

Pathology User Survey 2024

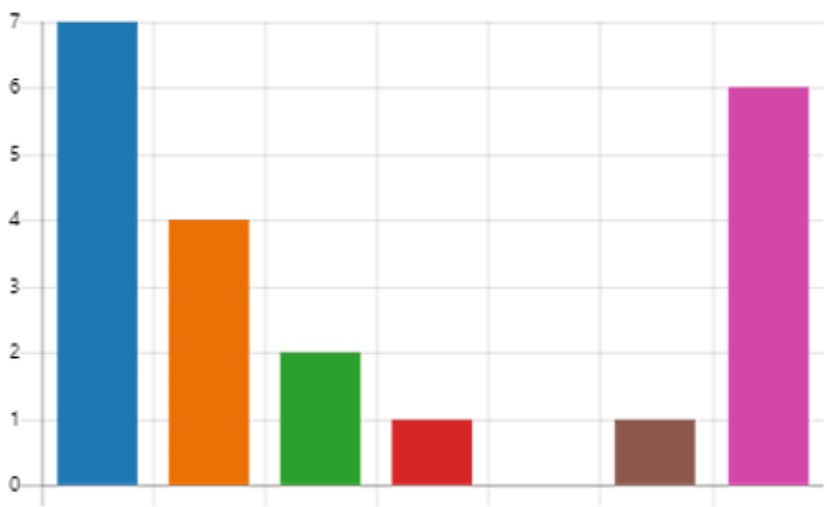
21 Responses

06:47 Average time to complete

Closed Status

1. What is your job role?

| | |
|----------------------------|---|
| Medical | 7 |
| Nursing/Midwifery | 4 |
| Healthcare Assistant | 2 |
| Allied Health Professional | 1 |
| Admin/Clerical | 0 |
| General Management | 1 |
| Other | 6 |



2. Which healthcare setting do you work in?

| | |
|----------------------------------|----|
| Milton Keynes University Hosp... | 12 |
| General Practice | 8 |
| Community Healthcare/Clinic | 1 |
| Other | 0 |



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

Biochemistry

Haematology and Immunology

Blood Transfusion

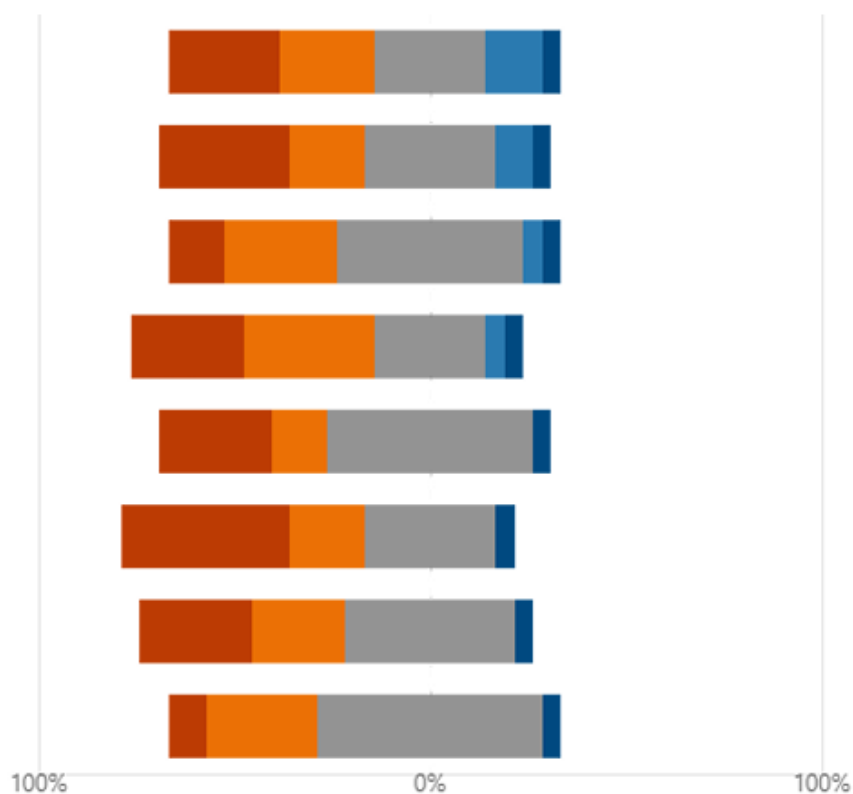
Microbiology

Cellular Pathology

Mortuary

Pathology Support Unit

Point of Care Testing



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

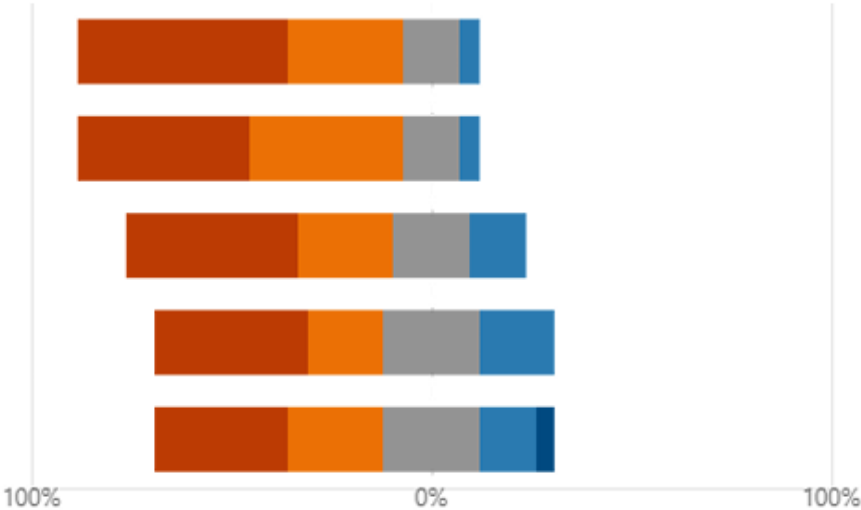
Staff are helpful and polite when assistance is required.

Staff are professional when dealing with queries.

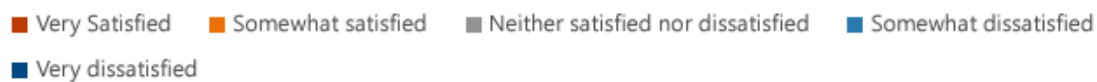
Staff are knowledgeable about tests and results.

Contacting the Pathology department is straightforward and easy to do so.

Clinical advice is available when required.



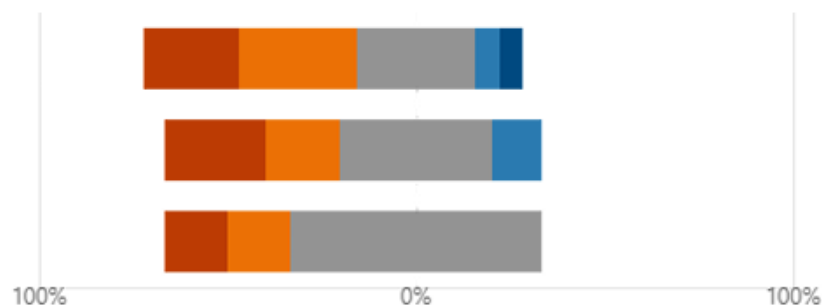
5. How happy are you with the accessibility of results in the following formats:



ICE Desktop

eCARE

Paper Reports (if relevant to your area of practice)



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



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

2 Responses

Latest Responses

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

Always Mostly Sometimes Rarely Never

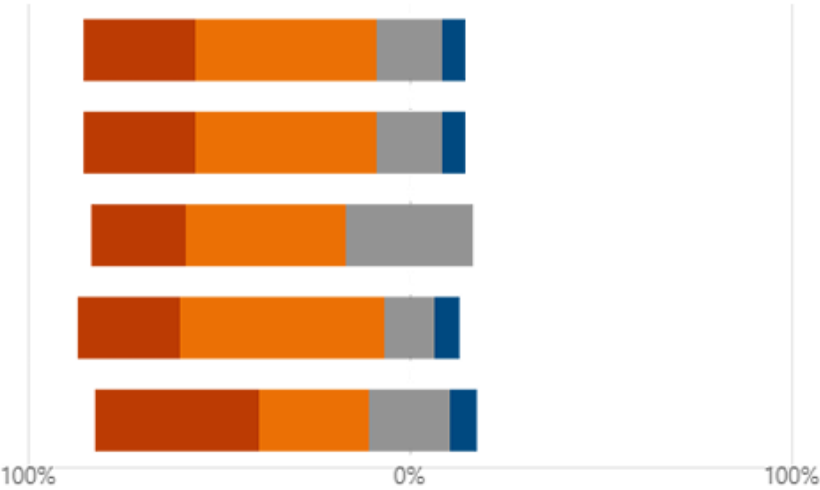
Biochemistry

Haematology and Immunology

Blood Transfusion

Microbiology

Cellular Pathology



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

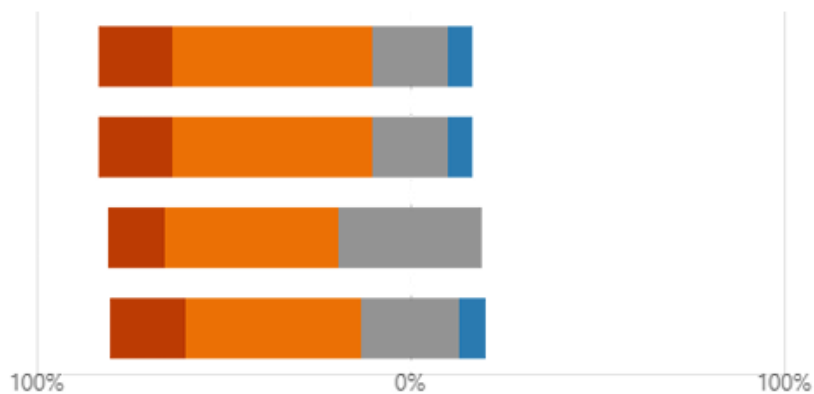
■ Very satisfied
 ■ Somewhat satisfied
 ■ Neither satisfied nor dissatisfied
 ■ Somewhat dissatisfied
 ■ Very dissatisfied

Biochemistry

Haematology and Immunology

Blood Transfusion

Microbiology



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

● Yes 1
● No 0
● N/A 18

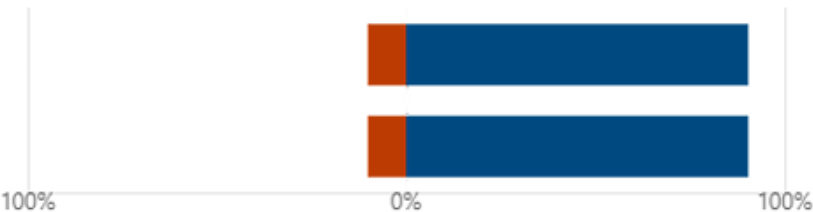


11. Do the Turnaround times of Antenatal screening tests meet your service needs?

Always Mostly Sometimes Rarely N/A

Infectious Diseases (Hepatitis, HIV & Syphilis)

Haemoglobinopathies (Sickle cell and Thalassaemia)



12. How could we improve our service?

6

Responses

Latest Responses

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

7

Responses

Latest Responses

14. How important is it to you to know which of our tests are accredited?

| | |
|--------------------|---|
| Very important | 3 |
| Somewhat important | 7 |
| Neutral | 8 |
| Not so important | 0 |
| Not important | 0 |



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

- **“We are very grateful for your help”**
- **“Improve ICE forms. They are cumbersome and take time”**

Currently there is no way to review and improve ICE forms. However, following the implementation of the Pathology Laboratory Information Management System (LIMS) in March 2025 this may be possible and will be revisited then.

- **“We are often waiting for results as the system is down”**

There is a known stability issue with the current LIMS and ICE system interfaces. Daily checks are in place to ensure continuous running of the interfaces but, but there is still downtime. An improvement in stability is expected following the implementation of the LIMS in March 2025. Following which an ICE upgrade project will be initiated with further improvements expected. Suppliers of both systems have been approached for support, as yet they have been unable provide a solution.

- **“Recently there have been episodes of results not being available on time and coming out in one go, which puts pressure on clinicians to deal with a huge quantity in one go.”**

When there is interface downtime the results build up, once the interfaces are restored the results queue is cleared in one go. Unfortunately, there is no way to alleviate this, other than to improve the stability of the interfaces.

- **“There are some results on eCare which cannot be visualised unless clicked on individual tabs, this also makes reviewing the trends for that particular test difficult. e.g. calprotectin. Is there anyway possible to display the result differently so that we can view a trend please.”**

To achieve this each test would require build-work in eCare, requiring input from both Pathology and Trust IT teams. Resource is currently directed towards the implementation of the LIMS upgrade. This may be possible in the future.

- **“Need to look at incidents where pathology are declaring samples not received and patients are re-bleed, however a couple of hours later 2 results are available in the system”**

This may be happening when Pathology is unable, for many reasons, to search for a patient using the MRN number meaning the sample is not easily identifiable. Further training will be provided to Pathology staff on how to search the Pathology database using more than one identifier.

- **“Be honest if you have used part of a sample, it is not lost”**

This may be happening because of incomplete searches. Further training will be provided to Pathology staff on how to search using more than one identifier, when searching the Pathology database for samples

- **“My only plea is that Paediatric samples are given considerate care before 'sample rejection', 'sample leaked', 'lab error' or anything that can avoid just another ordeal for the child as it can have significant impact on the child and families when we must repeat blood tests.”**

Pathology avoids rejecting paediatric samples wherever possible, however samples are often insufficient in volume or haemolysed which makes testing impossible.

- **“The timing of results to be released can be bit earlier- so that they are not just before closing at 1830”**

Results are authorised when they are complete, to release results in time for closing there would need to be cut off time for sending samples to the laboratory which, we understand is not practical.

- **“The support, knowledge and assistance received from the Mortuary is amazing! Always happy to help and go above & beyond.”**
- **“We mainly work with histopathology and the mortuary. They are both excellent, helpful and flexible when dealing with the requests of patients who have experienced baby loss. We really appreciate all they do to support us”**