

NORTH WEST ANGLIA PATHOLOGY HOSPITAL USER SURVEY 2017

RESULTS

- **Hospital User Surveys** – findings are based upon the 58 responses collected over a 2 month period
 - 89% of respondent's rate ICE requesting facilities as good or very good.
 - Range/repertoire of tests available was rated as good or very good in 92% for Biochemistry, 96% for Haematology, 98% for Microbiology, 98% for Transfusion, 99% for Immunology, 100% for Histopathology and 99% for Cytology.
 - 75% of respondents rated sample transport facilities as good or very good. Biggest issue for hospital respondents was problem with fragility of the pod system. Comments include: *never seem to be enough pods, porting of urgent samples are tardy and slow when the POD system is down. POD keeps braking down with no explanation why.*
 - 87% of respondents rate the provision of consumables to wards and outpatients as good or very good.
 - 87% of respondents rate the phlebotomy service as good or very good.
 - 91% of respondents rate the availability of clinical advice as good or very good.
 - 89% of respondents rate the availability for non-clinical advice as good or very good.
 - Turnaround times for reports was rated as good or very good in 88% for Haematology, 98% for transfusion, 88% for Biochemistry, 93% for Immunology, 97% for Histopathology, 99% for Cytology and 89% for Microbiology.
 - Support provided by the point of care service was rated positive, with 94% rating the support as good or very good.
 - Overall 94% of respondents rated the quality of the pathology service received by them as good or very good.

All of the comments generated by the survey have been collated and replied to within the following document:



reply from
survey.doc

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.