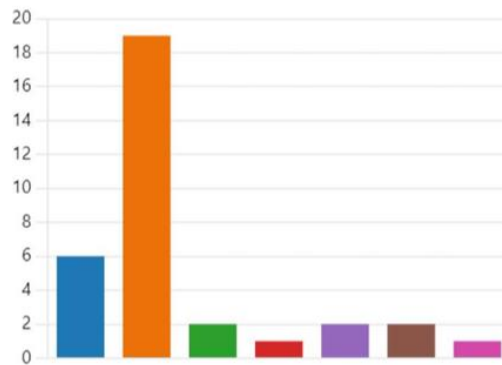


Pathology User Survey 2022-2023

1. What is your job role?

Medical	6
Nursing/Midwifery	19
Healthcare Assistant	2
Allied Health Professional	1
Admin/Clerical	2
General Management	2
Other	1



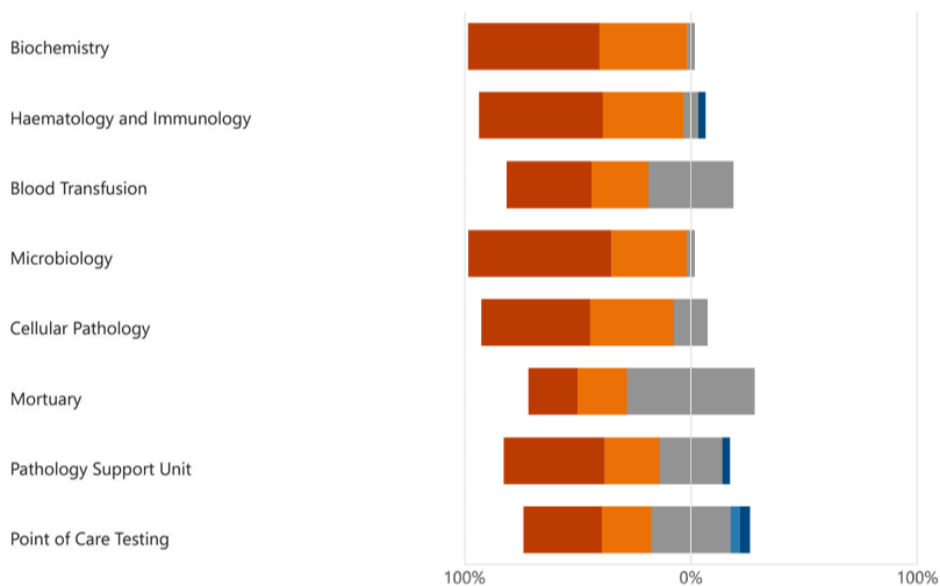
2. Which healthcare setting do you work in?

Milton Keynes University Hospital	16
General Practice	15
Community Healthcare/Clinic	1
Other	1



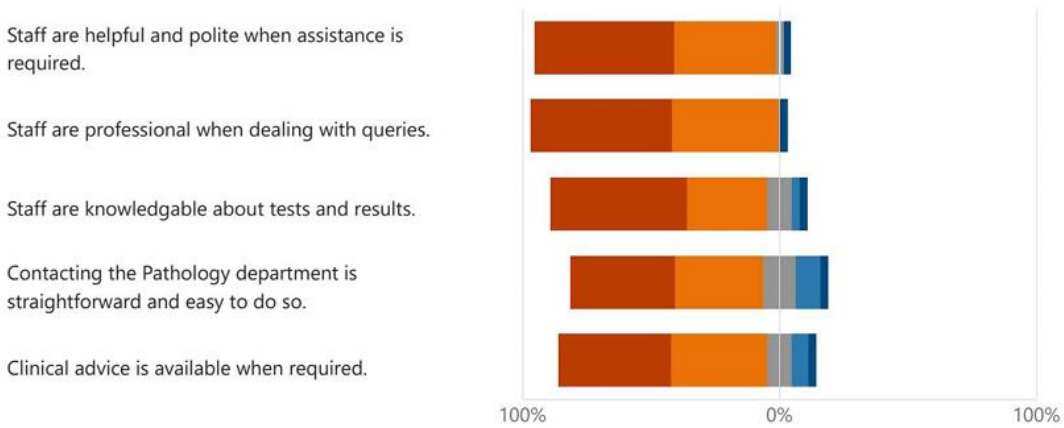
3. Please tell us how you rate the service you receive from the following pathology departments

■ Very Satisfied
 ■ Somewhat satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Somewhat dissatisfied
 ■ Very dissatisfied



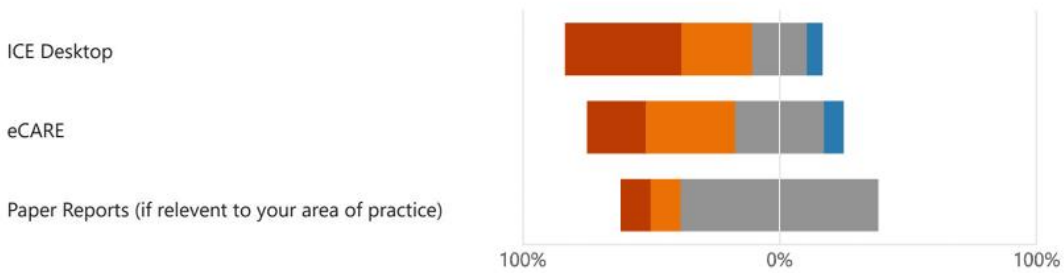
4. Please tell us how you feel in general about your communications with staff in the Pathology Department

Strongly Agree Agree N/A Disagree Strongly Disagree



5. How happy are you with the accessibility of results in the following formats:

Very Satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied



6. Does the range of tests offered meet your clinical needs?

Yes 32
No 1

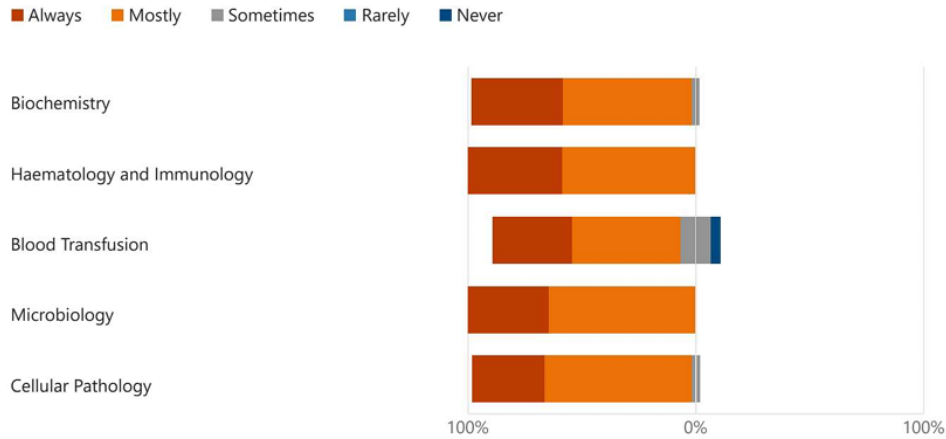


7. If you answered No to Question 6, please could you provide us with more information as to why?

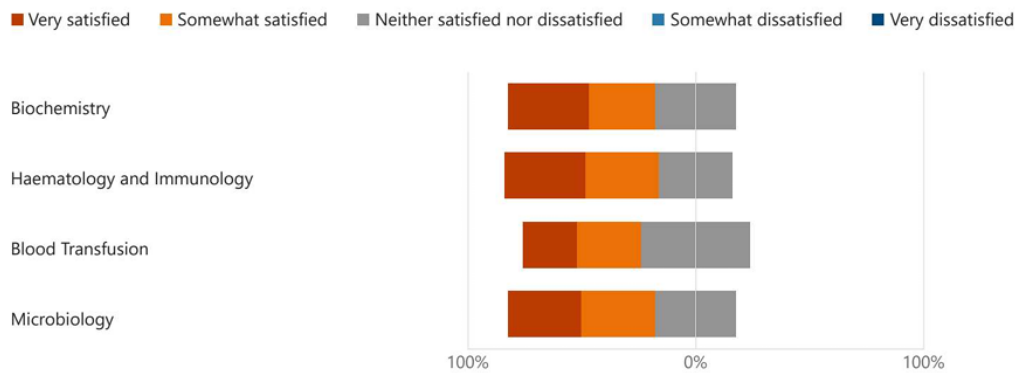
1 Responses

Latest Responses
"We have No access to tests that need phlebotomy at the lab like Renin/ Ald..."

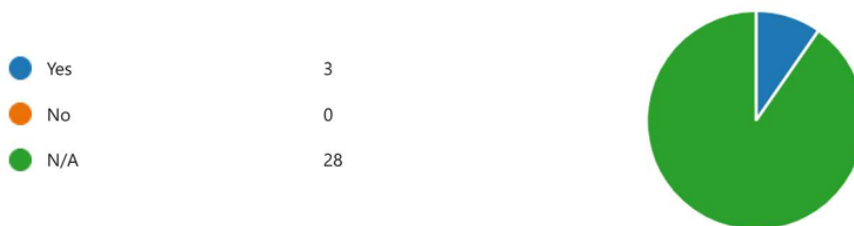
8. Does the turnaround time of results from each Department meet your clinical needs?



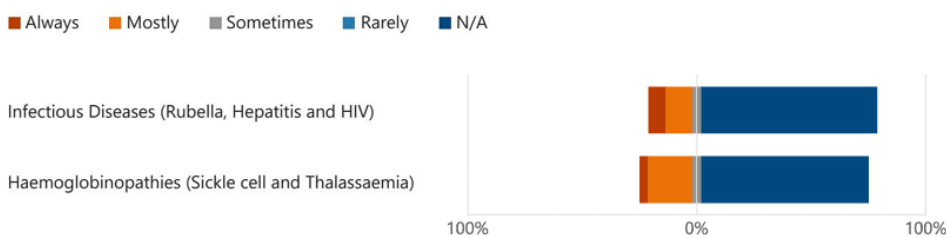
9. How happy are you with the service provided out of routine hours by the following departments:



10. If you use our service as part of the Antenatal Screening Pathway, are you happy with the service provided?



11. Do the Turnaround times of Antenatal screening tests meet your service needs?



12. How could we improve our service?

11
Responses

Latest Responses
"As above"

[Update](#)

5 respondents (50%) answered **results** for this question.



13. If we make any changes to tests, reference ranges or service provision - How would you prefer to be communicated with about these changes?

14
Responses

Latest Responses
"We should be able to send messages back to the lab electronically for exam..."

7 respondents (54%) answered **email** for this question.



Your Feedback

"The staff that work in Blood Transfusion always go above and beyond to help me with my Sickle Cell Patients and their complex transfusion needs. "

"Compared to other services that we use Pathology are brilliant!"

"Staff are always friendly and helpful."

"Really happy with the enthusiasm to work on improvements for patient pathways and services."

"The staff that work in Blood Transfusion always go above and beyond to help me with my Sickle Cell Patients and their complex transfusion needs."

Available fertility tests are referenced in the Pathology Users Handbook. For further information please contact the ICB

"Fertility testing is an issue we need more access to what is needed"

In the event of significant downtime Pathology report to the Hospital Site Manager who then cascades this information throughout the Trust.

"Greater communication when machines are down would be good."

The FIT read code has been a persistent issue which we are continuing to try and resolve with input from our IT supplier.

"Now that there is such an emphasis on the coding of FIT tests, it would be helpful if the relevant code could be added to the result when it is sent via the link."

We are working to improve the current system and hope to move to an automated system early in 2024.

"Access to supplies can be problematic."

This is caused by downtime on the ICE server. However, when this is an issue, all results are available on ICE. We are hoping for improvement in the system after an ICE upgrade, expected spring 2024.

"Periodically we will receive no results for several days."

"We are unable to download results directly into notes as Pathology don't use the same codes as SystemOne."

We are currently working on configuring read codes against our system, in conjunction with our IT provider. We will continue to communicate with GPs to ensure codes continue to be current and fit for purpose.