

NORTH WEST ANGLIA PATHOLOGY GP USER SURVEY 2017 RESULTS

- **GP User Surveys** – findings are based upon the 15 responses collected over the period of two months.
 - 93% of respondents rate requesting facilities as good or very good.
 - 91% of respondents rated sample transport collection facilities as good or very good.

Comments associated with this question included positive feedback on the consistency of pick-ups and the courteousness of the drivers – however there was a comments re the timing of pickups and these are currently being examined further to explore possible options for this.

If any problems with sample transport are identified please feel free to report these via the Peterborough pathology enquiry line via 01733 678468.
 - 94% of respondents rate the range of tests available as good or very good.
 - Quality of reports received was rated as good or very good in all pathology disciplines.
 - Feedback on advice was rated as good or very good at between 80-100% for all disciplines
 - Overall 100% of respondents rated the quality of the pathology service received by them as good or very good.
 - 100% responders to the net promoter question (*aka Friends and Family Test*) would recommend the Pathology Services to a colleague.
 - In terms of service improvement – the following comments were logged:
 - Pan-pathology - Later *collection times for GP Practices.*
 - Biochemistry- Need more advice re lipid reporting comment says changed but do not know what results mean, show old GFR readings in a trend please. New GFR reports do not show the trend so you don't have anything to compare the latest result to since new method of reporting introduced. Also vit D reports <30 low >50 normal - what about 30-50? It's ambiguous. Can the adding of tests process be looked at as emailing is causing significant delays in clinical time seeing patients
 - Microbiology- please try and report sensitivities at same time as culture report and Improving availability of consultant - sometimes difficult to track down OR giving more sensitivities on reports.

We will review the comments currently generated but would re-emphasise that collection times are reviewed on a regular basis with the provider. We also take requests for changes to collection times.

The full summary results are also available here:



GP Survey - final.xls

Thank you once again for taking the time to participate in this survey – please feel free to contact me via the details below should you have any further query associated with this survey or to discuss any other issue associated with the pathology service.