

Pathology Department

HH Pathology Hospital User Survey 2022 - Response to Survey Comments

COMMENT	
Phlebotomy	Pathology Response
<p>Q- How do you rate the current phlebotomy service provided by pathology?</p> <p>Comment 1-insufficient cover on weekends and bank holidays - acuity of patients over these days does not change</p> <p>Comment 2- We have our own phlebotomy team</p> <p>Comment 3-Efficient, on time and always there to help with advise</p>	<p>Weekend/bank holiday phlebotomy service is currently limited to urgent bloods only, please only request bloods at the weekend that are required over the weekend. Pathology does not have the phlebotomy budget to support extended the service over the weekend/bank holiday.</p>



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COMMENT	
Sample Transport Issues	Pathology Response
<p>Q-How do you rate the facilities for transport of your specimen? [Air tube System (POD)] [Portering - Contingency when POD not operational]</p> <p>Comment 1-There is a big issue in HH with requesting and getting blood products especially when Major haemorrhage is activated. Generally speaking it's not following the MH protocol. It's something happening very rarely and the reflex of emergency is not there, even the porters are not available.</p> <p>The lack of communication between team dealing with the patient and haematology consultant is crucial and can compromise patient's treatment.</p> <p>There is unreasonable request for clothing to provide FFP even blood lost is acute and more than 2-3 litres and the packs are not provided as required.</p> <p>Comment 2-We need to move on from paper requesting to electronic requesting so that if a patient moves ward and the paper request is left behind, it means the bloods don't get done. Let us have ICE at Hinchingbrooke!</p> <p>Comment 3-When we send blood samples through air tube, after an hour when we ring them to chase results the reception would say they have just received it.</p>	<p>Issues with portering and portering schedules please contact or complete a Datix for Facilities at HH.</p> <p>Issues with requesting blood products particularly during a major haemorrhage should be recorded via a datix for HH pathology to investigate.</p> <p>Two FFP can be provided during massive haemorrhage if clinically indicated, a clotting sample is required to establish base line levels and if further products are required for example cryoprecipitate.</p> <p>Clinisys ICE Order Comms is currently planned to be implemented at the HH site in late 2023 as part of the roll out of a new cross-site Laboratory Information Management System (LIMS).</p> <p>Once implemented at HH, ICE will allow clinical teams to see the status of requests (e.g. received in lab, results available)</p> <p>Please raise these issues as a datix for investigation as we can work with the Facilities team in accessing the transport logs of the chute during a specific time period and cross-reference against departmental audit trails. Current TAT are 1 hour for urgent requests for routine tests in haem / biochemistry and 4 hours for non-urgent requests.</p>



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No difference when we give it personally, even when we run to the lab, reception won't process it right away and when we ring them, they would say they have just received it.

Comment 4-The chute is a good facility. However, at times when we have urgent requests, we take the sample to pathology directly, but even that does not make a difference and it take ages to get the results.

Current TAT are 1 hour for urgent requests for routine tests in haem / biochemistry and 4 hours for non-urgent requests.



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COMMENT	
Out of hours service	Pathology Response
<p>Q-How do you rate the Out of Hours Service Provided?</p> <p>Comment 1-Lab staff shouts/gets mad when we request late in the day even though it can't be helped.</p>	<p>Although the department runs a 24/7 service staffing numbers are markedly reduced between the hours of 17:00 – 09:00. The behaviours described here are not in keeping with the Trust Values and Behavioural framework and must be escalated via a datix for investigation at the time of the incident.</p>

COMMENT	
Biochemistry	Pathology Response
<p>Q- Any Suggestions on how to improve the whole Laboratory service- Biochemistry department comments-</p> <p>Comment 1- Upload urgent results promptly to avoid delays and telephone requests</p> <p>Comment 2- electronic requesting and getting rid of manual writing labels</p> <p>Comment 3- change from manual to electronic requests</p> <p>Comment 4- It would be great to decrease the turnaround time</p>	<p>Clinisys ICE Order Comms is currently planned to be implemented at the HH site in late 2023 as part of the roll out of a new cross-site Laboratory Information Management System (LIMS).</p> <p>Turnaround times in the Biochemistry department at HH are consistent with nationally used targets, specifically for critical investigations (e.g. 1hr for potassium). Please feel free to contact us if there are any specific areas of the service where turnaround times are causing issues.</p>



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COMMENT	
Haematology	Pathology Response
<p>Q- Any Suggestions on how to improve the whole Laboratory service- Haematology department comments-</p> <p>Comment 1- Upload urgent results promptly to avoid delays and telephone requests</p> <p>Comment 2- electronic requesting and getting rid of manual writing labels</p> <p>Comment 3- change from manual to electronic requests, faster results for FBC. It takes 2 hours for our team to see the results</p> <p>Comment 4- It would be great to decrease the turnaround time</p>	<p>Clinisys ICE Order Comms is currently planned to be implemented at the HH site in late 2023 as part of the roll out of a new cross-site Laboratory Information Management System (LIMS).</p> <p>The current TAT is published on the pathology website and the department meets its current published target.</p>



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Transfusion	Pathology Response
<p>Q- Any Suggestions on how to improve the whole Laboratory service- Transfusion department comments-</p> <p>Comment 1- Optimise the service as National Guidelines!</p> <p>Comment 2- Review should show when a group and save has been received even though there are no results yet. This will assure our team that G&S is being processed and will avoid us from calling them every time to check if they have accepted our G&S and if it's processing. Change from manual to electronic requests.</p> <p>Comment 3- It would be great to decrease the turnaround time</p>	<p>National guidelines- Pathology adheres to the policies and regulations as per BSQR regulations and JPAC (Joint UK Blood transfusion and tissue transplantation services professional advisory committee. Please provide a datix or specific incident for HH pathology to investigate.</p> <p>Review does not have the ability to show a work in progress sample- only those authorised. A rejected sample will be authorised and shown in review promptly.</p> <p>The current TAT is published on the pathology website and the department meets its current published target.</p>

COMMENT	
Microbiology	Pathology Response
<p>Q- Any Suggestions on how to improve the whole Laboratory service- Microbiology department comments-</p> <p>Comment 1- electronic requesting and getting rid of manual writing labels</p> <p>Comment 2- change from manual to electronic requests</p>	<p>Clinisys ICE Order Comms is currently planned to be implemented at the HH site in late 2023 as part of the roll out of a new cross-site Laboratory Information Management System (LIMS).</p>



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COMMENT	Pathology Response
<p>Whole laboratory service at PCH</p> <p>Q- Any Suggestions on how to improve the whole Laboratory service- whole laboratory service at HH comments-</p> <p>Comment 1- electronic requesting and sticky labels for samples are required</p> <p>Comment 2- bloods which are sent away to PCH or micro samples have delay due to the transit time which is frustrating.</p> <p>Comment 3- electronic requesting and getting rid of manual writing labels</p> <p>Comment 4- change to ICE rather than review.</p>	<p>Our policy across HH, PCH and SGH sites is that we do not accept printed labels due to the known patient safety risks of using pre-printed labels. Options for bedside label printing which can be linked to a positive patient identification process are currently being explored.</p> <p>There is no microbiology service at HH, and so all samples for microbiology are sent via the regular GSG transport.</p> <p>Clinisys ICE Order Comms is currently planned to be implemented at the HH site in late 2023 as part of the roll out of a new cross-site Laboratory Information Management System (LIMS). This will consolidate ICE as a results viewer across sites so Review is no longer required.</p>



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