

### **Rotherham User Survey 2021 Report**

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

#### **INTRODUCTION**

ISO Standards sub-clause 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.

The user satisfaction survey ran between 14<sup>th</sup> April to 7<sup>th</sup> May 2021 and its purpose is to obtain feedback from our users on the quality of the services provided by the laboratory.

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(s), and comprised of 24 questions designed to elicit users' general views on the quality of the services provided by Pathology.

The respondents were asked to rate their satisfaction using the following response options: Yes or No, except in the case of questions relating to the system used for reviewing laboratory results (answers available were "MEDITECH", "ICE" or "Both"), and a question asking how the respondent would like to receive communications from the laboratory (answers available were "Email", "News Page via the Website" or "Newsletter"). A percentage distribution of responses was used to present the data and cumulative percentage dissatisfaction compared to cumulative percentage satisfaction.

The respondents were also instructed to use 'not applicable' where appropriate. The penultimate question asks users to provide any comments to improve the service, and the final question asks users to provide feedback of any positive experiences with the service. These have been collated and have been discussed at a feedback session to the BRILS Management Team and actions identified where appropriate.

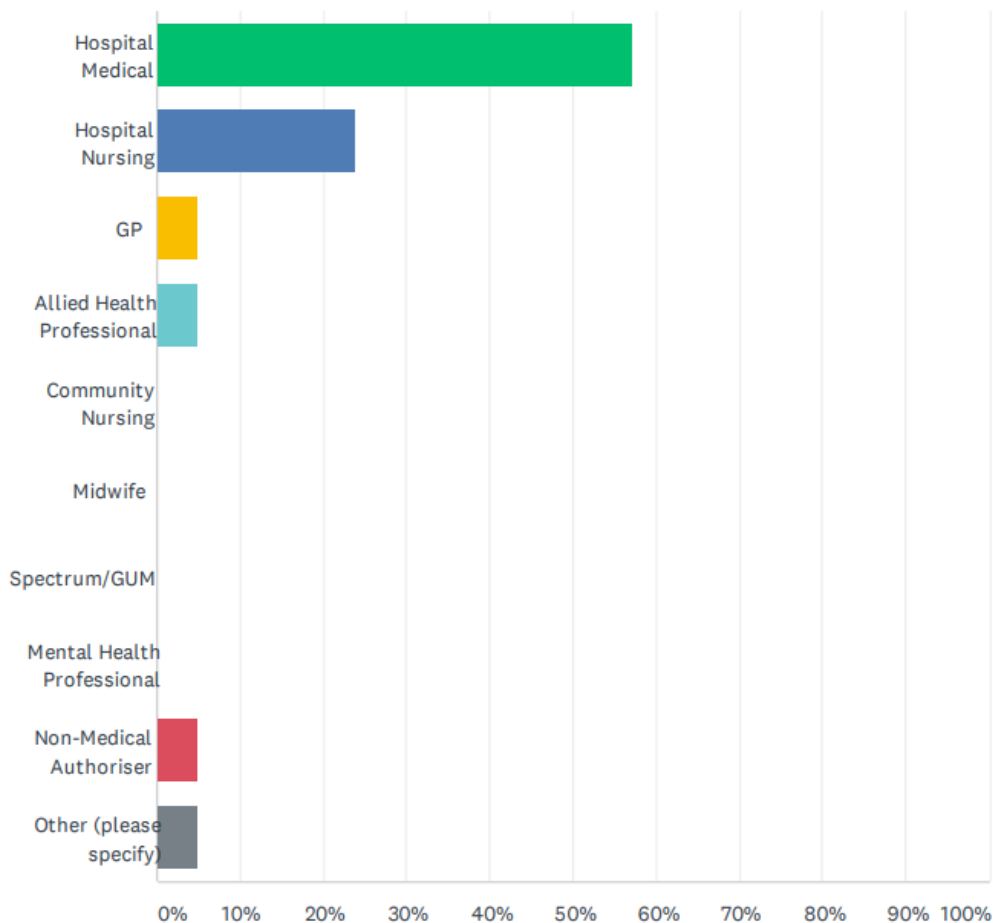
Separate user surveys have been completed for Community users (DOC 329) and Mortuary Users (DOC 333).

Questionnaires were sent via survey monkey to Trust users – via the communications team, direct email lists and a news item on the hub. 21 responses were received from users.

**RESULTS OF SURVEY**

**Question 1: Staff Group (Answered: 21, Skipped 0)**

Answered: 21 Skipped: 0



A total of 21 responses were received from users within the Trust, these are broken down into Hospital Medical and Nursing staff as detailed above. Responses to “Other” included Rotherham Family Health.

**Question 2: Name (Optional)**

This question was optional and was included to allow for specific personal feedback to be given where relevant and to enable the incentive of a box of chocolate to be delivered to the winning participant in the draw. For the purpose of confidentiality, the names of participants will not be included in this report. 8 respondents gave their name, whilst 13 respondents opted to submit their response anonymously.

**Question 3: Department/Ward (Optional)**

Department/Ward	Number of Participants
Obstetrics and Gynaecology	1
Anaesthetics	2
Integrated Sexual Health	2

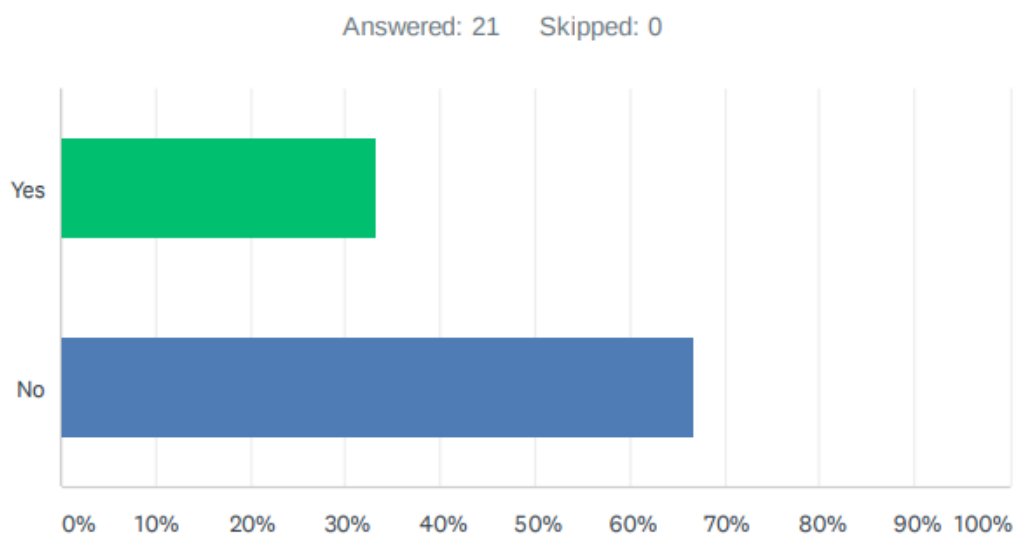
UECC	3
Acute Medical Unit	1
Community	1
Haematology	1
Integrated Medicine	1
Gynaecology/Colposcopy	1

13 respondents chose to include the department in which they worked, whilst 8 respondents chose to submit their survey anonymously. The above table shows that responses were received from a wide variety of clinical areas within the hospital, covering inpatients, outpatients and surgical areas. A number of different departments/wards were represented in 2021 compared with 2020.

#### **Question 4: Contact Details (Optional)**

Respondents were given the option to provide their contact details, should they require a direct response about any of their answers to the questions in this survey.

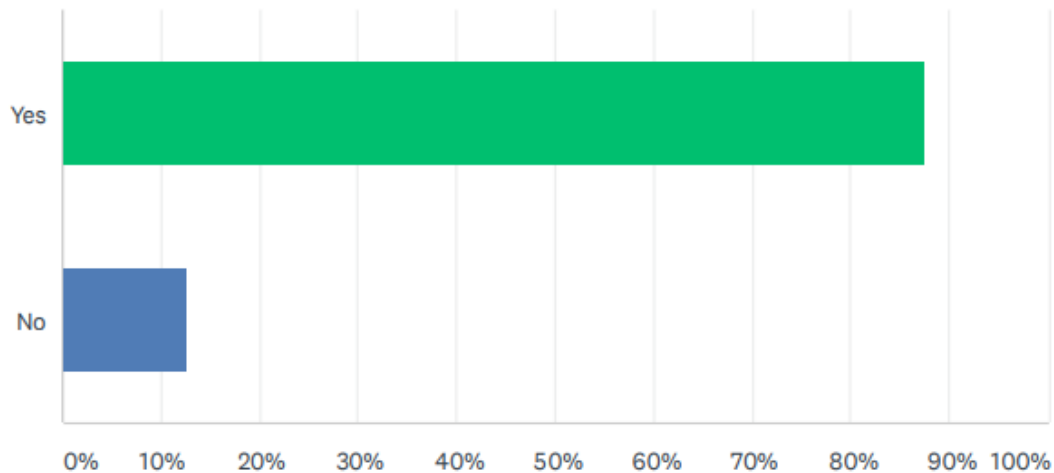
**Question 5: Were you aware that our User Information can be obtained via our website at <http://www.therotherhamft.nhs.uk/Pathology/Pathology/>?**



This question was added to gauge how many users were aware that user information was available via the hub. A hyperlink to the Laboratory Medicine webpage on the Hospital Hub was also included in this question to educate users about the location of user information. 32% of respondents who answered this question stated that they were aware that the user information was available via the hub, a decrease on the 45% in 2020. It is clear that further promotion of the website in collaboration with the hospital digital communications team and the BRILS communications group is required.

**Question 6: If yes, are you satisfied with the usefulness of the website as a source of information for each laboratory?**

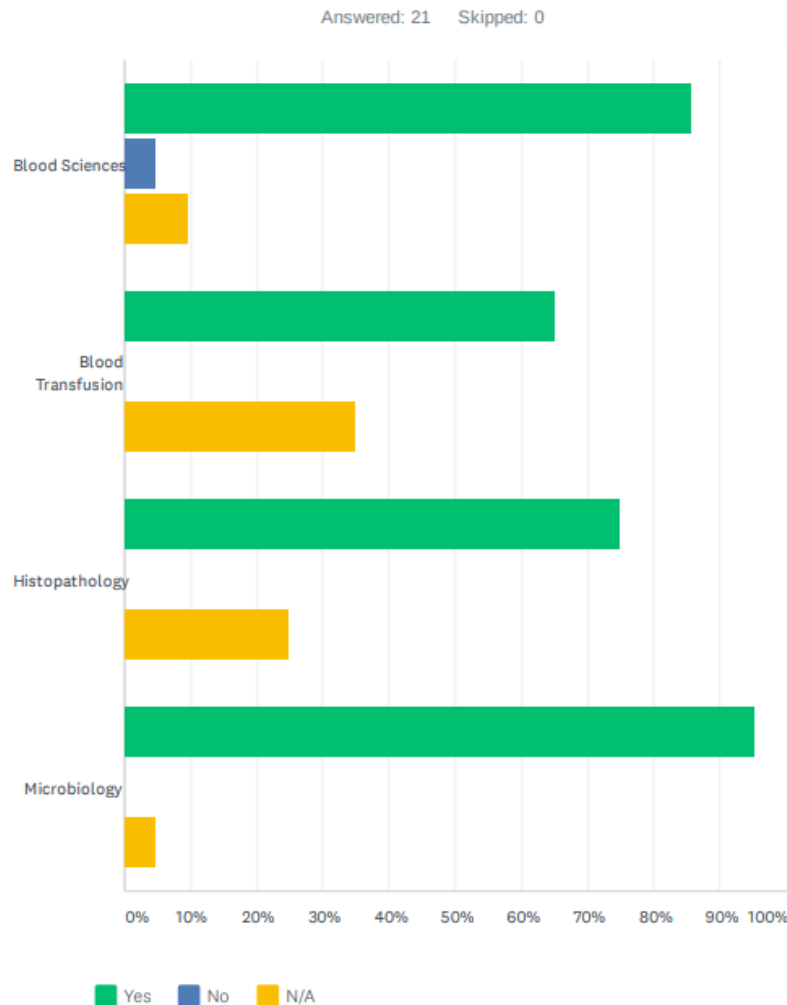
Answered: 8 Skipped: 13



Of the 8 respondents who answered this question, 88% were satisfied with the usefulness of the Laboratory Medicine website as a source of information for each laboratory. The following comments were made by respondents regarding this question:

Comment	Response
Some training for nursing staff would be very useful, interpreting results etc.	Thank you for your comment. Please contact the BRILS Quality Team to discuss this further <a href="mailto:rgh-tr.brilsqualityteam@nhs.net">rgh-tr.brilsqualityteam@nhs.net</a>

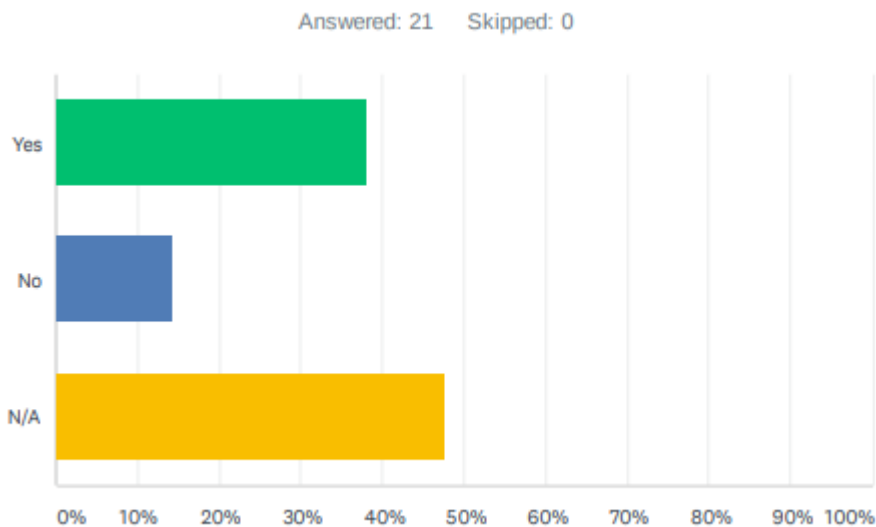
**Question 7: Are you satisfied with the range of investigations provided by the laboratory?**



5% of respondents were not satisfied with the range of investigations provided by the Blood Sciences laboratory. All other respondents were satisfied by the range of investigations provided by all other disciplines. Where comments were left, responses are detailed below.

Comment	Response
Can we have consistent p16 staining for all our CIN2 cases	Thank you for your comment. This has been discussed at Colposcopy MDT by the Lead Consultant Histopathologist for Cervical Screening.
Limited range of tests some not in-house take time to get results back	Thank you for your comment. It is not always possible to provide a test on site. If you contact the laboratory we can discuss your requirements and the best way our service can meet them.
Excellent service	Thank you. The positive results have been fed back to Laboratory Managers 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.

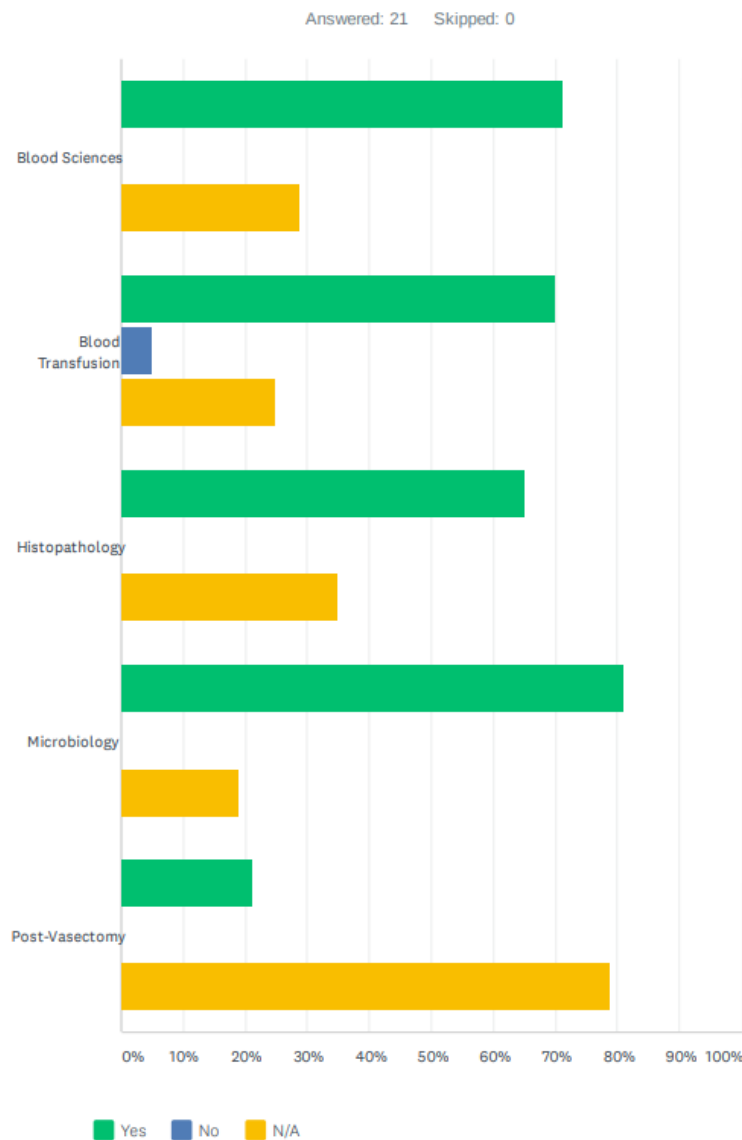
**Question 8: Are you satisfied with the POD/air tube/chute system used to transport specimens to the laboratory?**



38% of respondents were satisfied with the air tube (pod) system used for transporting specimens to the laboratory, a reduction from 70% in 2020. 14% of users were dissatisfied with the air tube system. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Cheap system, leaking of samples often an issue and need to return the pods in a timely fashion can be an issue due to work load.	The pod/pneumatic air tube system is managed by the Trust Estates department. Your comments have been passed to Estates.
Sometimes a bit unreliable	
Personally don't use it much myself so would not notice if it was down etc.	
I don't use this.	
Breaks regularly	
Frequently breaks down	
Frustrating when it keeps breaking down	

**Question 9: Are you satisfied with the format/layout of the test request form for handwritten non-electronic requests?**

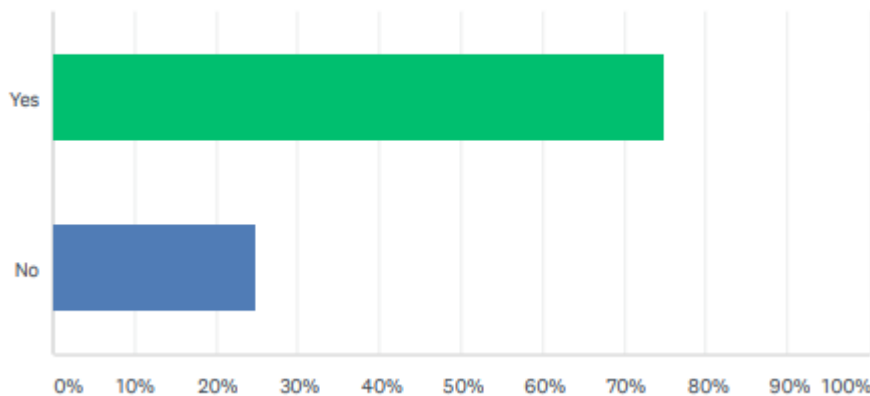


5% of respondents were not satisfied with the handwritten non-electronic request form for Blood Transfusion. Respondents for all other disciplines, where applicable, were satisfied with the handwritten request form. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Prefer hand written for flexibility and ease when requesting remotely due to connectivity issues	Thank you for your comment. There is a MEDITECH Task and Finish Group in the Trust working to support the increased use of electronic requesting.

**Question 10: Do you use electronic requesting for Pathology?**

Answered: 20 Skipped: 1



75% of respondents indicated that they use electronic requesting in Pathology, an improvement on 2020, where the figure was 53%. Laboratory Medicine encourages the use of electronic requests wherever possible. Electronic requesting is beneficial in ensuring that all required patient information and clinical details is conveyed to the laboratory in an easy to read format, which helps laboratory staff to process the samples in the most appropriate manner for the clinical situation.

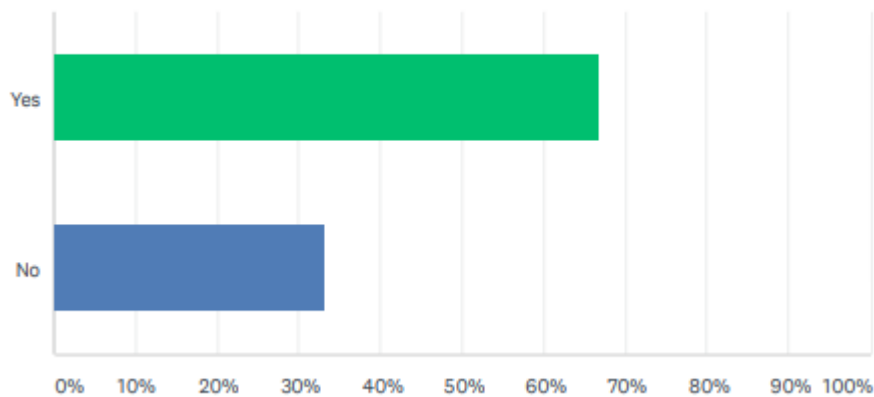
If users answered “no to this question”, they were asked: If you choose not to use electronic requesting, please state why.

Comment	Response
We are still on paper.	Thank you for your comment. This has been passed onto the MEDITECH team. There is a MEDITECH Task and Finish Group in the Trust working to support the increased use of electronic requesting.
I am not clinical.	
Slow. Printers rarely work.	
No option to.	
I deal with samples badged using the system and its poor and unreliable. EPR often next to useless.	



**Question 11: Are you satisfied with MEDITECH when requesting laboratory tests?**

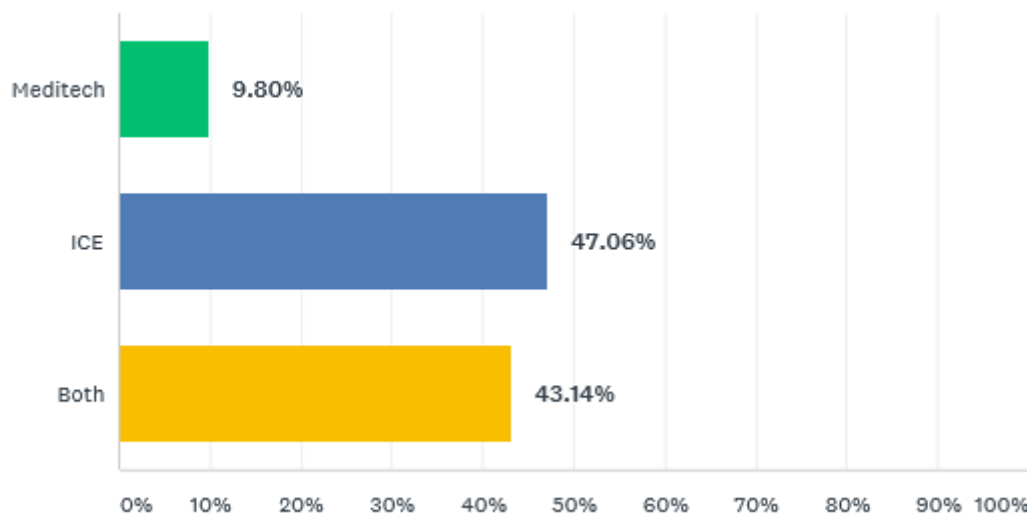
Answered: 18 Skipped: 3



67% of users were satisfied with MEDITECH for requesting laboratory tests, an improvement on the 55% in 2020. Where associated comments were left, responses are detailed in the table below.

Comment	Response
User unfriendly. Takes too long Printers frequently don't work.	Thank you for your comment. This has been passed on to the MEDITECH team. There is a MEDITECH Task and Finish Group in the Trust working to support the increased use of electronic requesting.
Not used in this department.	
It is clunky and not intuitive. The use of order sets in UECC is necessary because of the poor interface but encourages over investigation.	
Very frustrating, after spending time completing the requests and attaching to an appointment, when an additional test is requested the whole process has to be cancelled and re done, ticking box is much easier.	
This needs to be streamlined for new patients attending clinics-many of my new patients did not have blood tests done when I requested them electronically from clinic.	

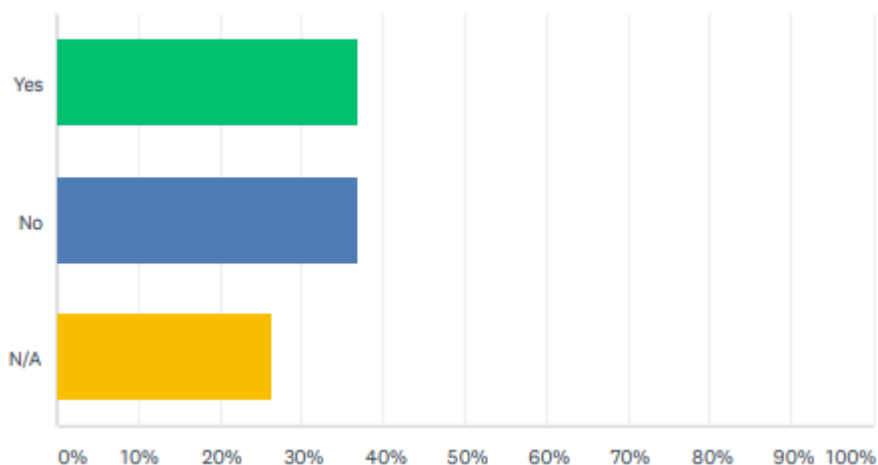
**Question 12: Which system do you use for looking up patient laboratory results?**



Users at Rotherham Hospital are encouraged to use MEDITECH to request and review patient results, however, ICE is also available. This question highlights that the majority of users prefer to use ICE to view patient results. 14% of respondents chose to use MEDITECH alone to look up patient results, with 43% of users utilise a combination of ICE and MEDITECH. 47% of users choose to solely use ICE for reviewing patient results.

**Question 13: Are you satisfied with MEDITECH when reviewing laboratory results?**

Answered: 19 Skipped: 2

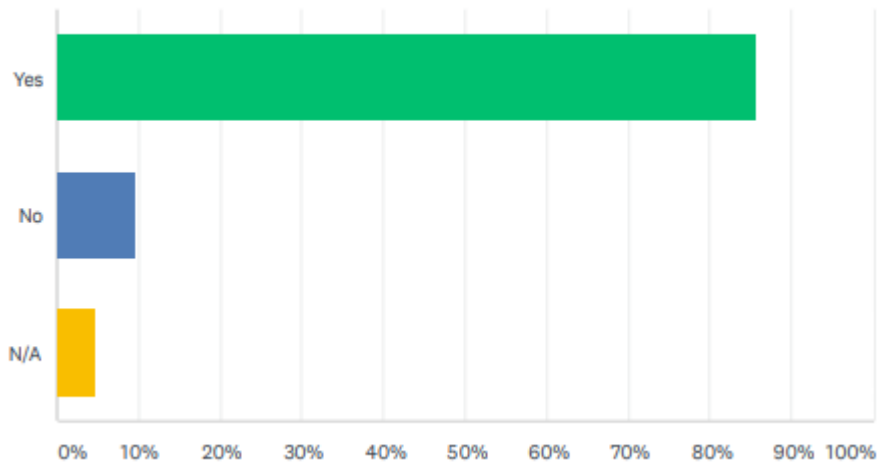


37% of respondents were not satisfied with MEDITECH for reviewing patient results and 37% of respondents were satisfied with MEDITECH for reviewing laboratory results. Reasons for dissatisfaction are captured in the comments and included in the table below.

Comment	Response
Not all results available though	Thank you for your comment. This has been passed to the MEDITECH team. There is a MEDITECH Task and Finish Group in the Trust working to support the increased use of electronic requesting and resolution of concerns.
Doesn't always pull through results	
Not all results are available compared to ICE Old results are not available on Meditech.	
Often results are slow to pull through.	
Very slow for the results to come up when you click on the. ICE is quicker. Sometimes not there! No results available on Meditech when they are there on ICE.	
Difficult to find.	
Not used in our department.	
No. Poor readability compared to ICE. Often lags behind ICE in terms of availability.	
But sometimes results are not available on Meditech and you have to access ICE which can be time wasting during a busy ward round. Also jumping from one screen to another screen can cause mix up and error. In my opinion all results should be available on Meditech.	
All results do not appear on Meditech in a timely manner which is why I often have to look up results on ICE.	

**Question 14: Are you satisfied with ICE when reviewing laboratory results?**

Answered: 21 Skipped: 0

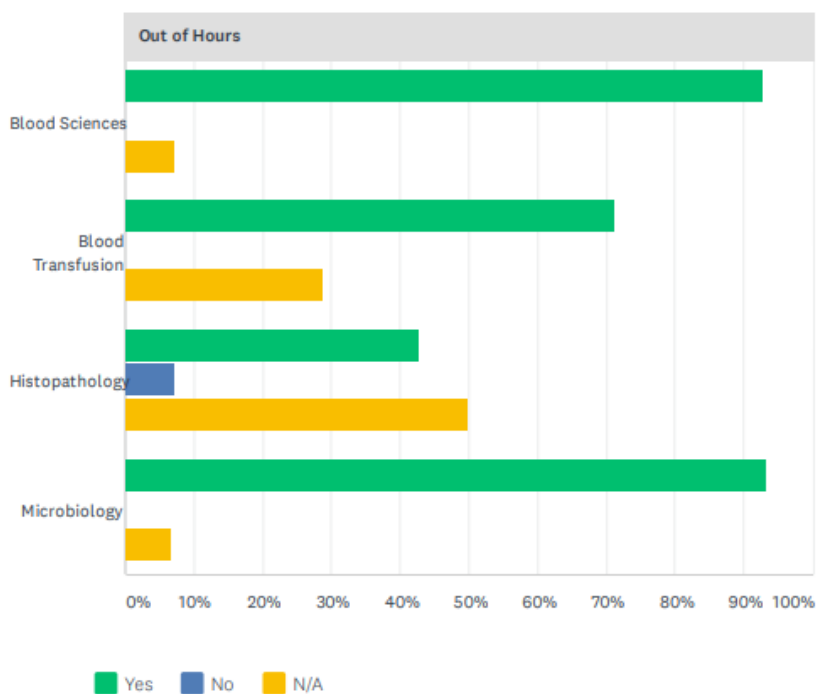
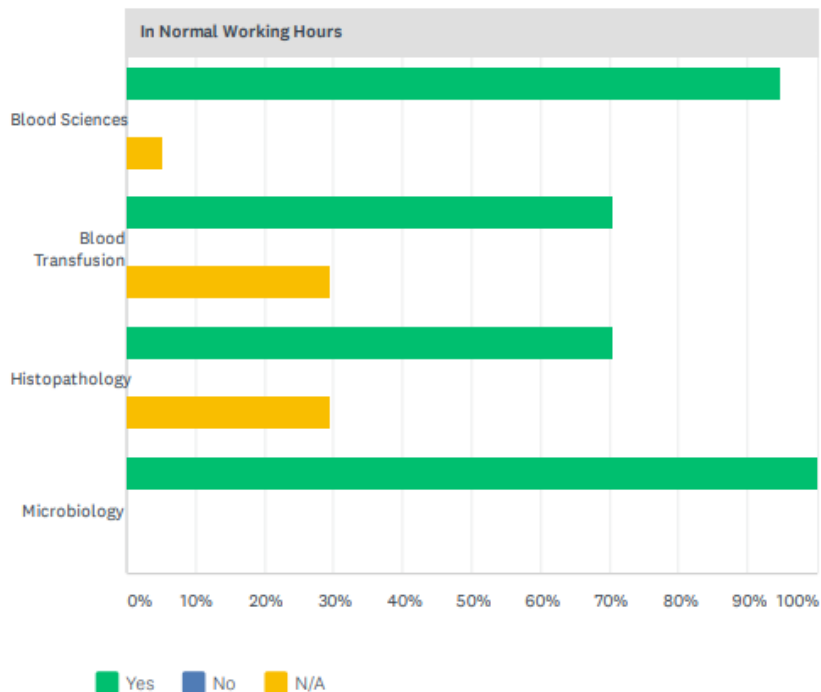


In comparison to the previous question, a majority of users, 89%, were satisfied with ICE when reviewing laboratory results, with 10% of users stating they were not satisfied. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Doesn't always pull through.	Thank you for your comment. We are pleased that you are satisfied with using ICE to review your results. Your comments have been passed on to the Health Informatics team within the Trust.
Mostly ok.	
Preferred as compared with Meditech.	
Results come on Rotherham and Barnsley ICE depending on whether they are done by the hospital or the GP. This means one cannot get a cumulative graph of blood results, which is helpful for me and the patients. I either have to use open ICE, or have two different ICE systems open, but can't get a full cumulative.	
Easier to use.	
Very useful I work in the GP out of Hours service.	

**Question 15: Are you satisfied with the availability and usefulness of advice and assistance provided by laboratory staff?**

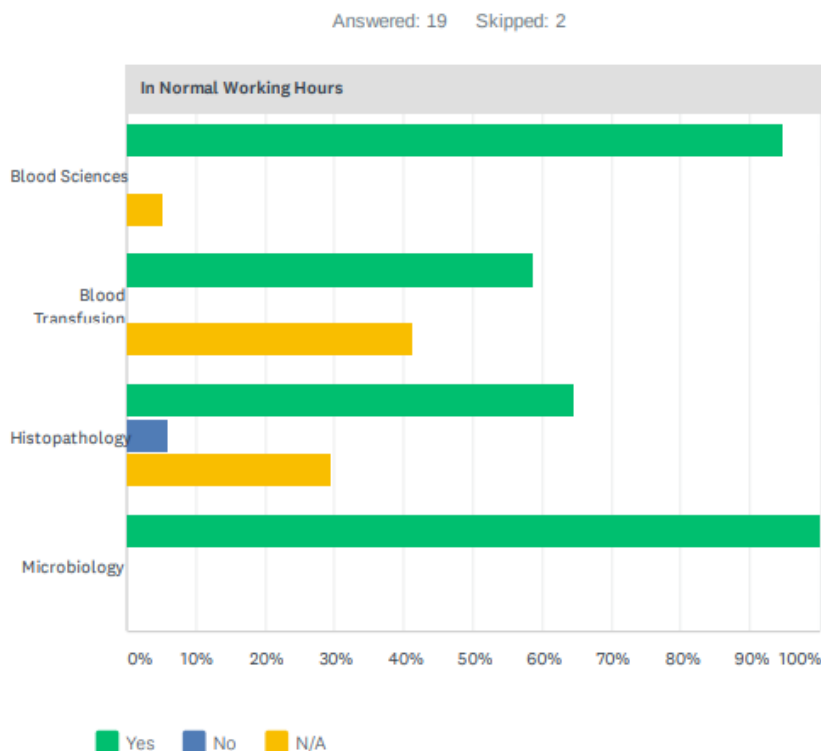
Answered: 19 Skipped: 2

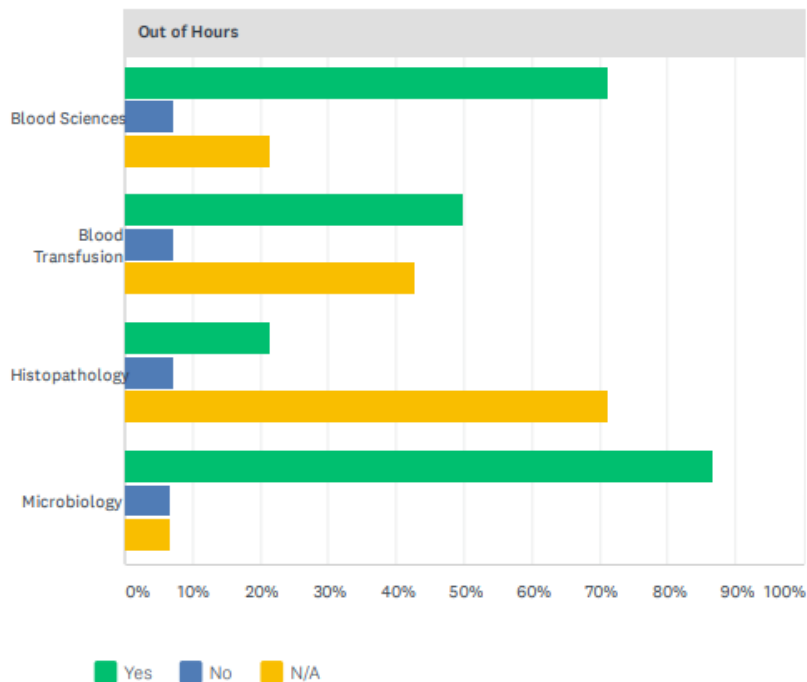


All respondents who used the service were satisfied with the availability of advice and assistance provided by laboratory staff during normal working hours in all disciplines. All respondents, with the exception of one, who contact the laboratory outside of normal working hours were satisfied with the availability and usefulness of assistance provided by the laboratory. Where associated comments were left, responses are detailed in the table below.

Comment	Response
We don't use out of hours service, as we close at 8pm.	Thank you for your comment. We hope that you will be satisfied with the availability and advice that you received from laboratory staff, should you need to contact them.
Fantastic staff trying to do the best they can with various issues ranging from staff, training, equipment failures and poor infrastructure esp. EPR system.	Thank you. The positive results have been fed back to Laboratory Managers 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.
Microbiology are always really helpful.	
Long waits on the phone. I suspect more because they are busy but always give advice when sought.	Thank you for your comment. We apologise for any delays you have experienced in contacting the Laboratory. We have increased the number of telephone lines in some areas to minimise waiting times for our users.

**Question 16: Are you satisfied with the usefulness and availability of advice and assistance provided by Clinicians?**



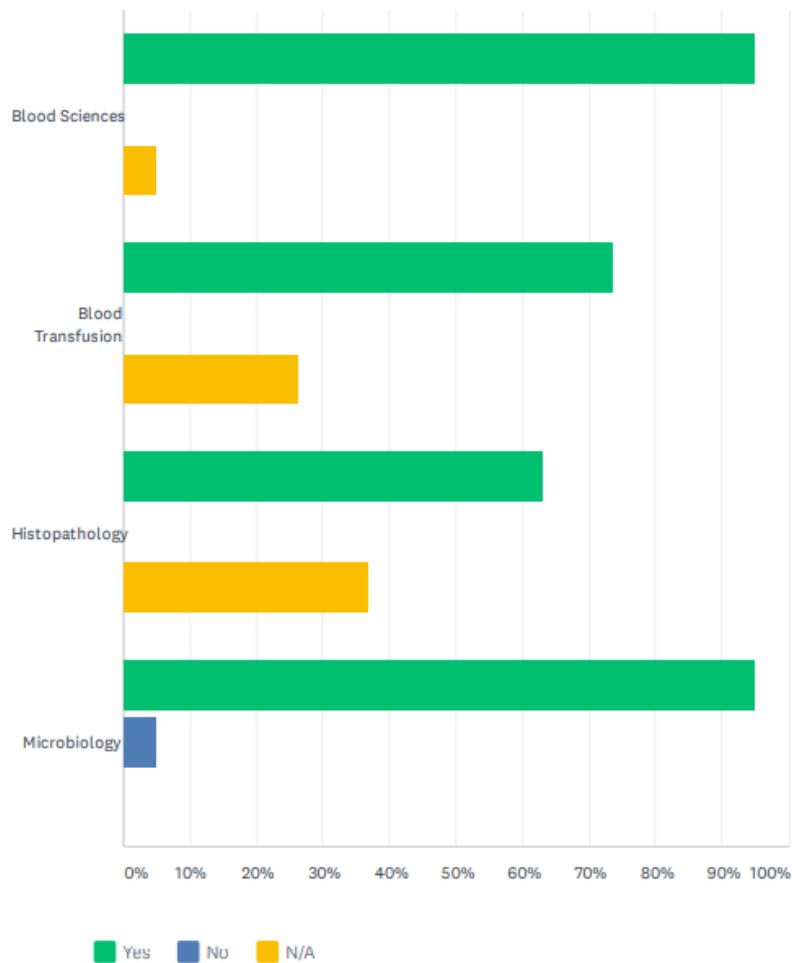


100% of respondents were satisfied with the usefulness and availability of advice provided by Clinical staff in normal working hours for Blood Sciences, Blood Transfusion and Microbiology. 6% of respondents were not satisfied with the usefulness and availability of advice provided by Histopathology in normal working hours. Outside of normal working hours, the majority of respondents were satisfied with the usefulness and availability of clinical advice, with 7% of respondents for each of the disciplines dissatisfied. Where comments were left, responses are detailed below.

Comment	Response
Within the critical care setting I think our senior registrars should be able to contact the microbiologist directly.	Our Clinical Staff provide a 24/7 service. During normal working hours please contact the extension number of the Clinician you require. Out of normal working hours, please contact the Clinician via switchboard. Normal working hours and telephone numbers are available on the Pathology website. There are only 2 medical staff so there may not always be someone available to answer the call immediately, however please leave a message with the Microbiology secretary and they will get back to you. There is only 1 consultant on call overnight covering 2 Trusts and therefore the phone may sometimes be engaged when you are trying to get through, we apologise for this but please try again later. Antimicrobial information is also available either on the trust web site, the antimicrobial policy, the MicroGuide App or the Microbiology web pages.

**Question 17: Are you satisfied with the report turn around times?**

Answered: 20 Skipped: 1

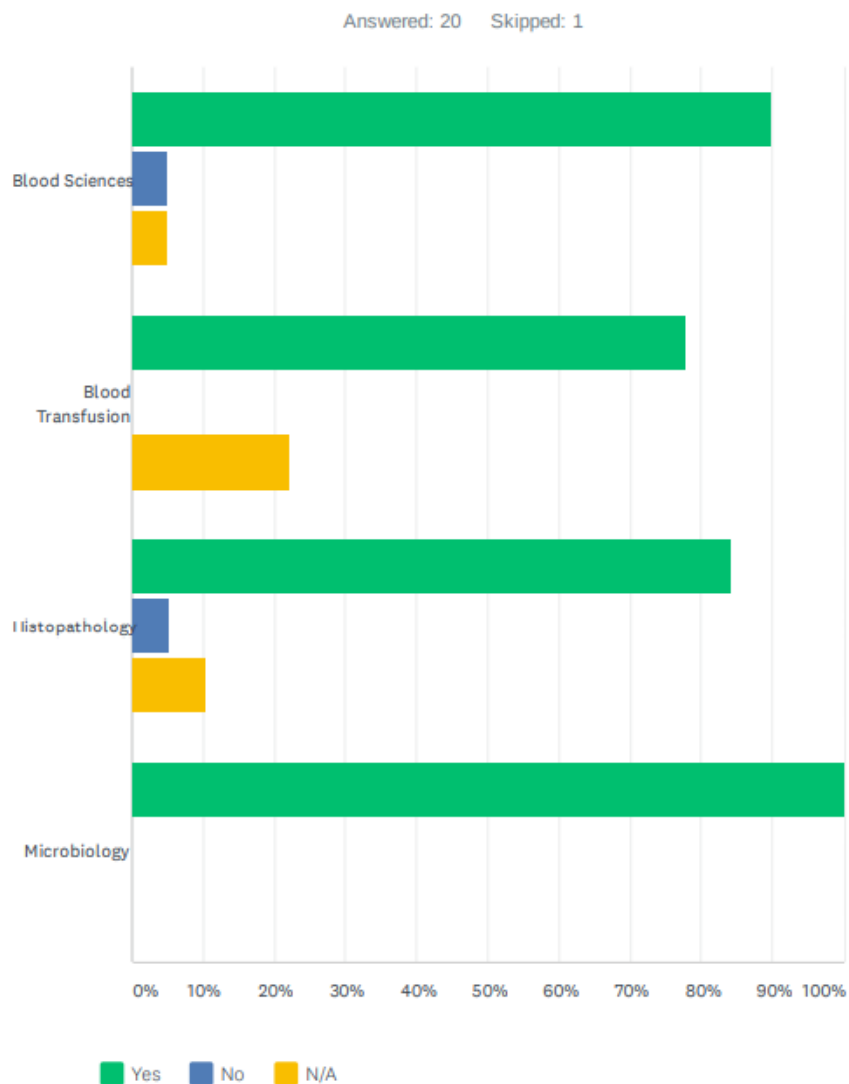


95% of respondents were satisfied with report turnaround times in Blood Sciences and Microbiology. 75% of users in Blood Transfusion and 63% of users in Histopathology were satisfied with report turnaround times. 5% of Microbiology users were dissatisfied with report turnaround times. Where comments were left, responses are detailed below.

Comment	Response
Off-site tests take too long to come back	<p>Thank you for your feedback.</p> <p>Our test turnaround times are listed on our webpage via the following links:                      Barnsley: <a href="http://www.barnsleyhospital.nhs.uk/pathology/">http://www.barnsleyhospital.nhs.uk/pathology/</a>                      Rotherham: <a href="https://www.therotherhamft.nhs.uk/Pathology/Pathology/">https://www.therotherhamft.nhs.uk/Pathology/Pathology/</a></p> <p>Please contact the laboratory where experienced turnaround times are outside of the stipulated turnaround time and the laboratory will investigate.</p>



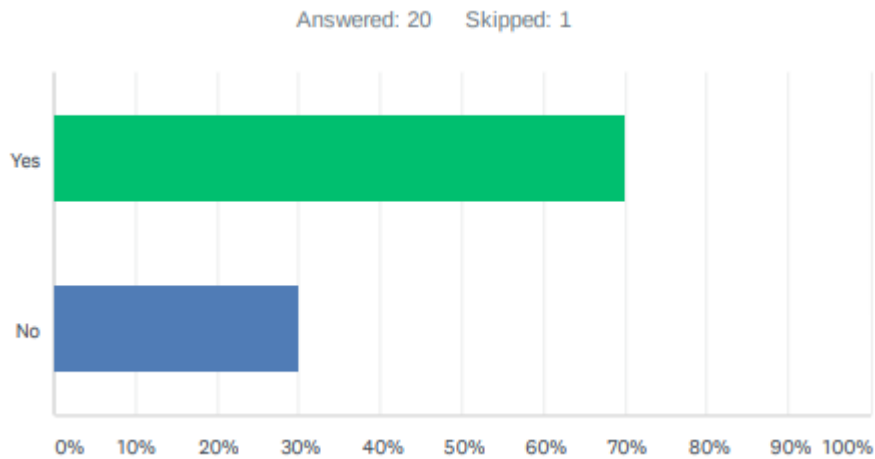
**Question 18: Are you satisfied with the report content, clarity and interpretive comments?**



90% or more of respondents who used the services were satisfied with the report content, clarity and interpretive comments for Blood Sciences and Microbiology, with 78% and 84% of respondents satisfied for Blood Transfusion and Histopathology, respectively. 5% of respondents were not satisfied with the content, clarity and comments associated with Blood Sciences and Histopathology reports. Where associated comments were left, responses are detailed in the table below.

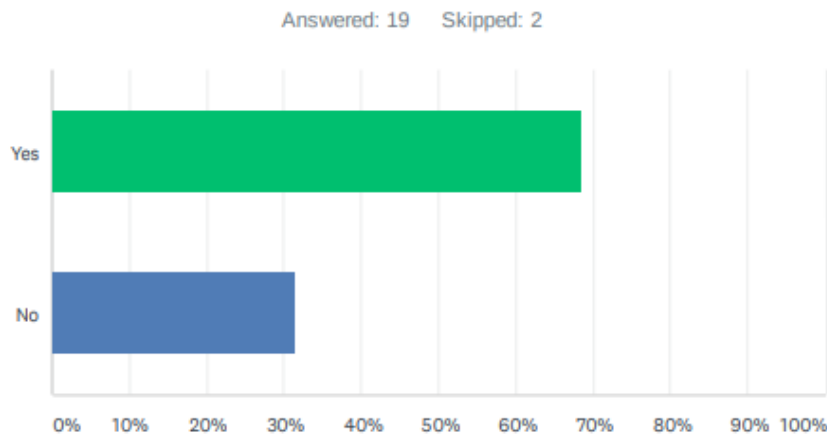
Comment	Response
Could a consistent reporting mechanism as in format of reporting for colposcopy histopathology be considered please?	Thank you for your comment. This has been discussed at Colposcopy MDT by the Lead Consultant Histopathologist for Cervical Screening.

**Question 19: Are you aware of the criteria by which samples are accepted or rejected in Laboratory Medicine?**



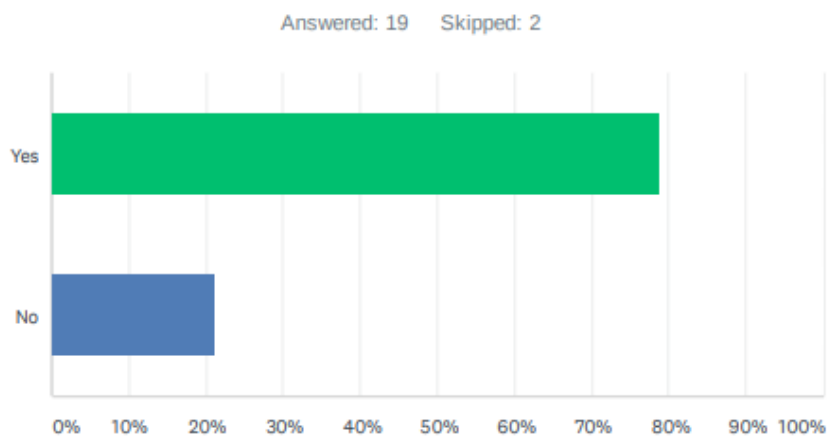
This question was designed to determine the awareness of sample acceptance in Blood Sciences, Histopathology & Microbiology and determine the need to provide further education about minimum criteria for sample acceptance. 30% of users were not aware of the minimum sample acceptance criteria for these samples, comparable to the 2020 user survey. Further information has been made available to the clinical areas over the last year, however, it is clear that further education regarding sample acceptance and the rationale for this is required. Please note that a minimum data set is required to ensure full patient identification in the laboratory. The laboratory receives a large number of samples on a daily basis, and it is paramount that the laboratory ensures full traceability of the sample to the request, and to the patient record.

**Question 20: Are you aware of the criteria by which samples are accepted or rejected Blood Transfusion?**



This question was designed to determine the awareness of sample acceptance in Blood Transfusion. The question was designed to determine the need to provide further education about minimum criteria for sample acceptance. 32% of users were not aware of the minimum sample acceptance criteria for Blood Transfusion samples, comparable to the 2020 user survey. Further information has been made available to the clinical areas over the last year, however, it is clear that further education regarding sample acceptance and the rationale for this is required. Please note that a minimum data set is required to ensure full patient identification in the laboratory. The laboratory receives a large number of samples on a daily basis, and it is paramount that the laboratory ensures full traceability of the sample to the request, and to the patient record.

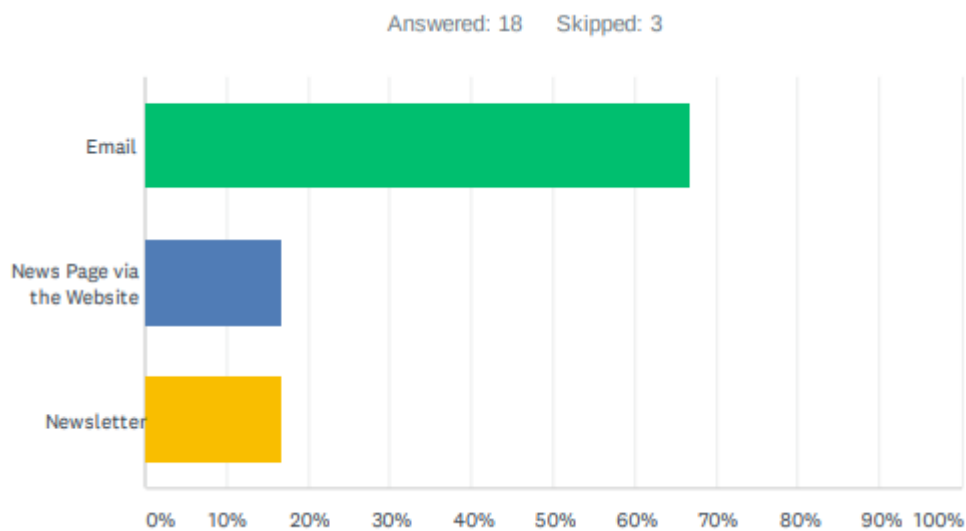
**Question 21: Is laboratory news and updates communicated effectively?**



79% of respondents stated that they felt laboratory news and updates were communicated effectively, which is an improvement on the 46% in 2020. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Seen it on communication	Thank you for your comments.
Not sure.	In response to feedback from our users, BRILS have initiated an internal communications group, specifically to review and standardise the communications processes from BRILS and ensure that changes are communicated to all users in a timely and user accessible manner.

**Question 22: How would you like to receive communications from us?**



67% users stated that they would rather receive communications from the laboratory via email, 17% via the website and 17% via newsletter. The laboratory is currently investigating setting up a regular email newsletter to users. Where associated comments were left, responses are detailed in the table below.

Comment	Response
Should be both email and news page	Thank you for your comments.  In response to feedback from our users, BRILS have initiated an internal communications group, specifically to review and standardise the communications processes from BRILS and ensure that changes are communicated to all users in a timely and user accessible manner.

**Question 23: Do you have any comments to improve the service we provide?**

Comment	Response
<b>Compliment</b>	
Excellent, keep the service local you are doing your best and are polite Thank you for a brilliant service. I don't think we thank you all enough maybe the quicker turn around for urgent reports but we are fully aware of the work load in our labs I think the service is pretty good Think generally doing a great job. Just need the odd computer glitch sorting out.	Thank you. The positive results have been fed back to Laboratory Managers 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.
<b>Improvement Suggestions</b>	
Samples to be knowledge on ice once it arrive to the Lab. not only appear when the result is available. This particularly useful when result take few days to appear on ICE.	BRILS IT are reviewing options available for this functionality in ICE. Please contact <a href="mailto:bdg-tr.brils-it@nhs.net">bdg-tr.brils- it@nhs.net</a> for further information.
Spend more money on all the services, increase test range and reduce TAT increase consultant coverage both during the day and at night to ensure rapid access. Spending money elsewhere to improve the EPR system or just replace with ICE.	We continuously aim to improve the service provided to our users. The Laboratory have recently invested multi- million pound of new automation equipment in Blood Sciences to support improvements in turnaround times. The service are developing business cases where additional funding is required.
Meditech needs a complete redesign of the UI to make it safe. Any investigation should be available on ICE e.g. until recently D Dimers were not - this is unsafe	Thank you or your comment, we have passed this on to the MEDITECH team.
Designated phone as getting through out of hours can be slow phone numbers are not easy to find on the hub	Each laboratory has at least one direct line. The numbers can be found on each department's page on the Hub under Division of Clinical Support Services. If you have problems getting through out of hours please contact the Lead BMS for the department the following day; their contact numbers are on the same page on the Hub
I would like to know what changes are going to happen to pathology services in Rotherham. No-one seems to have the answers.	The Rotherham NHS Foundation Trust are working with all neighbouring Trusts to evaluate options identified by NHS improvement on the consolidation of Pathology Services across South Yorkshire and Bassetlaw (SYB). NHSI have proposed a hub and spoke model and the proposal for SYB is centred on Sheffield Teaching Hospitals NHS Foundation Trust (STHFT) as the hub for the surrounding Trusts in Barnsley, Bassetlaw, Doncaster and Rotherham. SYB Pathology services are evaluating this model and a number of other variations with the intent of finding the best solution for patients and clinical users in SYB. <a href="http://frank-digital.co.uk">South Yorkshire and Bassetlaw Integrated Care System :: Pathology services (frank-digital.co.uk)</a>

**Question 24: Have you had any positive experiences with the service that you would like to feed back?**

Comment	Response
Dialog on some difficult cases with the clinicians has been very helpful in the clinical management of these cases.	Thank you. The positive results have been fed back to Laboratory Managers 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.
Lots always friendly staff and helpful.	
Very helpful clinical sciences staff. Thank you.	
Laboratory staff helpful when on the phone.	
Microbiology are always really supportive to me	Thank you for your feedback.  Our test turnaround times are listed on our webpage via the following links: Barnsley: <a href="http://www.barnsleyhospital.nhs.uk/pathology/Rotherham">http://www.barnsleyhospital.nhs.uk/pathology/Rotherham:</a> <a href="https://www.therotherhamft.nhs.uk/Pathology/Pathology/">https://www.therotherhamft.nhs.uk/Pathology/Pathology/</a>
Some time Blood culture/urine sample and other test were been lost without we been aware until we call the Lab.	
	Please contact the laboratory where experienced turnaround times are outside of the stipulated turnaround time and the laboratory will investigate.