

NORTH WEST ANGLIA PATHOLOGY HOSPITAL USER SURVEY 2019

RESULTS

- **Hospital User Surveys** – findings are based upon the 55 responses collected (46 responses from Peterborough City Hospital (PCH) users and the 9 responses from Hinchingbrooke Hospital (HH)) over a 2 month period
 - The Range/repertoire of tests available was rated as good or very good in most of the departments across both sites.
 - 80% at PCH respondents found the requesting procedures to be good or very good and at HH 77% rated this as good or very good.
 - More than 85% of respondents rated the provision of consumables to wards and outpatients at both sites as good or very good.
 - Both HH and PCH phlebotomy services were rated as very good or good.
 - 80% of respondents for PCH rate the availability of clinical advice as good or very good and 86% at HH.
 - 81% of respondents rate the availability for non-clinical advice as good or very good at PCH and 77% at HH.
 - Turnaround times for reports were rated as good or very good in all departments across both sites
 - 83% of respondents rated the out of hours service very good or good at HH and 89% at PCH.

Please see the User Survey 2019 Responses for all of the comments generated by the survey. These have been collated and replied to within the document.



User Survey 2019 -
Response.docx

Thankyou 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.