuss pathology issues with GPs and use the time to receive further feedback. Topics discussed

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during this time included the process for out of hours reporting of abnormal results and the requirement for further promotion of the pathology website as a valuable resource for information.

8. Conclusion

In general the User survey reflects the continual improvement embedded within the Pathology department at Imperial College Healthcare NHS Trust. Overall the number of respondents who agree that the service meets their needs is slightly less than that reported last year however the percentage of respondents disagreeing with statements in the survey has continued to reduce. The comments received throughout the survey suggest that improvements are still required.

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 and ICHC-tr.pathologyqueries@nhs.net) are available for all users of the service to contact us and highlight any concerns or raise compliments about the service at any time.

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