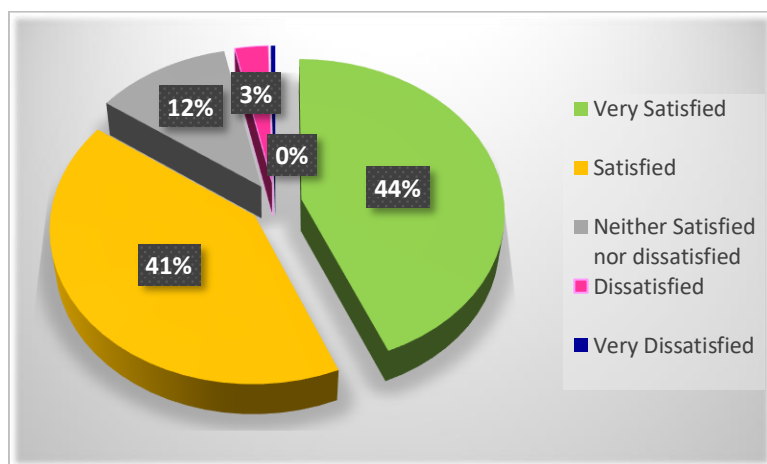


Royal Devon & Exeter Microbiology User Satisfaction Survey 2021

The Royal Devon and Exeter Microbiology services undertook a user survey of both hospital and general practice in September 2021. 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 38 responses from hospital doctors and 25 from general practice. Overall our satisfaction has risen from very good to excellent.

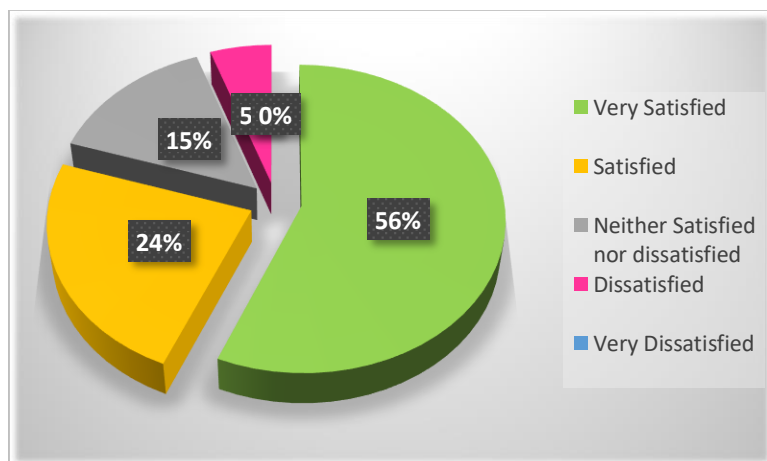
RD&E Users



Comments

- ✓ Excellent service, often commented upon by medical staff new to Exeter how good they are, and beneficial to patient care.
- ✓ They are over and beyond any micro service I have encountered in work around several hospitals in the UK.
- ✓ Always amazingly available. No issue seems too small.
- ✓ Excellent and rapid service. Very rarely delays in contacting team.

GP Users



Comments

- ✓ Great staff, always helpful
- ✓ Generally, all our expectations are well met
- ✓ Helpful service
- ✓ Always had sensible advice and a prompt reply
- ✓ Could be improved by highlighting more clearly what infections HAVE BEEN IDENTIFIED and less emphasis on what hasn't been identified, this can be confusing

Comments from RD&E Consultant Users about the Microbiology Service

YOU SAID

WE SAID

Are you satisfied with the quality of the Medical Microbiology service at Exeter?	
The attendance at the Hip team MDT has been excellent. We appreciate the challenges and pressures on all of your times. Thankyou for your regular attendance	Thank You
Great engagement from the team – always lovely to see you on ICU	Thank You
Have always liked the service we get from Micro, and their visibility clinically too. Always helpful, and even more so now, as they can readily document in the notes electronically	Thank You

Are you satisfied with the availability and quality of clinical advice?	
It would be helpful if there was an easier way of requesting advice for outpatients from within EPIC	We agree and will raise this with the EPIC team
The team are now available via MyCare but the phone at the lab isn't now answered regularly. Can Micro advise what to do in urgent cases that need a phone call?	Email rde-tr.microconsultants@nhs.net
I have on occasion struggled to be able to speak to a Microbiologist about a patient who is not in hospital i.e. I can't make a referral for advice. In these instances, I have replies on personal contacts (sorry George!) to try and circumvent this issue when switchboard and/or Micro department is unable to locate someone to speak to.	Email rde-tr.microconsultants@nhs.net
Constant availability is variable (in my experience) and I wonder whether they are short of senior staff?	Yes we are!
Didn't put "very" simply because frequently when I phone, I'm told I'll be called back as you are in meetings; this usually happens but sometimes we have patients in clinic etc.	

Are you satisfied with specimen turnaround times?	
Sometimes seems to take quite a long time for specimens sent overnight to be logged to the lab to begin processing, otherwise great	This depends on numbers of samples received-we can audit
The results in the lab do not necessarily seem to match the results in the lab, for instance the MyCare results often say there is no growth (particularly in some of complex arthroplasty cases), but when you speak to micro often there may be something found but they are awaiting clarification or sensitivities. This can make things confusing through MyCare.	This is inevitable – when samples are still being worked on. We will try and improve clarity on MyCare
Quite significant delays on CSF viral PCR but variable	Unfortunately, due to COVID but hopefully improving
Mostly satisfied. Some delay on standard culture results for samples also sent to Bristol for AFB culture	This is now over! Out Cat 3 lab is finished and working

Are you happy with electronic ordering on MyCare for Microbiology?	
Sometimes confusing if asking for atypical cultures etc.	We are producing a simple “How to Order” page
Some challenges with matching antenatal maternal serology and postnatal infant specimens which is not very obvious	We will look at this
No access to a printer so labelling sample pots is tedious and time-consuming	I’m afraid we don’t have control over printers – You need to raise this locally
Not all the tests are available on EPIC	They should be – we will try to get examples and improve
Sometimes hard to get right first time or more obscure test	They should be – we will try to get examples and improve
Sometimes difficult to find – the right words are required to search, or use miscellaneous	They should be – we will try to get examples and improve
Occ difficult to find some niche orders and not always obvious how to send this and ensure sample is not ditched	They should be – we will try to get examples and improve
“Unusual” tests difficult to order	They should be – we will try to get examples and improve
I do very little of this but ordering anything now is very complicated generally	There is clearly a problem here which we need to solve

Are you satisfied with Microbiology result reports and written comments/advice on them?	
MyCare makes getting useful relevant data very difficult for me to the extent that it is impossible	Please elaborate – this is clearly a patient safety issue
Too difficult to locate on MyCare	Please elaborate – this is clearly a patient safety issue
Sensitivities not always easy to find on EPIC	??
Generally, very satisfied, certainly with the advice, but for some of our complex arthroplasty patients, the results are often difficult to interpret through MyCare, the results appear haphazard	??

Are you satisfied with the Microbiology telephone/email service for results and enquiries?	
Telephone not always available, emails work well	
Unable to get through on the phone now regularly	
Difficulty getting through for advice on non-inpatients	

Comments from GP Users about the Microbiology Service

YOU SAID

WE SAID

Are you satisfied with the quality of the Medical Microbiology service at Exeter?

Generally, all our expectations are met

Thank you

Great staff, always helpful

Thank you

Are you happy with ICE (electronic ordering system) for Microbiology?

Some times a little difficult to order what you want as "computer says no" but lab always helpful with ways to get round it

We will keep this under close review and make changes as required

Its better now the urine tests ordering has an option for not testing now

Are you satisfied with the availability and quality of clinical advice?

I have always had sensible advice and a prompt reply

Are you satisfied with specimen turnaround times?

It seems appropriate

Are you satisfied with Microbiology result reports and written comments/advice on them?

It could be improved by highlighting more clearly what infections HAVE BEEN IDENTIFIED and less emphasis on what hasn't been identified, this can be confusing!

We will raise this with our IT service

Are you satisfied with the Microbiology telephone/email service for results and enquiries?

Always have been very prompt to reply

Thank you