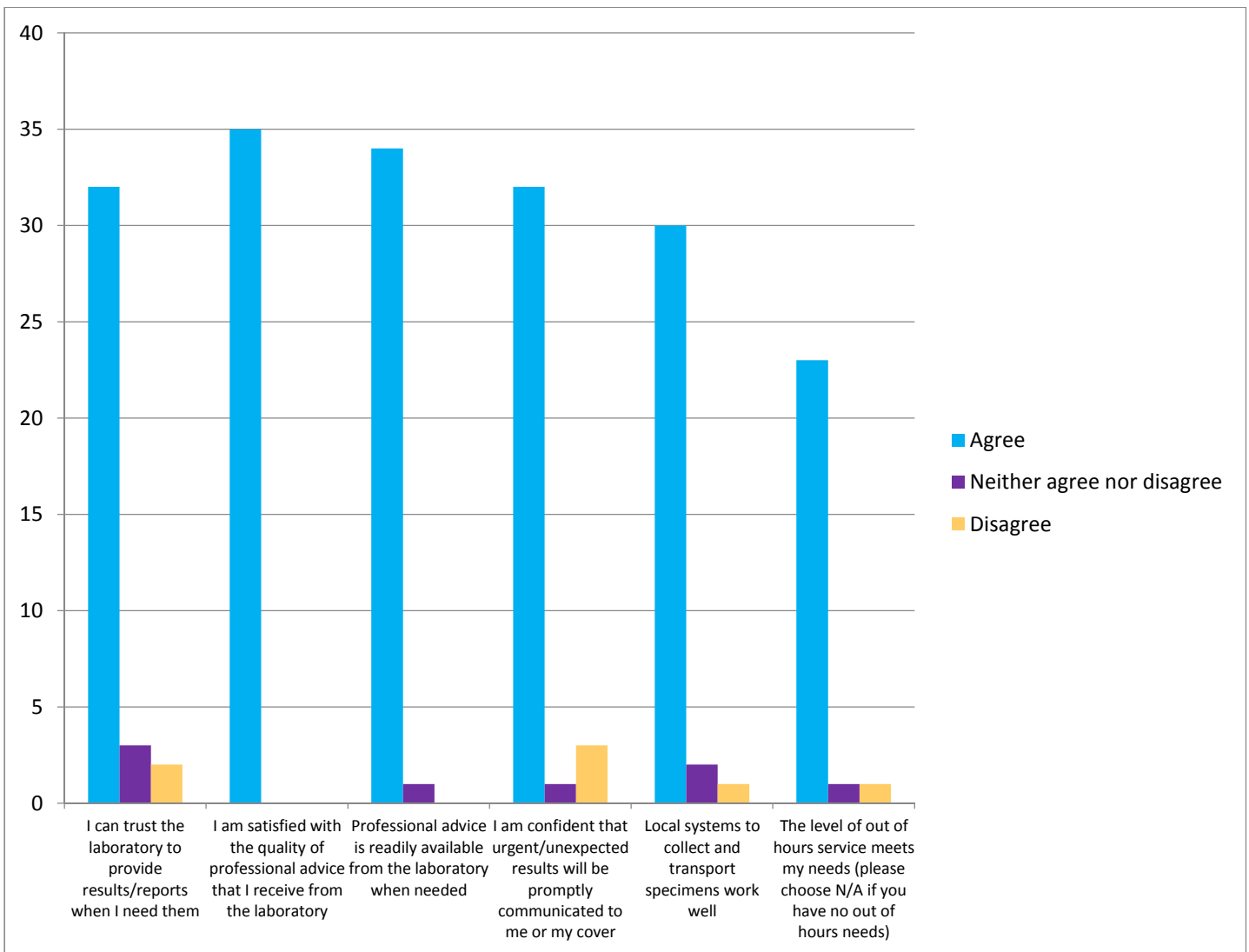


**Royal College of Pathologists User Satisfaction Survey**

The Royal Devon and Exeter Pathology services undertake a User Survey annually – we use a National generic questionnaire, and send to NHS users both in Primary and Secondary Care. The survey was sent out in November 2016 and we had 43 responses - 72% from Consultants at the RDE, 22% from other RD&E staff but only 6% from Primary Care.

Overall our satisfaction rates were very impressive:



We welcome your feedback and try to address any issues you raise, though ideally we would like to hear about problems (and compliments) as they arise so we can resolve them as quickly as possible – a list of comments/suggestions from this survey is tabulated below with our responses.



Comments about the Whole Laboratory Service	
We are very lucky at RDE. Invariably we get a really good and prompt lab service all the time!	We are very proud of the service we offer to our Users, and are always pleased to receive feedback
"We are very lucky to have such a supportive team who work so hard behind the scenes. Micro in particular are involved and interested in our cases	
I think the Exeter lab is great. I didn't like the email addresses for non-urgent enquiries at first but that was down to me being impatient and once I had got my head round it I think it works really well. I have nothing but good things to say about them	
Most aspects of the service are exceptional, it is the delivery of prostate biopsy results that cause most concern	See response below from Histopathology
"Generally very satisfied, I like electronic requesting and the audit trail it produces, I think the system we have is OK but has flaws. Laboratory staff generally very helpful some tests need to be done with specific conditions e.g. after a specific time post dose for drug levels or be transported on ice - that information isn't always present when ordering tests"	We will look at the sample selection information on Medway. There is also information on test requests on our website (though we do appreciate you don't want to look in 2 places): <a href="http://www.exeterlaboratory.com/">http://www.exeterlaboratory.com/</a>
Excellent service under challenging conditions given increase in workload and national workforce issues	
Overall a very good, consistent & reliable service	
Admin staff can be quite rude and obstructive and let the team down	I am sorry to hear this, and I hope it is down to just one bad experience. We will raise at Comm Cells
All good	
The hospital IT systems are poor. The most useful system still the oldest - PATH terminal	We are working closely with IT to improve our systems

Phlebotomy and Specimen Transport	
Phlebs are good but only available in the morning. I believe that officially they are supposed to refuse to do bloods that are ordered last minute - but patients often arrive on the ward overnight and seen by medical staff the next morning, so there is often a clinical need for results that are requested that morning	We would love to offer phlebotomy testing throughout the day but are constrained by staffing and costs (sorry – same old story!) We will relook at this as it is clearly a concern
phlebotomy rounds more than once a day would be useful in areas where patients are admitted	
Weekend phlebotomy in out-patients. On-call phlebotomy in afternoons, 7 days a week	
Timing of phlebotomy on our ward is rather late but is good nonetheless	
"Phlebotomy needs to be more than once a day the Pod system can be unreliable, breaks or no pods"	The Pod system is regularly reviewed and is running well. Lack of pods at each location is a bit out of our control!

<b>Microbiology</b> <a href="mailto:rde-tr.MicroConsultants@nhs.net">rde-tr.MicroConsultants@nhs.net</a>	
Sometimes difficult to get hold of a Micro consultant	We aim to have two consultants on site every day, but we are not always immediately available – though we do ensure all bleeps/calls are answered even if only to take a message. We also have two registrars who can give advice. And we have introduced an email advice service
Excellent Service	
Microbiology services and especially clinical support are good. Faster turnaround of blood cultures would help	We are introducing more molecular testing throughout the lab. These have much faster turnaround times. Introduction of new blood culture incubators will allow issuing of 36 hour negative results in neonates (rather than 48 hours) to comply with NICE guidance
Just to say the micro advice available by phone is absolutely amazing	
Excellent advice service and good follow up of results	
Communication to Referrer/Lead Clinician of a Sensitivity result - via email	We don't have the resources to do this, though we do try to alert clinicians to critical results – our results are all available on the Pathology system

<b>Blood Sciences</b> <a href="mailto:rde-tr.bsaddon@nhs.net">rde-tr.bsaddon@nhs.net</a>	
Blood Sciences are good	
Urgent biochemistry results very slow in the afternoon	
Rationalise result reporting. Less results. More relevant results	We have an obligation to report results on all requested tests, but are always looking at better ways to make the results more relevant and informative to users.
Very prompt service really and always so	
More introduction and support of POC testing	We have a Point Of Care group who would love to hear from you – they will be able to support and advise on any ideas you have <a href="http://www.exeterlaboratory.com/point-of-care-testing/">http://www.exeterlaboratory.com/point-of-care-testing/</a>
Having availability of G&S status clearly on Medway and on Path when sample has been received and is on analyser	Unfortunately, there is currently no ability to process Blood Transfusion requests through Medway. We are looking at ways to improve this situation
More engagement with Point of care coagulation testing from theatres in massive haemorrhage	As above, always keen to hear your ideas on how we can help you in your area of work
if using the old PATH system the results are posted clearly and viewed easily for all tests requested. Many of the juniors only use Medway which is less reliable, in particular there have been several incidents when tests have been added on after the initial sample was taken (easily done on Medway) but which don't then show up on the results screen as having been done	Unfortunately, on Medway it is not possible to add on tests to a sample after it has been taken. However, we do provide a service to process addons by email using the ADDON app available on most ward's nursing stations,, or during normal working hours, via email at <a href="mailto:rde-tr.bsaddon@nhs.net">rde-tr.bsaddon@nhs.net</a> The addon will only be visible on Medway when a result is ready

<b>Immunology</b>	
More feedback re what results mean	We are currently updating the comments that accompany Immunology results to provide more information on their meaning to our users
Perhaps an indication as to when results from " Batched" samples might be available	Turnaround times for each test are on our website <a href="http://www.exeterlaboratory.com/search/">http://www.exeterlaboratory.com/search/</a> and we can add this information where possible

Genetics <a href="mailto:rde-tr.moleculargeneticsadmin@nhs.net">rde-tr.moleculargeneticsadmin@nhs.net</a>	
Results (and ordered tests) ought to be accessible electronically. As things stand, I send blood, wait an unknown time (possibly months) not knowing if the sample was received, received correctly, and how long it will take to get results. Then I have to look through paper notes to find the result	Genetics is currently managed through a separate IT system due to the complex nature of the testing pathway, but we hope to develop a requesting and results portal that will be accessible for local, national and international service users in the future. Indeed, we are already investigating a way to integrate haemato-oncology results via the HILIS system
Difficult to find the order requests on Medway - often have to resort to paper requests	Electronic request forms are available on our website, we can confirm safe sample receipt by email when requested, and clinical reports can be emailed in pdf format direct from our IT system to any personal or generic departmental nhs.net address
Results available electronically	<p>The status of any test in progress, or information on any aspect of the testing process, can be obtained by contacting our Administrative team on: <a href="mailto:rde-tr.moleculargeneticsadmin@nhs.net">rde-tr.moleculargeneticsadmin@nhs.net</a></p> <p>We provide up-to-date information on all our tests, including turnaround time, on our website <a href="http://www.exeterlaboratory.com/molecular-genetics/">http://www.exeterlaboratory.com/molecular-genetics/</a></p>

Cellular Pathology	
It's too slow	
All good	
Histopathology results for prostate biopsies often not available for out-patient clinic. The form filled out by the clinician taking the biopsies should indicate when the results SOPD appointment is and a previous agreement with histopathology staff was that a telephone call would be made to the urology CNS's if the result was not going to be available. No phone calls have been received and patients are turning up in clinic when a result is not available. Currently two of the urology waiting list co-ordinators are tracking results but this fail-safe system is also not as robust as it could be	<p>Issuing and timing of results is vitally important. <u>Please ensure the DATE of the clinic is included on the request so we can meet this deadline</u></p> <p>Whenever possible, we do, if we know the date of the clinic (might be a good subject to audit?)</p> <p>Improved lab IT would definitely help and we are working with the IT department towards a solution</p>
Critical radiology reports are phoned through to consultant secretary. Could a similar service be provided in other areas, especially cellular pathology?	<p>Our department diagnoses about 25,000 malignancies every year, so we can't safely phone them all through. A written report is produced on all of them, and sent to the requestor (also available electronically on the Pathology IT system)</p> <p><u>It is vital that the Requestor name and Location for report to be sent to are included in the Path request</u></p> <p>In addition, we download new Cancer diagnoses according to their ICD code, and email to the MDT co-ordinators/secretaries every week. If you think you are not on this list, then please contact us to arrange</p>
Secretaries/CNS's to be informed when a histopathology result is not going to be available for a pre-determined out-patient clinic	