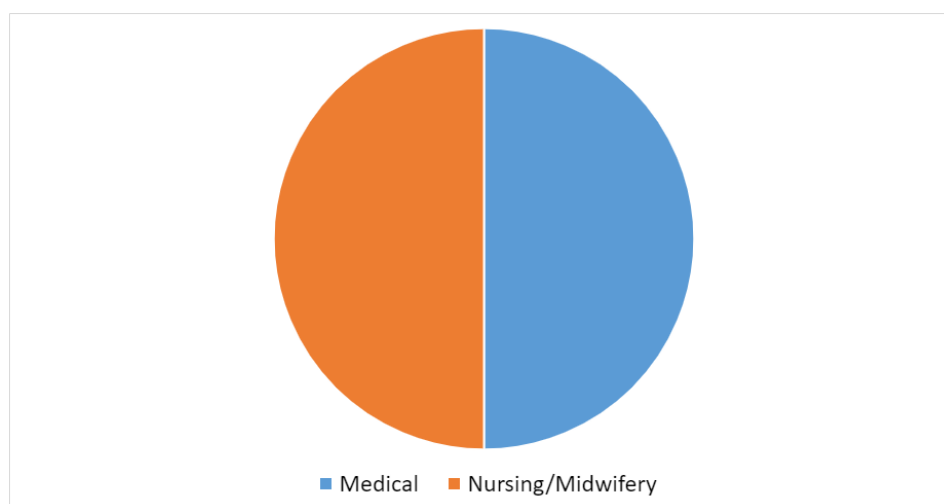


Pathology User Survey 2020

The Pathology User Survey 2020 was live 03/03/21 - 31/03/21.

Unfortunately, we only received a small number of responses, however you will find the data from responses are represented in the graphs and tables in this report. User comments are summarised and collated beneath each question with our responses. **Thank you to everyone that participated in this survey!**

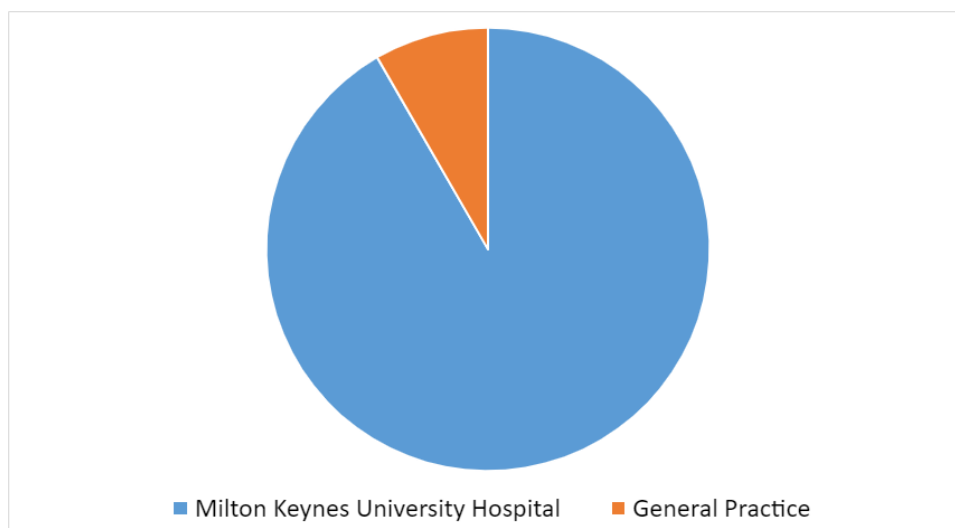
1. What is your job role?



50% of respondents have a medical job role

50% of respondents have a nursing/midwifery job role

2. Which healthcare setting do you work in?

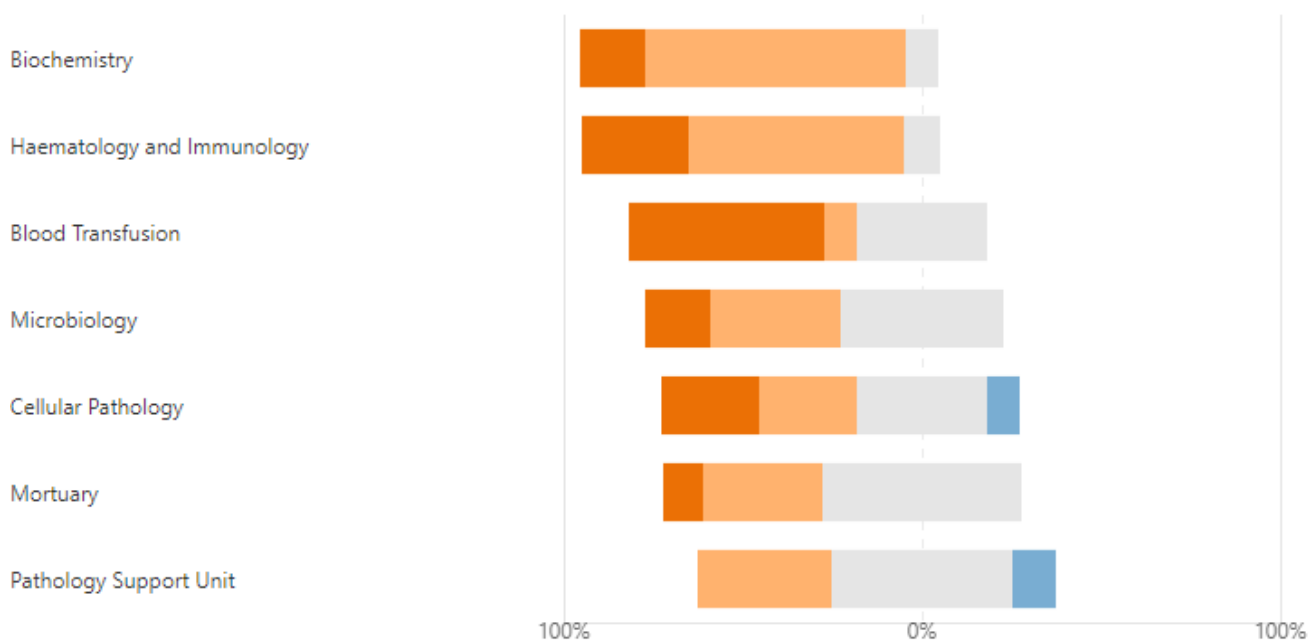


91.67% of respondents work in Milton Keynes University Hospital

8.33% of respondents work in a general practice

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

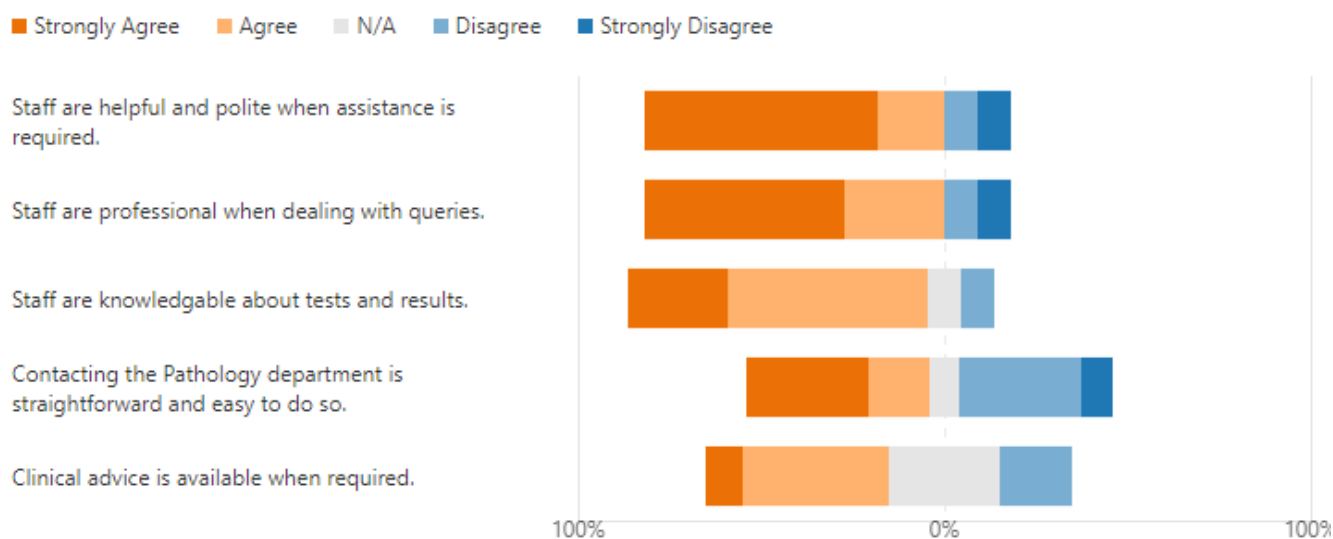
Very Satisfied Somewhat satisfied Neither satisfied nor dissatisfied Somewhat dissatisfied Very dissatisfied



Question & (Number of Respondents)	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Chemical Pathology	18.2%	72.7%	9.1%	0.0%	0.0%
Haematology and Immunology	30.0%	60.0%	10.0%	0.0%	0.0%

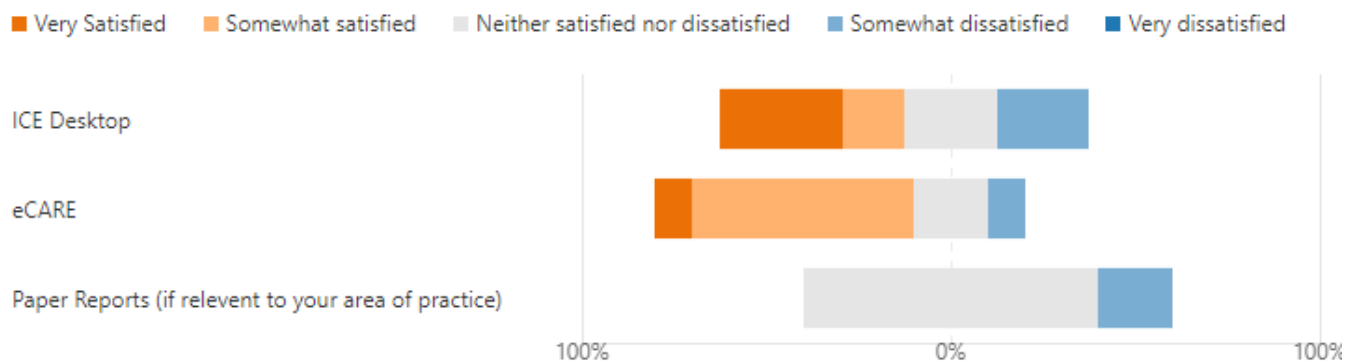
Blood Transfusion	54.5%	9.1%	36.4%	0.0%	0.0%
Microbiology	18.2%	36.4%	45.5%	0.0%	0.0%
Cellular Pathology	27.3%	27.3%	36.4%	9.1%	0.0%
Mortuary	11.1%	33.3%	55.6%	0.0%	0.0%
Pathology Support Unit	0.0	37.5%	50%	12.5%	0.0%

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



Question & (Number of Respondents)	Strongly agree	Agree	N/A	Disagree	Strongly Disagree
Staff are helpful and polite when assistance is required.	63.6%	18.2%	0.0%	9.1%	9.1%
Staff are professional when dealing with queries.	54.5%	27.3%	0.0%	9.1%	9.1%
Staff are knowledgeable about tests and results.	27.3%	54.5%	9.1%	9.1%	0.0%
Contacting the Pathology department is straightforward and easy to do so.	33.3%	16.7%	8.3%	33.3%	8.3%
Clinical advice is available when required.	10.0%	40.0%	30.0%	20.0%	0.0%

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



12 respondents answered this question

Question & (Number of Respondents)	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
ICE Desktop	33.3%	16.7%	25.0%	25.0%	0.0%
eCARE	10.0%	60.0%	20.0%	10.0%	0.0%
Paper Reports (if relevant to your area of practice)	0.0%	0.0%	80.0%	20.0%	0.0%

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



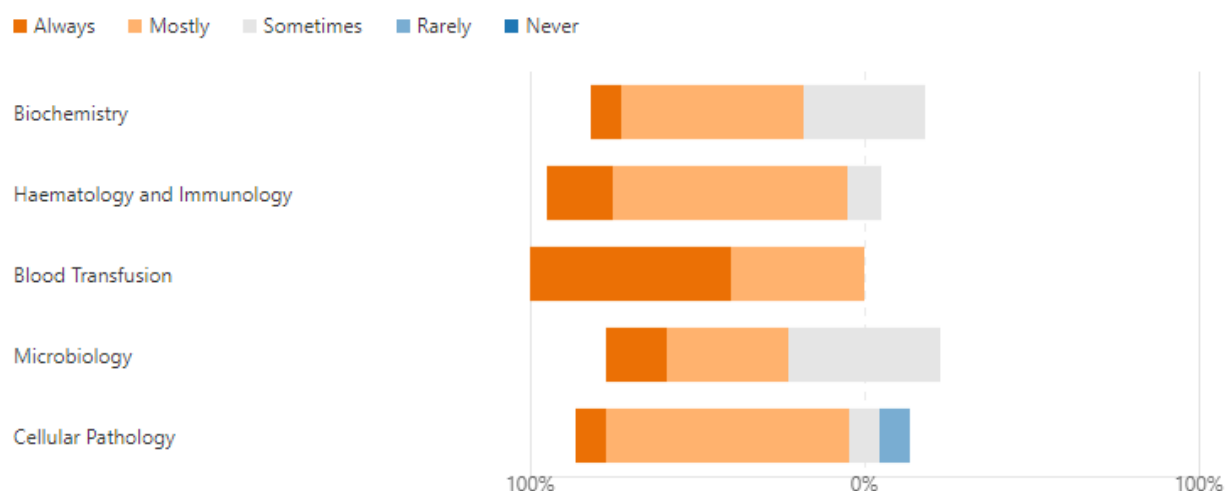
91.67% responded that the range of tests offered does meet their clinical needs.

8.33% responded that the range of tests offered does not.

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

Comments from questions and responses to those comments are collated at the end of the report.

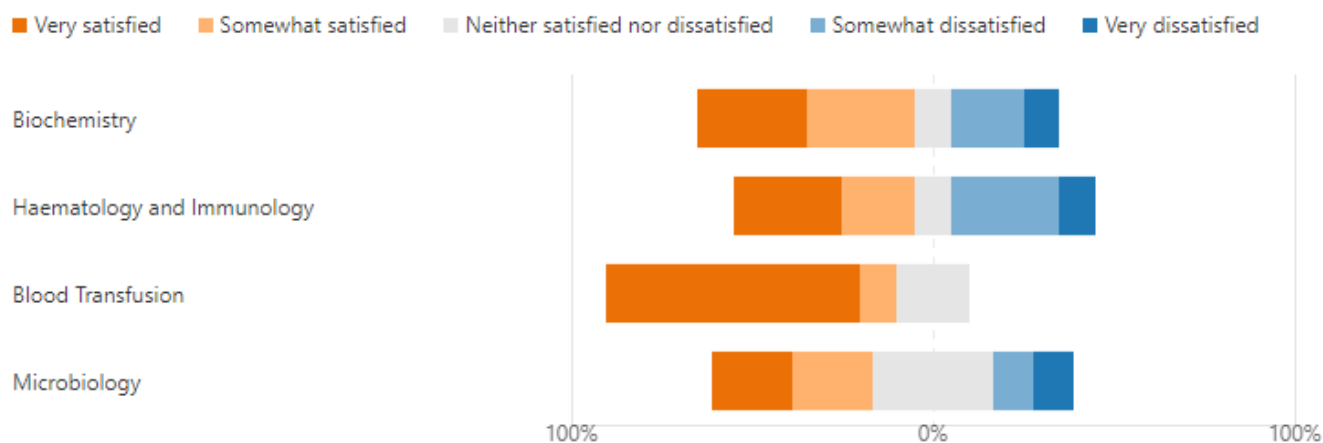
8. Does the turnaround time of results from each Department meet your clinical needs?



Question & (Number of Respondents)	Always	Mostly	Sometimes	Never
Chemical Pathology	9.1%	54.4%	36.4%	0.0%
Haematology and Immunology	20.0%	70.0%	0.0%	0.0%
Blood Transfusion	60.0%	40.0%	0.0%	0.0%
Microbiology	18.2%	36.4%	45.5%	0.0%
Cellular Pathology	9.1%	72.7%	9.1%	9.1%

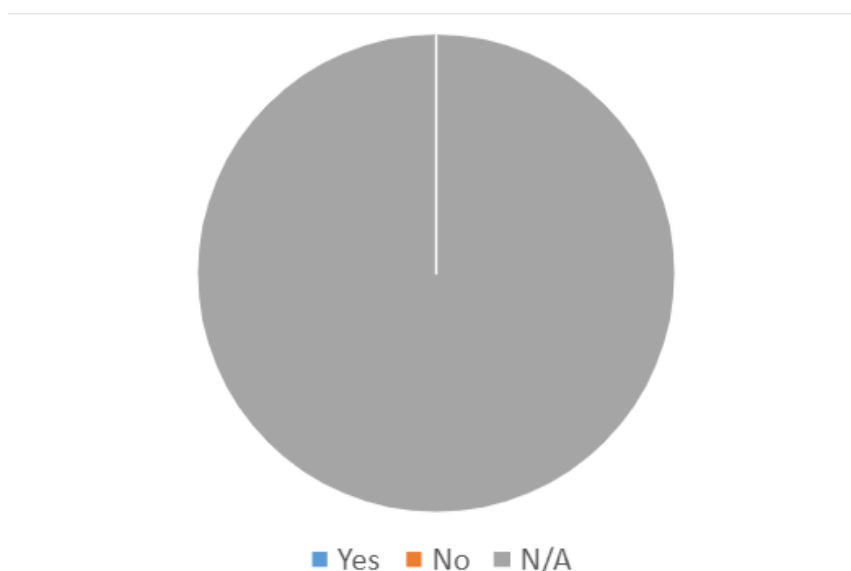
Both Chemical Pathology and Cellular Pathology currently have action plans in place to improve turn-around times. Microbiology covid testing pathway has since been reviewed to come in line with national guidance on testing which should impact the turn-around times of covid testing.

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



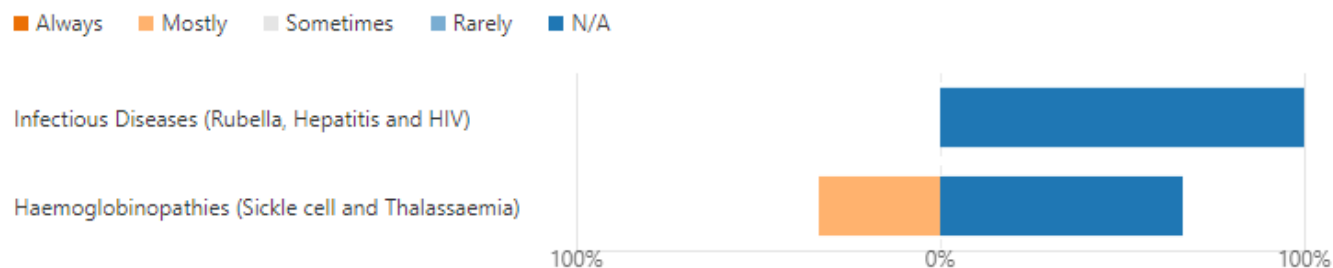
Question & (Number of Respondents)	Very Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Chemical Pathology	30.0%	30.0%	10.0%	20.0%	10.0%
Haematology and Immunology	30.0%	20.0%	10.0%	30.0%	10.0%
Blood Transfusion	70.0%	10.0%	20.0%	0.0%	0.0%
Microbiology	22.2%	22.2%	33.3%	11.1%	11.1%

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



All respondents that answered the question do not use the Antenatal Screening Pathway.

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



Question & (Number of Respondents)	Always	Mostly	Sometimes	Never	N/A
Infectious Diseases (Rubella, Hepatitis and HIV)	0.0%	0.0%	0.0%	0.0%	100.0%
Haemoglobinopathies (Sickle cell and Thalassaemia)	0.0%	33.3%	0.0%	0.0%	66.7%

12. The Pathology department produces a Pathology Service User Handbook that details Testing requirements, Turnaround times, Contact Details and General Information and Guidance. Do you know how to access this handbook?



8.33% of respondents knew how to access the handbooks

91.67% of respondents did not.

13. How could we improve our user handbook and access to required information?

Comments from questions and responses to those comments are collated at the end of the report.

14. How could we improve our service?

Comments from questions and responses to those comments are collated at the end of the report.

15. Do you have any additional comments you wish to make about the Pathology service provided?

Comments from questions and responses to those comments are collated at the end of the report.

	Your Comments	Our Responses
7. If you answered No to Question 6, please could you provide us with more information as to why?		
1	Service provision for some Paediatrics urinalysis has been disrupted – why has this happened and when will it resume?	During the first wave of the Pandemic, the Microbiology department followed guidance from RCPATH and IBMS and aligned its processes in response to the potential risk of infection to the staff. The sample pipetting step on the open urinalysis analyser creates local aerosol, hence, in view of staff safety, the whole process was replaced with urine microscopy where needed. The methodology remained unchanged during the second wave. The laboratory has almost completed its recent risk review in resuming the automated urinalysis and we will endeavour to resume normal service as soon as possible.
2	ECare is sporadic in updating results.	There may be requirements to update authorised results following review or analysis. Gaps in request/collection times in the electronic request record may cause changes in timeline of authorised results.
3	I've noticed a high frequency of haemolysed results from samples sent to the laboratory.	The laboratory will perform an audit of haemolysed paediatric samples over a defined period of time to review any concerns.
4	Blood culture results from Microbiology need to be updated at more frequent intervals to be more clinically relevant.	Blood Culture reporting does provide updates regarding growth at multiple clinically relevant intervals. However, all other culture growth reports are reported in line with national procedures SMI and NICE guidelines.

5	Marking samples as 'collected' is an unnecessary step and leads to confusion.	ICE and ECare are not Pathology Systems – they are Trust wide patient request/record systems. The Pathology LIMS feeds into these systems therefore it is important to ensure collection time is completed so that the results can match the electronic request – ICE and ECare otherwise will default to 00:00. This is not something Pathology can control or change.
13. How could we improve our user handbook and access to required information?		
6	How do I find it? What are the contact numbers? How do I order emergency covid tests and contact Oxford for non-returned Covid tests? Can you make it more well-known?	The Handbook will be reviewed to ensure appropriate information regarding COVID testing is included. Pathology will review the accessibility of the user handbook and also send out user communications to alert staff to where to access the User Handbook via the acute user communications email. In the meantime you can find the User Handbook here: https://www.mkuh.nhs.uk/wp-content/uploads/2018/12/Pathology-Handbook-VERSION-18.docx
14. How could we improve our service?		
7	Abnormal results are delayed because they aren't checked.	Critical/Markedly abnormal results are telephoned to the requesting clinician as routine practice within the laboratory. Our procedures are in line with NICE guidelines, National Guidance and Royal College of Pathologists advice.
8	Microbiology technician was rude on the phone when dealing with non-returned Covid tests.	All Pathology staff endeavour to provide a helpful and professional service. The Microbiology team have worked incredibly hard during the pandemic to implement and upscale COVID testing and have established an urgent COVID pathway for patients being admitted into the Trust. This was also in conjunction with a tracking spreadsheet which enabled all appropriate personnel to be able to track sample progress of urgent samples to avoid having to call the laboratory and chase up results. We will take the feedback on board and distribute to staff to remind them of professionalism and communication standards.
9	Please be less rude & abrupt in communication.	We will take the feedback on board and distribute to staff to remind them of professionalism and communication standards.

10	Patient results aren't available when expected.	<p>The laboratory has no control over samples arriving in the laboratory, therefore if there are delays in samples being transported to the laboratory or issues with the POD system, samples can arrive at a later time.</p> <p>On a number of occasions the laboratory has experienced some IT issues, in which looking up requests/samples has been affected and therefore the member of staff can't see any record of a sample arriving and will therefore advise to re-bleed and send again. These IT issues have since been resolved and we continue to monitor.</p> <p>When taking samples, it is important to also mark the sample as 'Collected' on the request system so that the electronic timeline is clear when duplicate results are given in these instances.</p>
11	More up-to-date telephone list.	<p>All up to date contact information is available in the User Handbook. User communications will be provided to improve awareness of the Handbook.</p> <p>https://www.mkuh.nhs.uk/wp-content/uploads/2018/12/Pathology-Handbook-VERSION-18.docx</p>
12	Faster urine results needed.	<p>The laboratory will perform an audit to ensure we are meeting our published Turnaround-times. Any areas of concern will be addressed. Please note that due to COVID urine process have changed, however they are currently undergoing review to resume normal full service.</p>
15. Do you have any additional comments you wish to make about the Pathology service provided?		
13	Microbiology advice is not always available when needed.	<p>Microbiology advice is available via telephone:</p> <p>Technical/Operational Advice number: Gary Mckeaveney - Chief Microbiology Biomedical Scientist 01908995781 or Ext 85781</p> <p>Clinical Advice number: Dr Poonam Kapila - Microbiology Consultant 01908995786 or Ext 85786</p> <p>We advise you to please leave a message, along with a direct contact number. Providing a direct line means that any delays during busy times for GP practices or Acute Clinicians the Microbiology consultant is not on hold and can provide clinical advice in a timely manner.</p>

14	Communication with users is lacking. I want more updates.	<p>The Pathology team are interested in hearing any feedback around how you would prefer to receive updates and user communications from us? You can email our quality manager Jessica.dixon@mkuh.nhs.uk with your feedback.</p> <p>We are currently establishing improved communication processes so that when there are changes to the service or testing/sampling requirements we can alert you to them.</p>
15	There was no communication when size of urine containers were changed.	<p>Regarding the Urine containers of Microbiology, there are two types of Boric acid containers available. Small and Large. The small ones allow no manual intervention prior to analysis and therefore are the preferred container for use, to reduce contamination risk during the pandemic. The large ones however are still accepted.</p>
16	I want better assistance with ECare and the LIMS system.	<p>ECare is not a Pathology system and therefore Pathology have limited ability to provide assistance during ECare downtimes. The laboratory will endeavour to escalate and communicate LIMS issues in a timely manner when these may impact service.</p> <p>The PSU manager is also providing basic awareness training for Pathology staff around ECare so that we can provide better advice and re-direct you to the correct people or what the problem may be.</p>

If you have any feedback, can you please send an email to our Quality Manager at:

Jessica.dixon@mkuh.nhs.uk