

PHLEBOTOMY 2021 REPORT – RELOCATION TO CUDWORTH MEDICAL CENTRE

Pathology would like to express their thanks to all those who were able to complete this year's survey.

INTRODUCTION

ISO Standards subclause 4.14.3 set requirements that the laboratory management shall seek information relating to user perception as to whether the service has met the needs and requirements of its users. This survey has been performed to comply with these standards, and in doing so, will bring to the attention of the laboratory management any areas of services provided by the laboratory that require improvement.

Due to the Coronavirus (COVID-19) pandemic the Phlebotomy department was relocated on the 20th April 2020 to the Roundhouse Medical Centre in Athersley, Barnsley, and subsequently in November 2020 to the Cudworth Medical Centre in Cudworth, Barnsley. This move was implemented to support Government social distancing guidance whilst maintaining the highest level of safety for vulnerable patients who require vital blood tests. The user satisfaction survey at Roundhouse ran between 19th April-30th April and its purpose is to obtain feedback from our users on the quality of the Phlebotomy services provided at this new location.

The information gained from this survey will enable laboratory management to look at the service we provide and decide how to improve it to meet the needs and requirements of our users, as part of our commitment to continually improve quality.

METHOD

The satisfaction survey was carried out using a questionnaire which was developed in consultation with BRILS Management Team, Clinical Heads of Department and the Laboratory Director, and comprised of 8 questions designed to elicit users' general views on the quality of the services provided by Pathology. A further question asking the users for a feedback comment was also included.

The respondents were asked to rate their satisfaction using the following response options: Yes or No. A percentage distribution of responses was used to present the data and cumulative percentage dissatisfaction compared to cumulative percentage satisfaction.

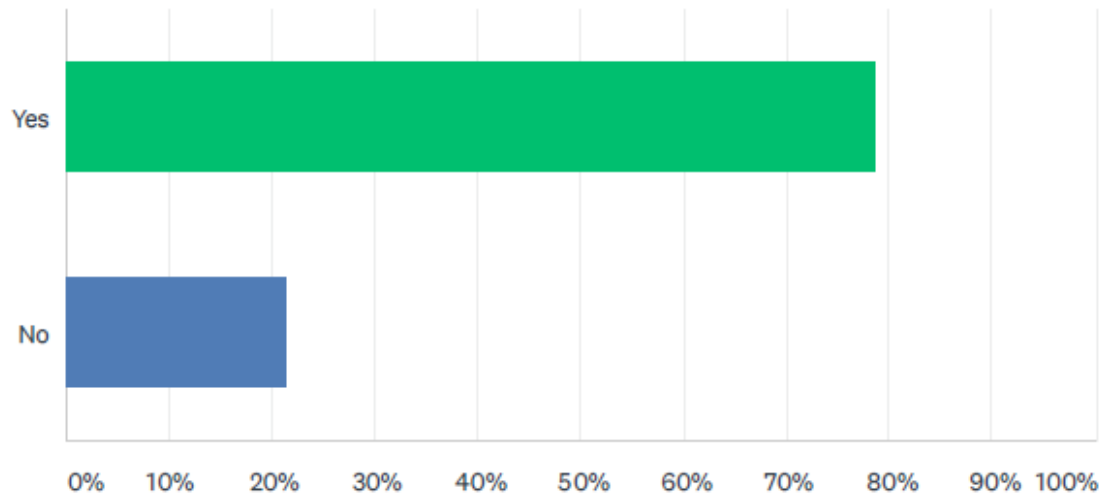
The final question asks users to provide any comments to improve the service. These have been collated and have been discussed at a feedback session to the BRILS Management Team and actions identified where appropriate. Responses are detailed at the end of the report. Users were given the option to leave their name and contact details if a direct response was required regarding anything raised during the survey.

Separate user surveys have been completed for Hospital Users (DOC 135) and Community users (DOC 329). Questionnaires were handed out to Phlebotomy Users when they booked in for their appointment. 141 responses were received and evaluated.

RESULTS OF SURVEY

Question 1: Did you find it easy to book your appointment for today's visit?

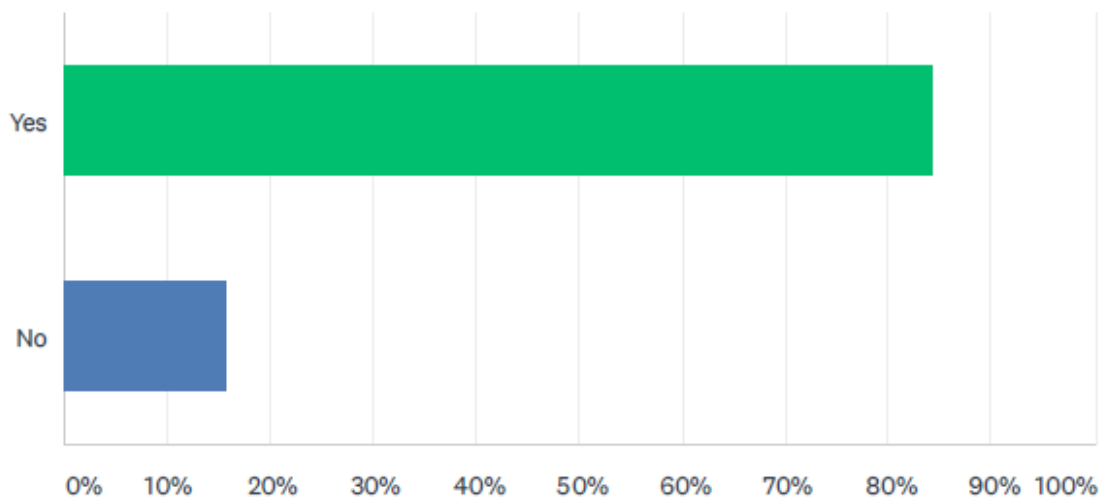
Answered: 141 Skipped: 6



78.72% of 141 respondents found it easy to book for their appointment. The remaining 21.28% of respondents did not find it easy to book for their appointment. The number of users who answered no has increased from 2% in the last survey.

Question 2: Was the Cudworth Medical Centre easy to find?

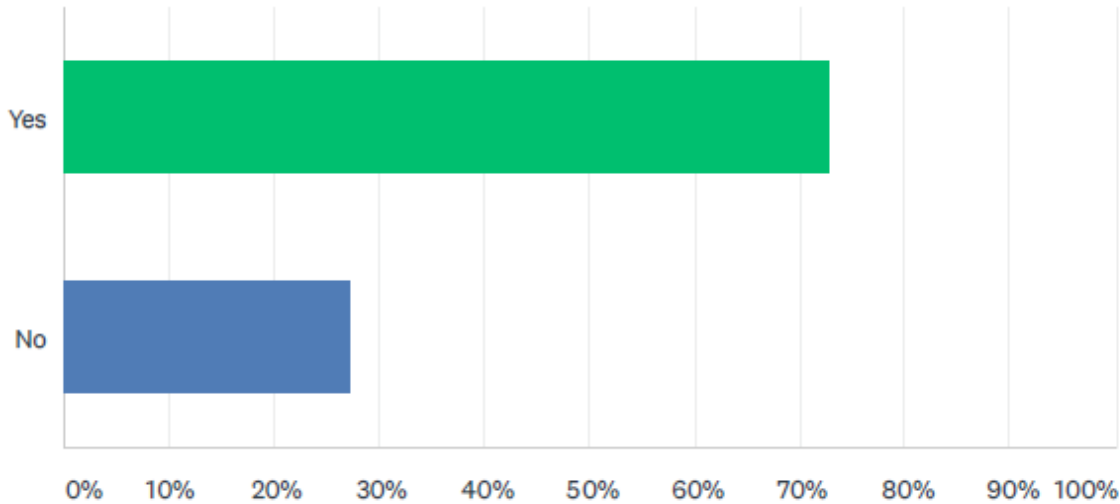
Answered: 146 Skipped: 1



84% of respondents stated that they found The Cudworth Medical Centre easy to find. 16% of respondents did not find The Cudworth Medical Centre easy to find, an increase from 2% at the last survey.

Question 3: Do you think the waiting room is suitable?

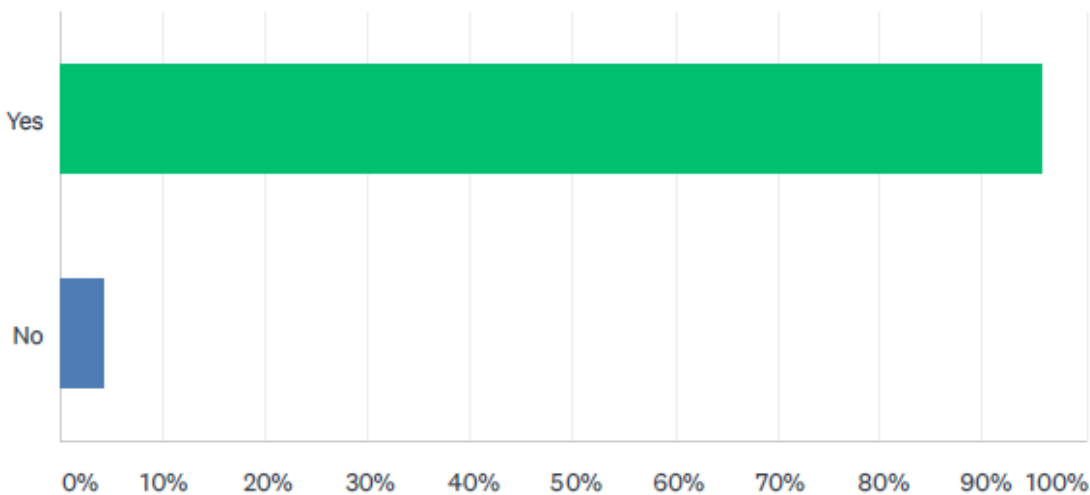
Answered: 147 Skipped: 0



73% of respondents found the Phlebotomy Department waiting room suitable for their needs. To support social distancing measures there are separate waiting rooms for patients and space for wheelchairs and bariatric seating is available. The number of patients who answered no, has increased from 1% to 27%.

Question 4: Do you think the blood collection room is suitable?

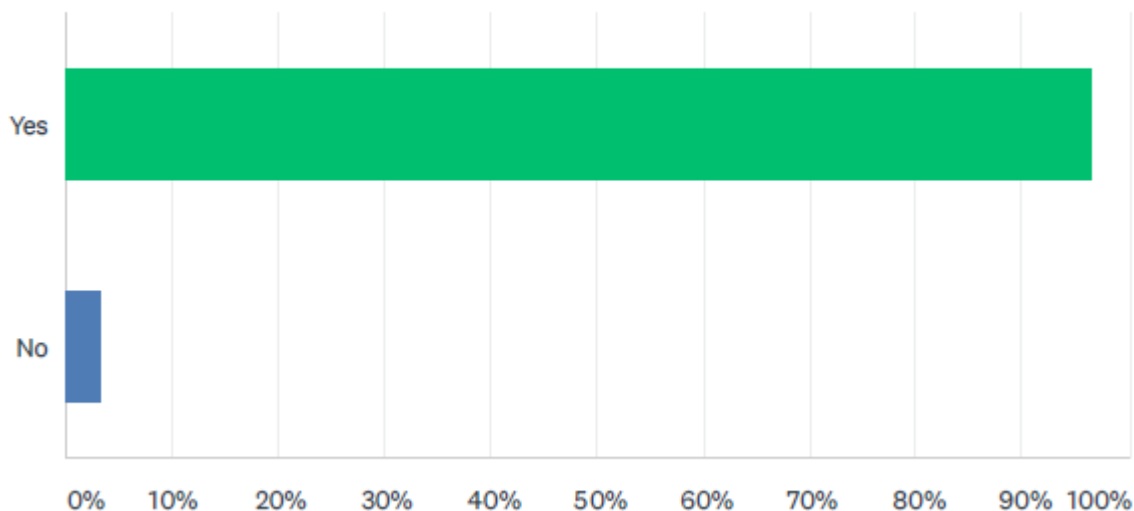
Answered: 147 Skipped: 0



96% of respondents found the Phlebotomy Department blood collection room suitable for their needs. The department has a number of separate blood collection rooms for the privacy of each patient and to support social distancing.

Question 5: You may have had to wait today before being called in to have your blood test, sometimes this is unavoidable. Do you think the time you waited today was acceptable?

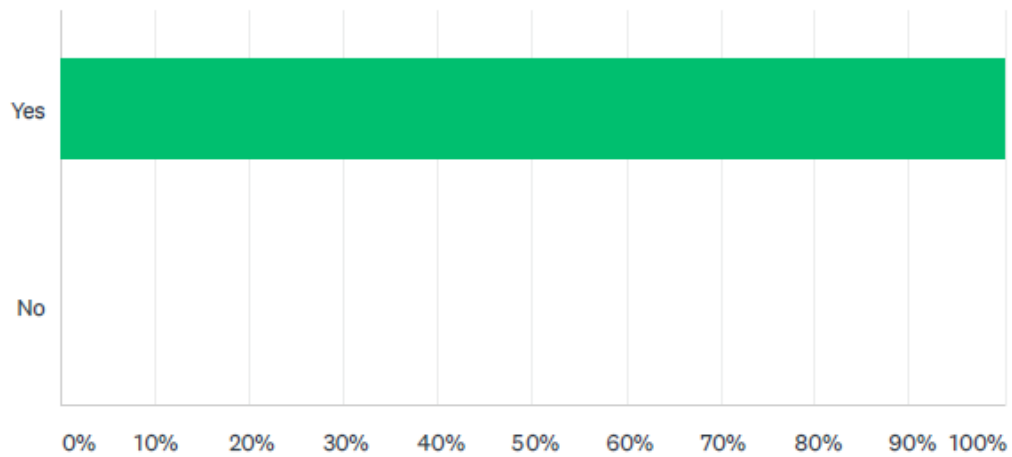
Answered: 146 Skipped: 1



97% of respondents thought the Phlebotomy waiting time was acceptable. 3% of respondents thought the waiting time wasn't acceptable. Waiting times are minimised in the department due to the introduction of an appointment system which helps support social distancing between patients. Unfortunately, delays are unavoidable on some occasions; however, Phlebotomy staff always make patients aware if a delay is expected.

Question 6: Do you feel you were treated with respect and dignity during today's visit?

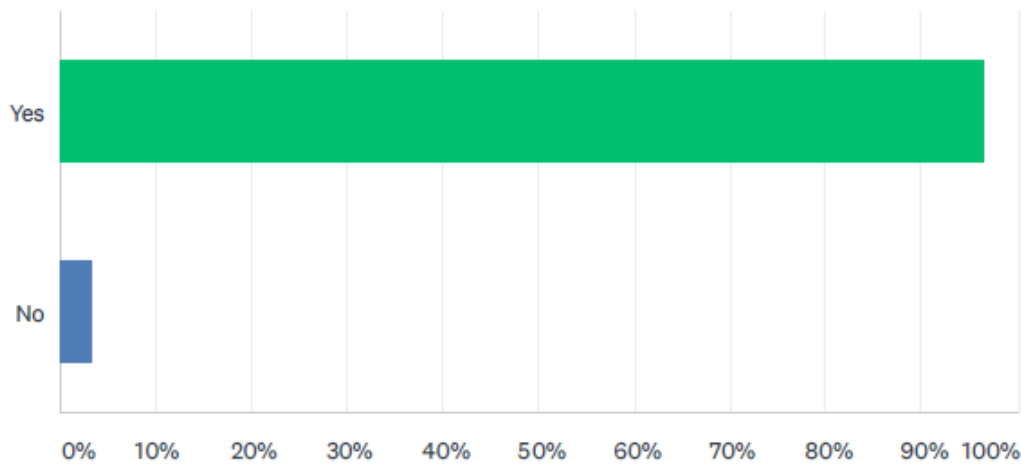
Answered: 147 Skipped: 0



100% of respondents felt that they were treated with dignity and respect during their visit to Phlebotomy.

Question 7: Did the person taking your bloods introduce themselves to you today?

Answered: 147 Skipped: 0



97% of respondents stated that the Phlebotomist assigned to them introduced themselves, as per the "Hello, my name is..." initiative. 3% stated that the Phlebotomist assigned to them did not introduce themselves.

Question 8: Do you have any comments to improve the service we provide?

USER FEEDBACK AND SUGGESTIONS

86 users left feedback or suggestions to improve the service. Each of the comments have been split into categories in the below table to allow appropriate action to be taken.

Comment Number	Comment	Response
Compliment		
1	More than adequate	Thank you. The positive results have been fed back to Phlebotomy staff to feed back to staff as part of staff meetings. The results have also been passed onto the Pathology Business and Service manager for inclusion in Staff Briefings. Where compliments have been left for individual staff members, these staff members have been informed.
2	Holly took my bloods and was very professional and pleasant	
3	Excellent staff & service	
4	Good	
5	Excellent service	
6	I have to have my bloods done every 4 weeks. The staff are always friendly and helpful	
7	Can't fault the service from staff	
8	Excellent	
9	Fantastic service	
10	Excellent friendly service	
11	Lovely girls	
12	Yes. Need staff to help them	
13	Very professional	
14	No I think it's a great service	
15	Very friendly as always	
16	Excellent service as always	
17	I don't think service could be improved	
18	Excellent service as always	
19	All ok	
20	All the staff nice, only problem is parking	
21	Outstanding as always. Staff work under high pressure and are a credit to the NHS	
22	Very pleasant and relaxing	
23	Excellent	
24	Lisa did my test and was very good at it and very helpful.	
25	Very good service, polite staff	
26	I have always found the staff very friendly and helpful whilst we have been coming	
27	5 star	

Comment Number	Comment	Response
28	Lovely girls	
Comments relating to the appointment system		
30	Long time to get through for appointment booking	Unfortunately, due to the speed in which we had to respond to the pandemic and therefore introduce an appointment system we were unable to secure funding for an electronic booking system. This has been noted as being required and as the service is in the process of reviewing appointment system options within the Hospital.
31	An online appointment booking service would be good	
32	Access to online appointment system	
33	With booking, I only found out after driving to Barnsley Hospital the info of change of place. Should be told at GP please	
34	Reception not aware of appointment, had to explain I was here for a blood test. Then she said, oh blood tests are upstairs.	
Comments relating to waiting times		
35	Long wait	Thank you for your comments. Due to Covid restrictions and the need to socially distance and clean areas after each patient, the number of patients we could see reduced, therefore the waiting times increased. The service has relocated back on site in the Hospital to its previous location as of 12 th July 2021 and we have been able to increase capacity to reduce waiting times.
36	Waited in lift area. Wait time for appointment	
37	Waiting times	
38		
	Was on time, in fact early so not at this time	
Comments relating to location of services and environment		
39	Parking not good, not enough	Thank you for your comments. This was a temporary move to ensure patients and staff are kept as safe as possible by not asking them to come into the hospital environment where there are Covid positive patients and providing the service in an area where the risk is lower. The service has relocated back on site in the Hospital to its previous location as of 12 th July 2021.
40	Would prefer to be back to hospital	
41	For public transport, not ideal in current location it takes 3 hours to get in. Waiting room not big enough	
42	Back to hospital, not central at minute and costly for transport	
43	Would love the bloods to be back at Barnsley Hospital. Parking not good.	
44	Too far to come, have to rely on transport	
45	When will we be told about going back to Barnsley Hospital?	
46	Back to the hospital please. Costs me £15 in a taxi each time I come.	
47	It would be better back at the hospital	
48	Parking horrendous	

Comment Number	Comment	Response
49	Waiting area small. Needs to be more central.	
50	Difficult to park as always full	
51	The service needs to be put back to the hospital. Parking not very good and waiting area too small	
52	Car park is way too small. Not central and easy to get to, please move them because they play a central part	
53	Near to me would be better.	
54	Waiting room could be bigger. Better location needed, especially for public transport users.	
55	Wish you were back at the hospital	
56	Not happy at travelling to Cudworth. Not good for parking. Waiting room far too small.	
57	The waiting room is way too small and parking is a complete nightmare. Had my car damaged in the car park	
58	Would prefer to go to BDGH	
59	No, Cudworth is perfect	
60	Needs to be closer to the hospital	
61	Needs to back at the hospital department	
62	Would rather be at BDGH	
63	Parking is a nightmare sometimes	
64	I would find it much easier if phlebotomy moves back to Barnsley Hospital as I really have to come out of my way to come here	
65	Waiting room too small. Can't fault the ladies at all, hope to be back at Barnsley Hospital soon	
66	Just not able to get parked up for appointments	
67	Easy to find after going to Athersley. Better communication	
68	Too far to travel from all sides of Barnsley	
69	Could do with being near town centre	
70	Very kind staff. It could be nearer to the town centre	
71	Needs to be moved back to the hospital as too far out of the way	
72	Bigger car park and waiting room	
73	More central location, Cudworth difficult for transport users	
74	Would prefer to be closer to BDGH	

Comment Number	Comment	Response
75	Prefer the hospital as I live in Dalton. I don't know Cudworth at all	
76	Like to be tested at GP, locally	
77	Perhaps site could be elsewhere depending where you come from. EG. Barnsley Hospital	
78	I live local but difficult for anyone not familiar with Cudworth	
79	Bigger car park	
80	It costs £27 by taxi to come to appointments which can be expensive	
81	Parking is really bad, can make you late waiting for a space	
82	As good as Cudworth is, it's not convenient, needs to return to BDGH ASAP as driving here is not good for me	
83	Parking poor	
84	Need signs of direction	
85	Needs to be more central, back at the hospital or near to the hospital. Traffic really bad to get here. No parking	
86	Waiting room way too small, felt unsafe	
87	Just need bigger waiting room and too far to travel	
88	It was very congested at the entrance to book in.	
89	Water dispenser	