



Royal Devon & Exeter Microbiology User Satisfaction Survey 2018

The Royal Devon and Exeter Microbiology services undertook a user survey of both hospital and general practice in August 2018. This is in addition to the annual generic questionnaire produced by the Royal College of Pathologists, and was a bespoke questionnaire that we created. We had 98 responses from hospital doctors and 24 from general practice. Overall our satisfaction remained very good:

RD&E Users

**Comments**

* The consultant presence on the ward is fantastic, particularly Dr Morgan and Dr Porter
* The advice I receive is of highest standard and very reliable. I couldn’t do my job as a medical consultant without it
* Very supportive microbiologists who take an active interest in patient management. Lab staff are always helpful



GP Users

**Comments**

* Usually easy to contact for advice via telephone or email. Great to have email facility for queries
* Very responsive and helpful
* Forms should always include space for allergies/intolerances, and sometimes a broader spectrum of antibiotic sensitivities should be reported



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| **Comments from RD&E Consultant Users about the Microbiology Service** |

WE SAID

YOU SAID

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| **Are you satisfied with the quality of the Medical Microbiology service at Exeter?** |
| Presence of Microbiology on Yarty has become less  | We are aware that we have had to reduce our clinical presence on Yarty due to staff shortages. We hope to appoint two new consultants in August/September 2019 and will then be able to remedy this  |
| Great availability of clinical advice. I think the current restriction on testing for Lyme disease need to be altered to reflect the wider category of patients described in the NICE guidance as eligible for testing | Audit of Lyme requesting with NICE guidance as standard has been undertaken in 2018. We have revised our indications in accordance with the NICE guidance and will be presenting the data to a regional microbiology panel later this year |

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| **In the last four years has the quality improved/deteriorated?** |
| Quality of service has improved with newer methods for identifying microbes and liquid TB culture | Thank you, we are pleased to have introduced liquid TB culture and PCR based diagnosis for new cases. It addition the TB reference lab has moved from a mish-mash of genotypic and phenotypic identification and sensitivity testing to whole genome sequencing which will eventually provide identification and sensitivity testing on MTB and non TB mycobacterium |

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| **Have you accessed the Antimicrobial prescribing pages?** |
| Please add more about interactions and side effects | We will review this at our regular antimicrobial stewardship meetings. The RD&E has recently purchased the EPIC / My Care electronic patient record system and we will be moving antimicrobial prescribing on to this and this will include additional information  |
| Please include local resistance rates | We do monitor resistance rates every quarter and will look at producing this data in a format which is easily digestible  |

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| **Are you satisfied with specimen turnaround times?** |
| Some turnaround times e.g. CMV seem excessively long | We are aware of this and it is due to the specimens being sent to Bristol. We are about to start onsite testing (on 4th Feb 2019) which will dramatically improve our turnarounds  |
| Will more PCR/molecular genetic testing give us earlier results? | Yes it would and we are always looking to extend our repertoire of molecular testing. For example we have recently commenced CSF testing onsite and are looking at an extended panel for respiratory infections and an extended panel for gastroenteritis  |
| Recent improvements to turnaround for blood cultures  | Thank you. We are pleased to confirm that we have moved to a new blood culture system which allows a satellite analyser to be placed in Blood Sciences on the main hospital site. This has allowed 24/7 loading of blood cultures and hence reduced our turnarounds. This is particularly of benefit in neonates in order to meet the NICE turnaround times  |
| It would be useful when results are phoned through for the same information to be released to Path, Medway | Yes we endeavour to do this but currently it is all done manually and so it is sometimes missed. The move to My Care will resolve this issue |
| **Comments from GP Users about the Microbiology Service** |

WE SAID

YOU SAID

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| **How would you rate the quality of the Medical Microbiology service in Exeter?** |
| Usually easy to contact for advice via telephone or email. Great to have email facility for queries  | Thank you. We are finding the email facility very useful as well. We are attempting the use of Advice and Guidance which is easier to track |
| Overall I think it’s a great service. It occasionally annoying to have tests rejected and the request sent back to us when our staff are just taking the sample on behalf of our secondary care colleagues, (we are only doing it to save the patients the journey to the RD&E). If there was a better way of taking us out of the requesting and results loop completely for these patients I think we’d all be very supportive  | We have just tendered and appointed a provider for GP Ordercomms (ICE). The roll out of this will commence in April 2019 and hopefully be completed by the end of 2019 |

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| **Are you satisfied with the availability of clinical advice?** |
| Difficulty getting timely advice. Sending an email is time consuming and response time uncertain | This is the downside to emails but we are in addition introducing an electronic telephone answering system where you will be placed in a queue. When you have a patient with you we are always willing to take the call (if we have someone onsite, which might be difficult for the next few months as we are down to 60% of staff) |
| GP opening hours are now from 7.30am – 8.00pm | We have not moved to extended opening hours of the laboratory but this is something we are open to discussion. We will review this with our management team  |

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| **Would a regional infection control policy (to fit with the CCG) be welcome?** |
|  | 14 said yes7 said no |
| Are you setting up electronic ordercomms  | Yes we are. This is part of the GP Ordercomms and we will base our standardised ordersets on the North Devon and Plymouth sets already agreed  |