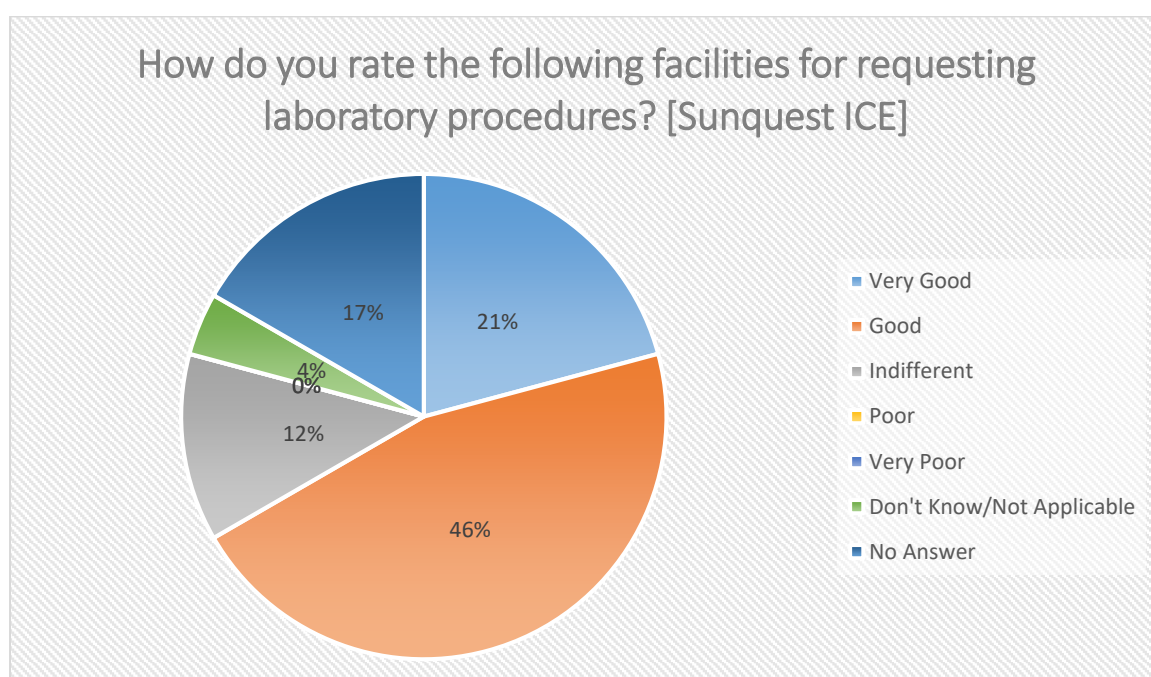
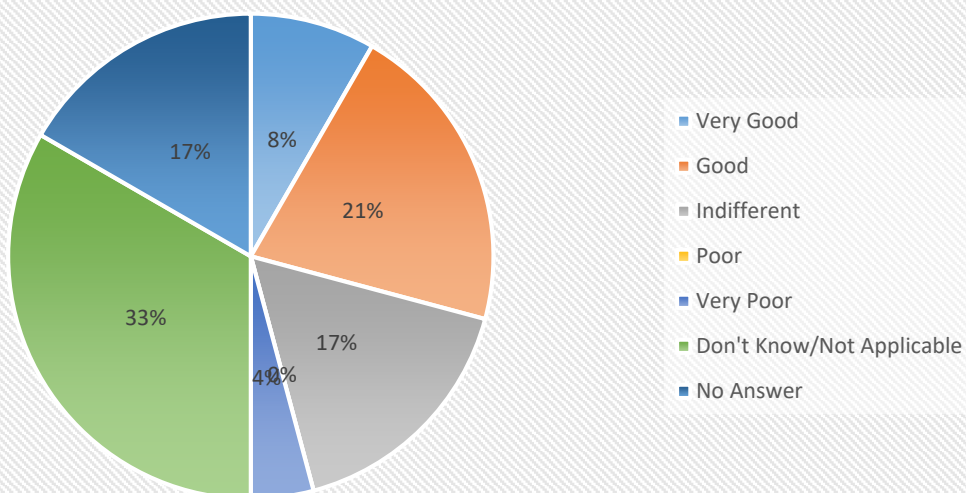


NORTH WEST ANGLIA PATHOLOGY GP USER SURVEY 2021 Peterborough City Hospital and Stamford RESULTS

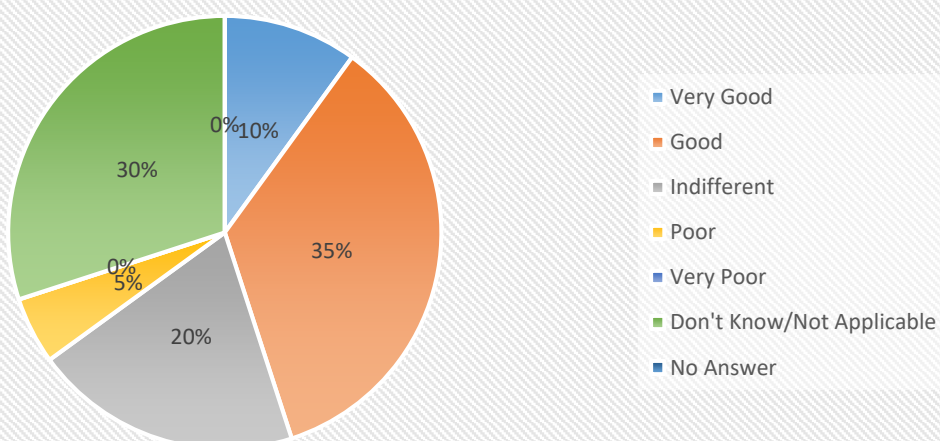
- **GP User Surveys** – findings are based upon the 20 responses collected (over a 5 week period responses from PCH which is a decreased rate of responses the last GP user survey 28 responses from Peterborough City Hospital (PCH) users in 2019 over a two month period
 - The Range/repertoire of tests available was rated as good or very good in most of the departments.
 - Respondents rated the availability of clinical advice as good or very good
 - Only 30% of respondents had used the user handbook/Website.
 - Please see below for charts of the specific questions posed.



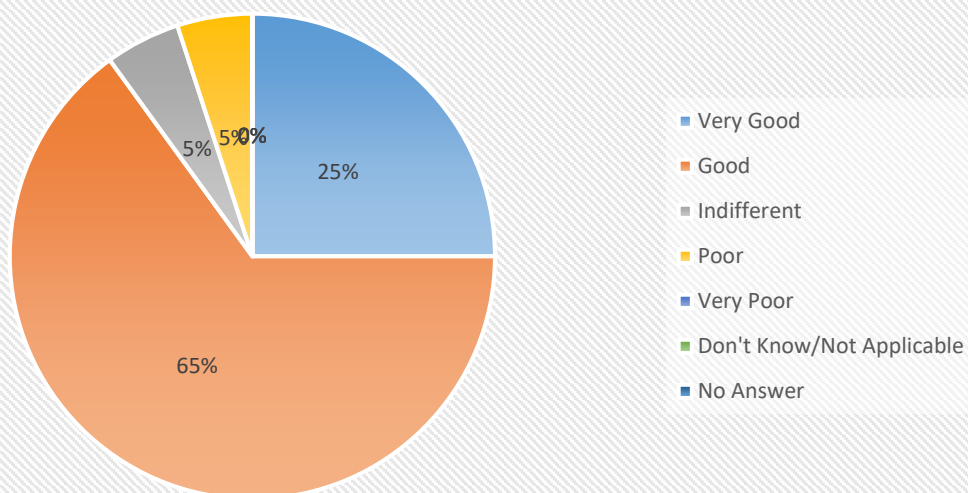
How do you rate the following facilities for requesting laboratory procedures? [Manual Requesting]



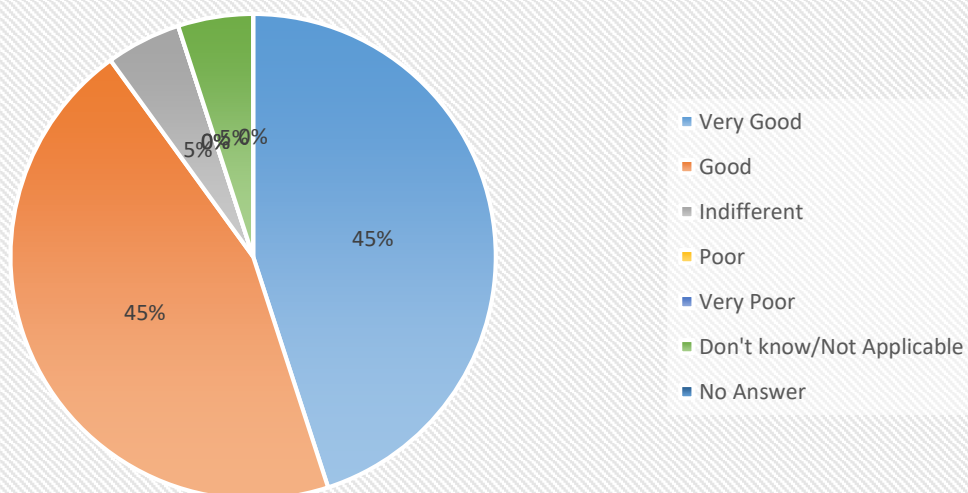
How do you rate the following facilities for requesting laboratory procedures? [Requesting add-on Tests and Verbal Requests]



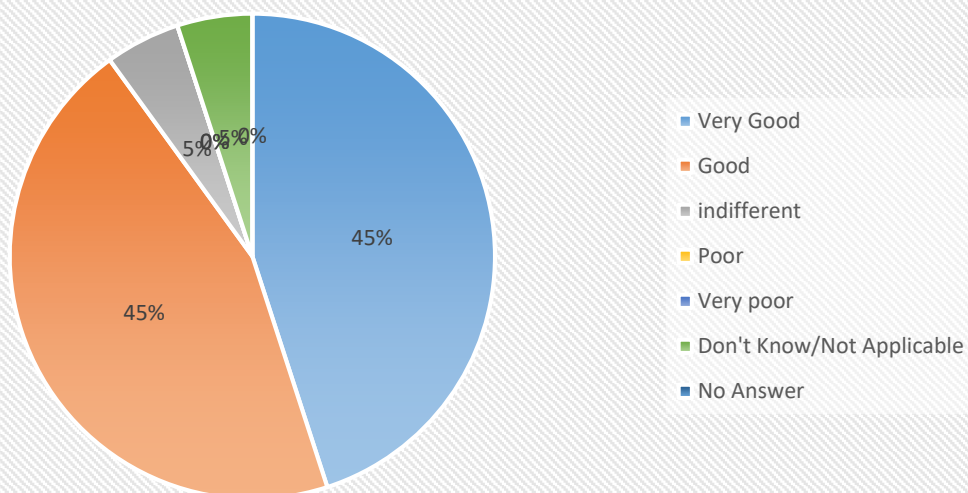
How do you rate the sample collection service provided?



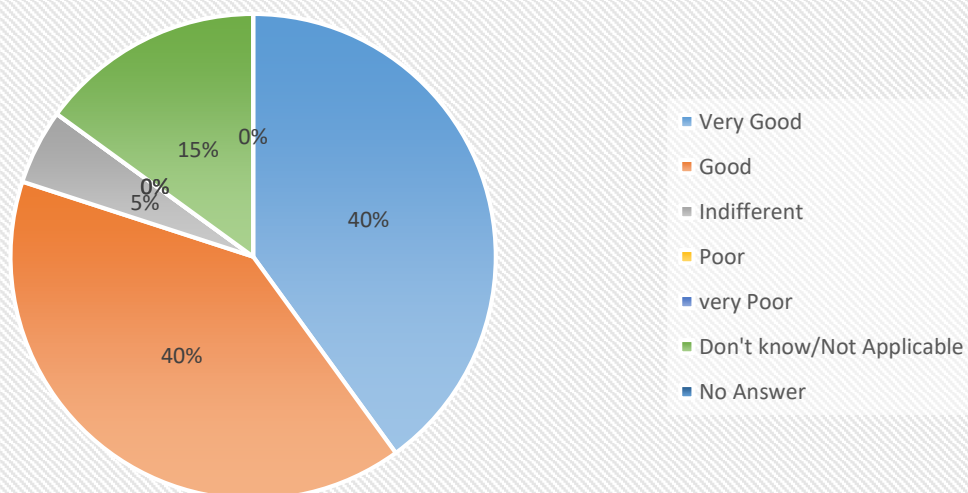
How do you rate the range / repertoire of tests available? (Haematology/BT)



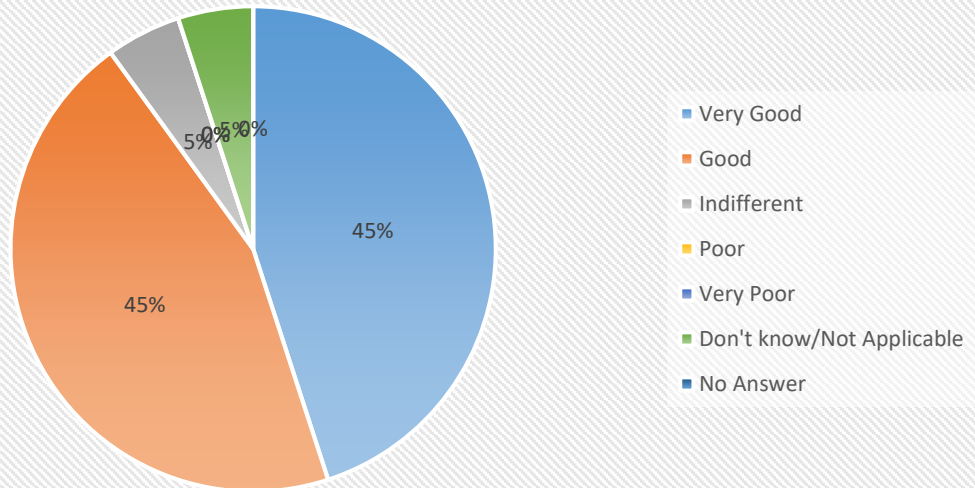
How do you rate the range / repertoire of tests available? (Biochemistry)



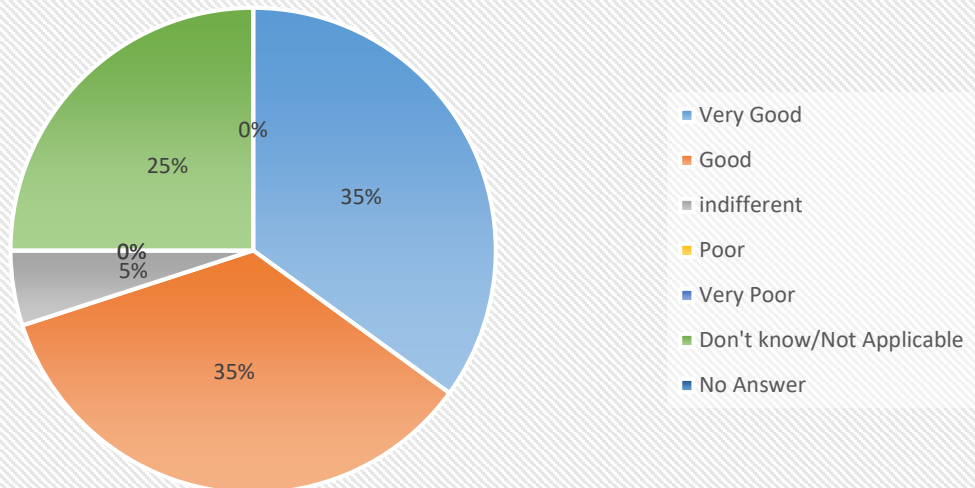
How do you rate the range / repertoire of tests available? (Immunology)



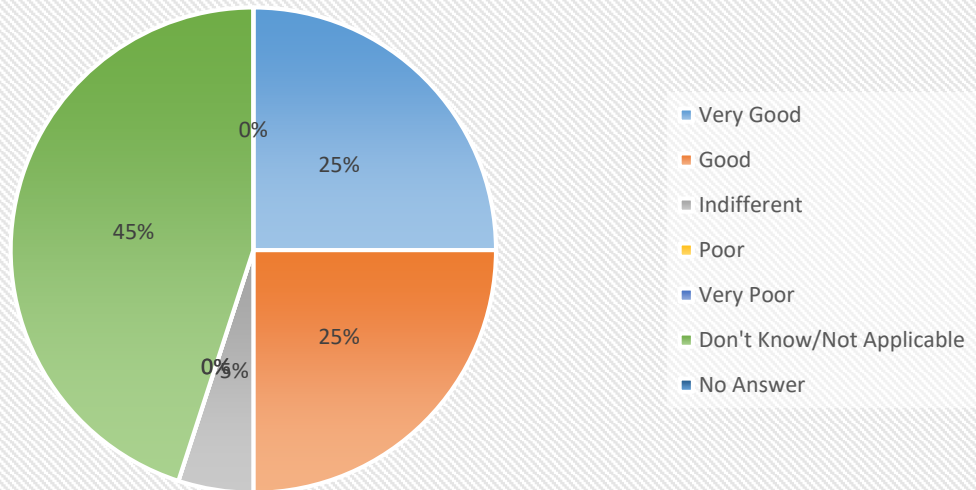
How do you rate the range / repertoire of tests available? (Microbiology)



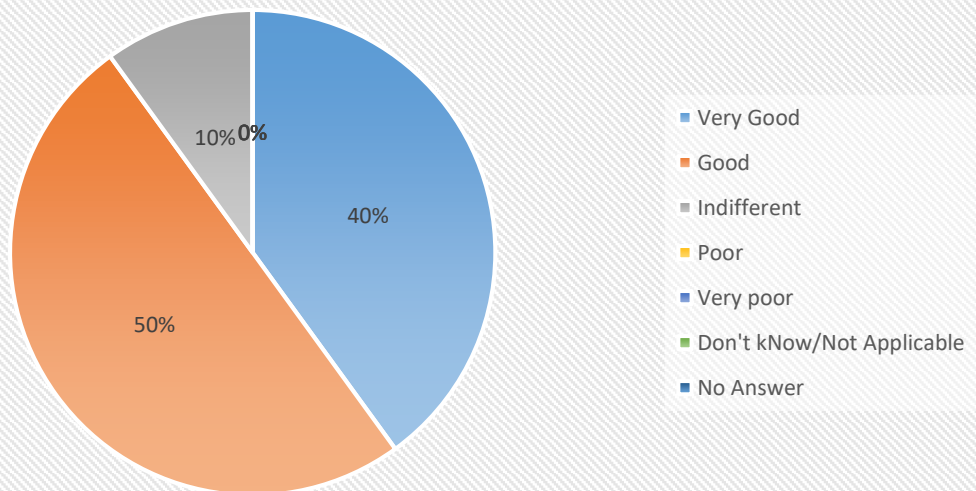
How do you rate the range / repertoire of tests available? (Histology)



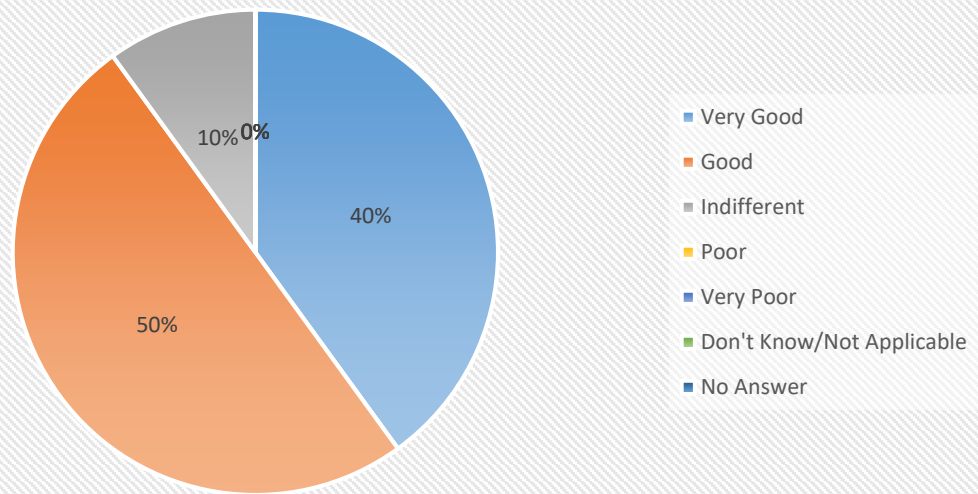
How do you rate the range / repertoire of tests available? (Non-Gynae Cytology)



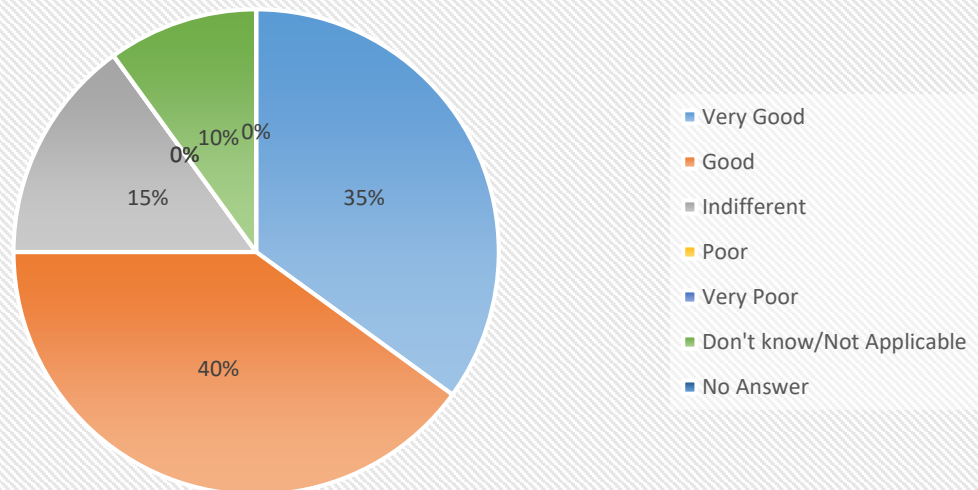
How do you rate the quality of the reports you receive? (Biochemistry)



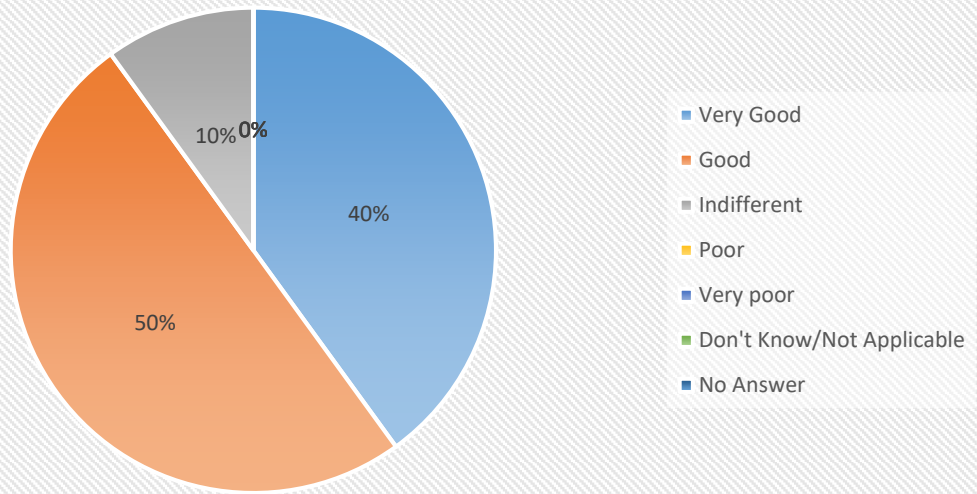
How do you rate the quality of the reports you receive? (Haematology/BT)



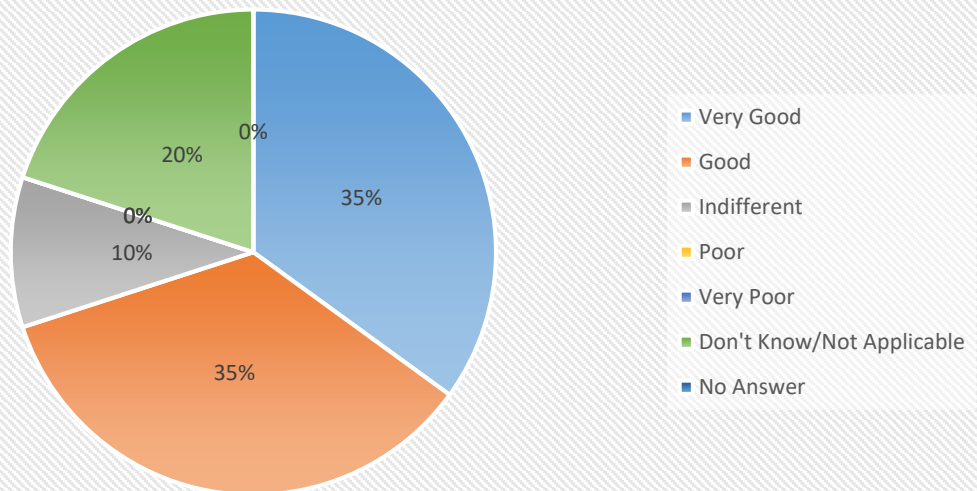
How do you rate the quality of the reports you receive? (Immunology)



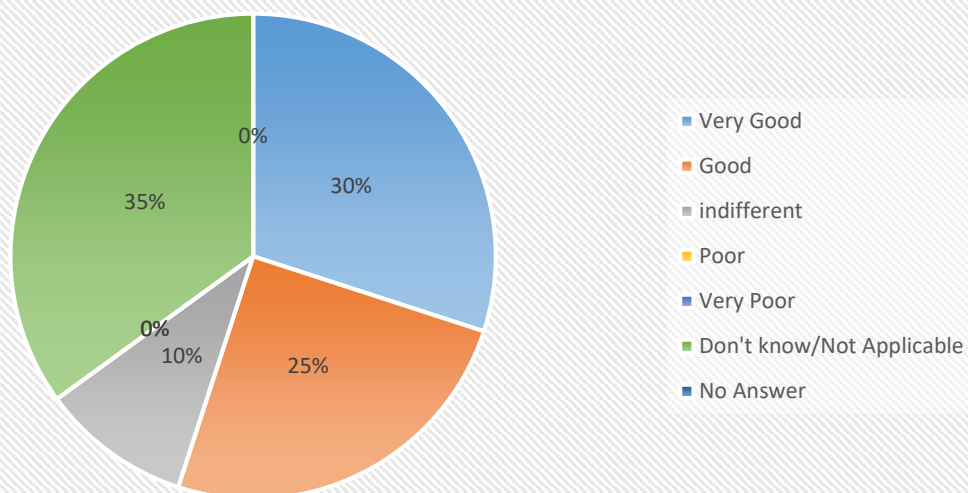
How do you rate the quality of the reports you receive? (Microbiology)



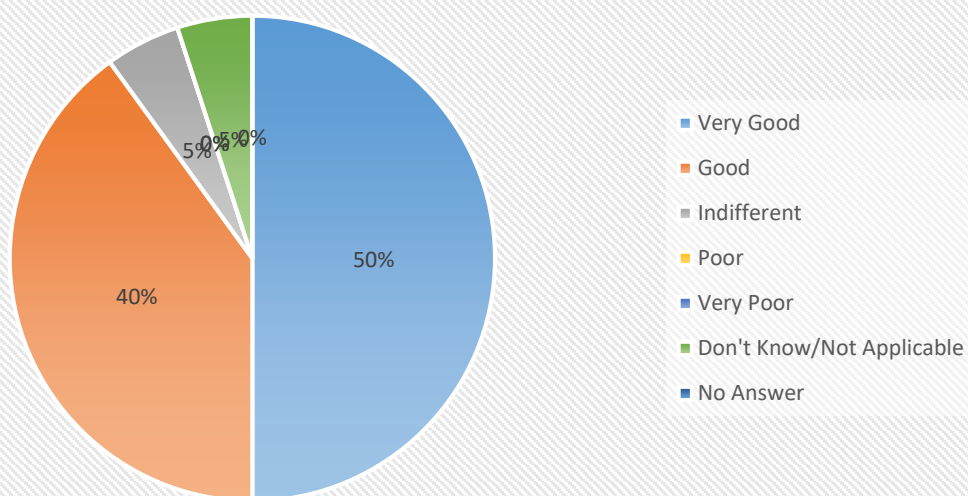
How do you rate the quality of the reports you receive? (Histopathology)



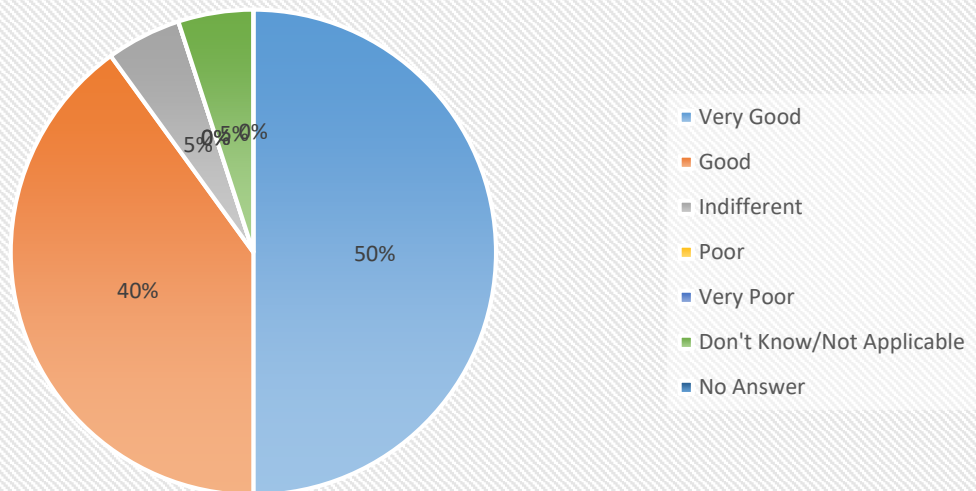
How do you rate the quality of the reports you receive? (Non Gynae Cytology)



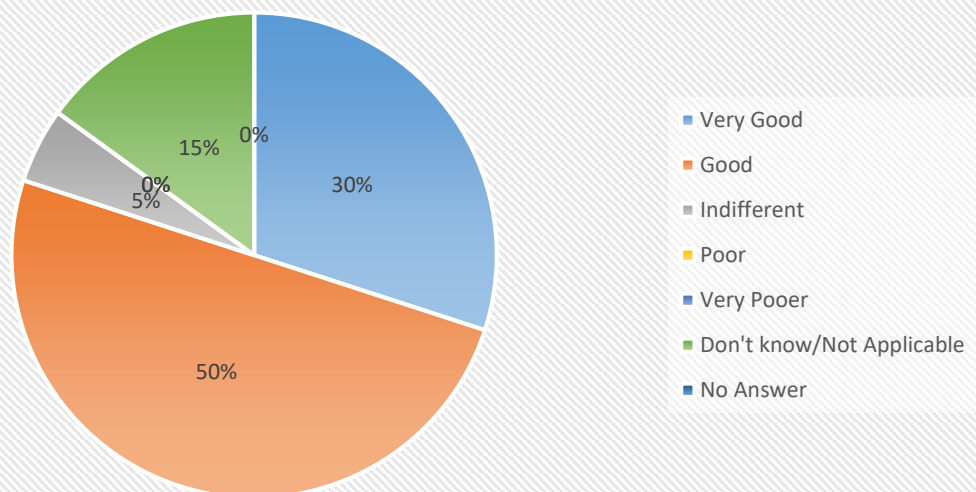
How do you rate the turnaround time for the results you receive? (Biochemistry)



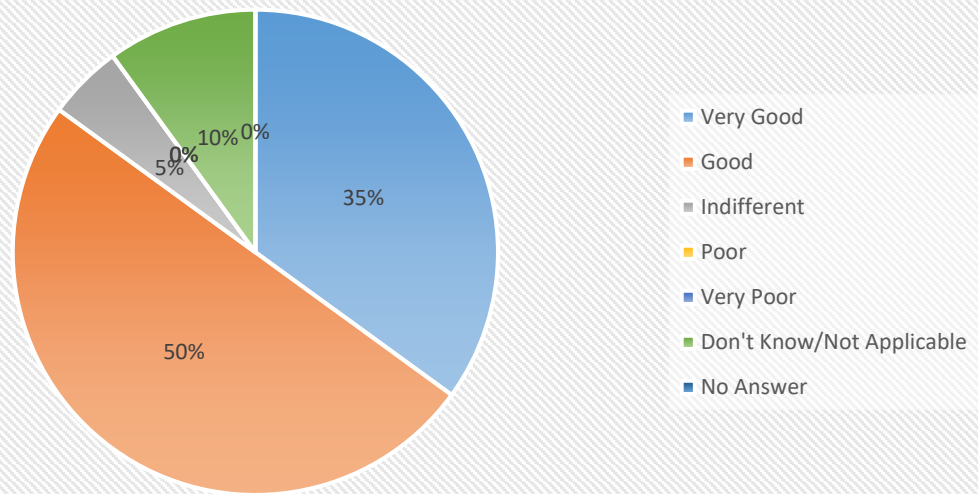
How do you rate the turnaround time for the results you receive? (Haematology/BT)



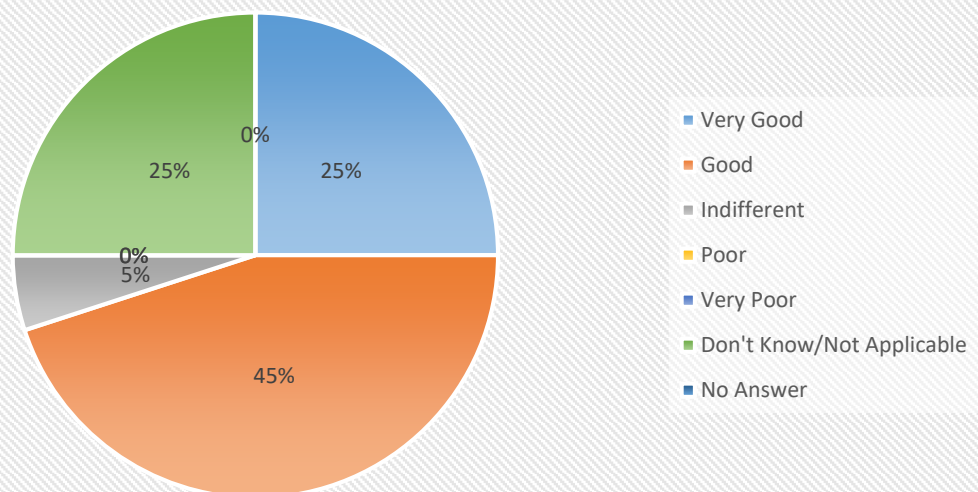
How do you rate the turnaround time for the results you receive? (Immunology)



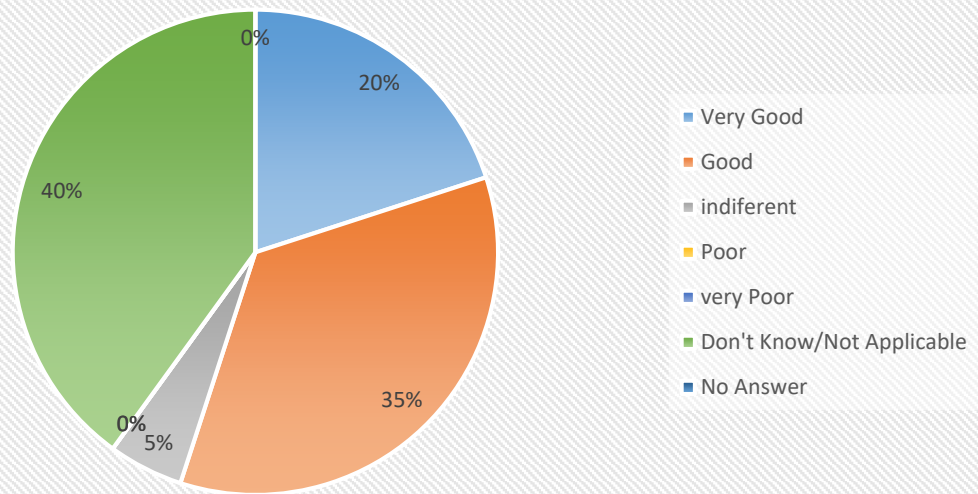
How do you rate the turnaround time for the results you receive? (Microbiology)



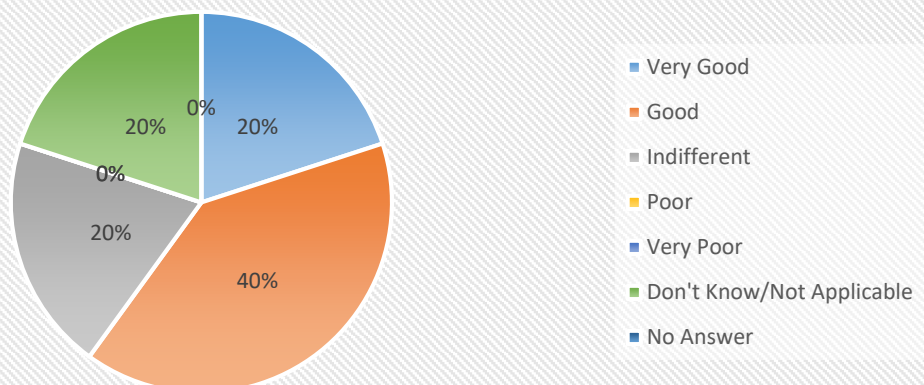
How do you rate the turnaround time for the results you receive? (Histopathology)



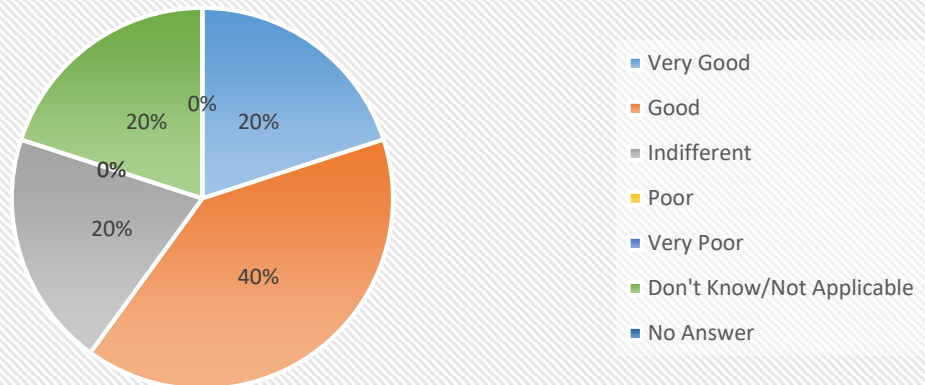
How do you rate the turnaround time for the results you receive? (Non Gynae Cytology)



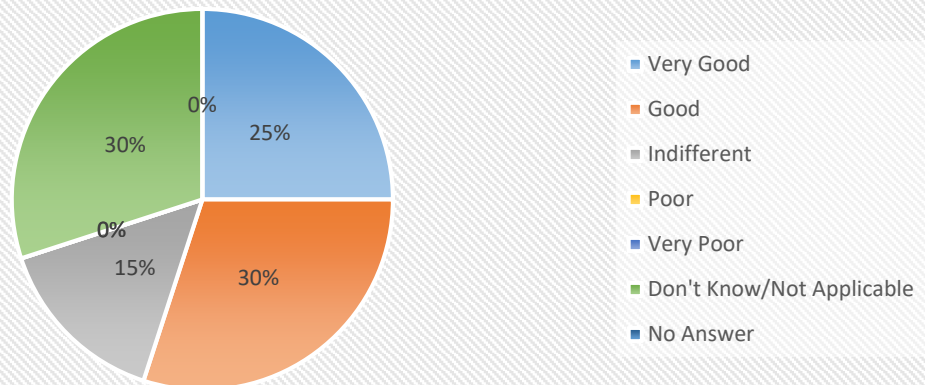
How do you rate the availability of clinical advice (Biochemistry) provided to you (this may include - assistance with test selection, result interpretation or suggestions for further testing)?



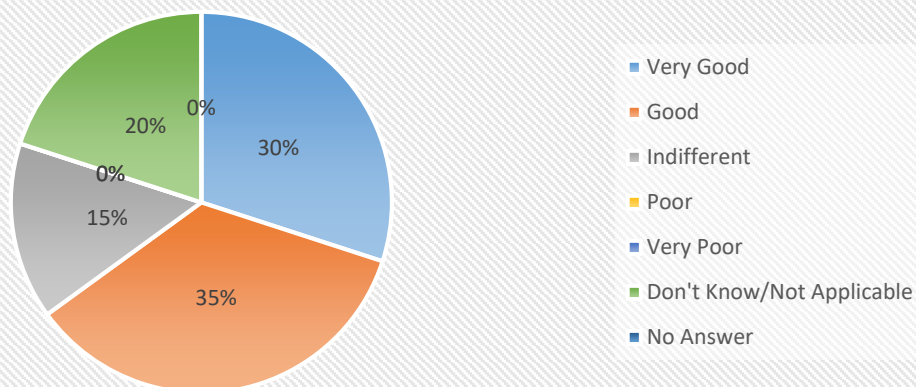
How do you rate the availability of clinical advice (Haematology/BT) provided to you (this may include - assistance with test selection, result interpretation or suggestions for further testing)?



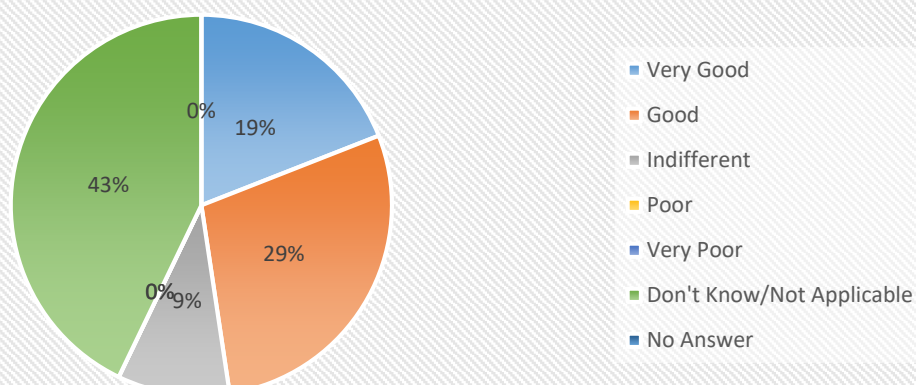
How do you rate the availability of clinical advice provided to you (Immunology) (this may include - assistance with test selection, result interpretation or suggestions for further testing)?



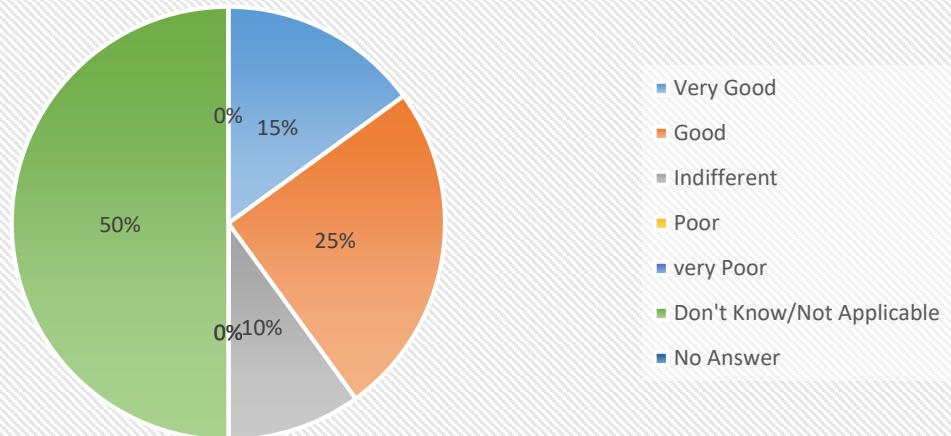
How do you rate the availability of clinical advice provided to you (Microbiology) (this may include - assistance with test selection, result interpretation or suggestions for further testing)?



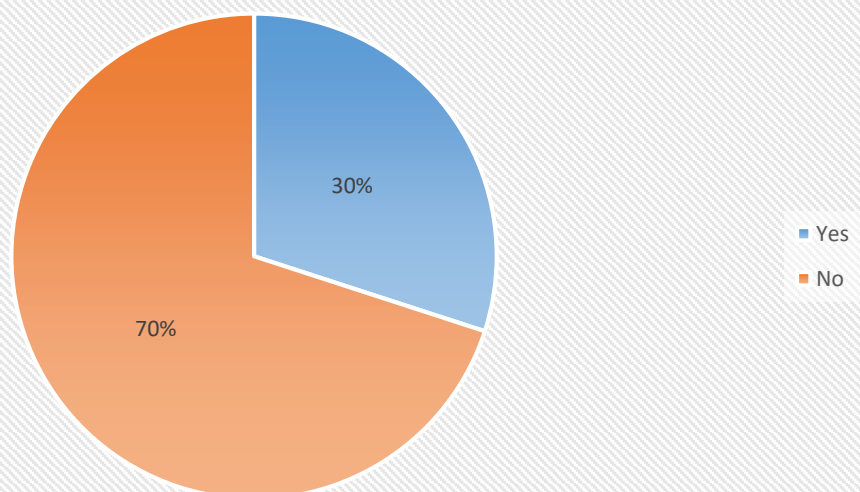
How do you rate the availability of clinical advice provided to you (Histopathology) (this may include - assistance with test selection, result interpretation or suggestions for further testing)?



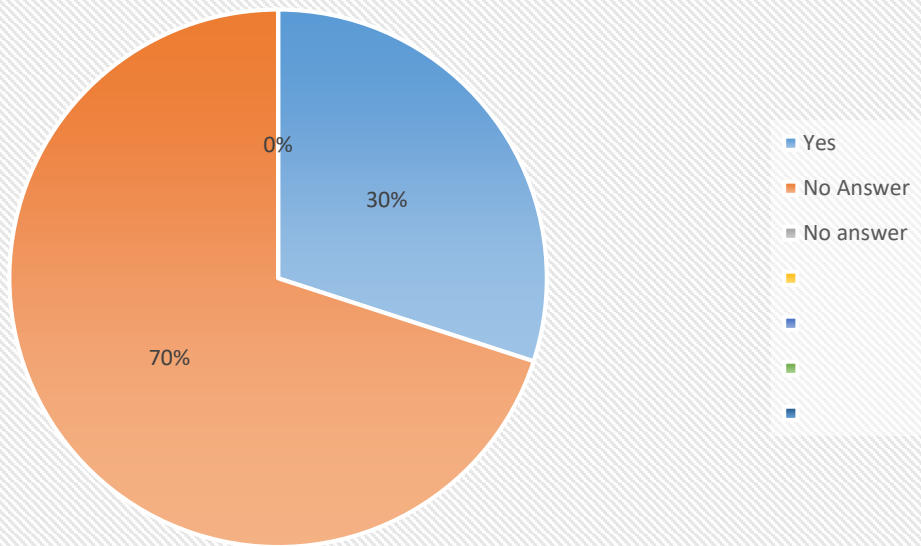
How do you rate the availability of non-clinical advice provided to you (Non-gynae cytology) (this may include - laboratory related queries)?



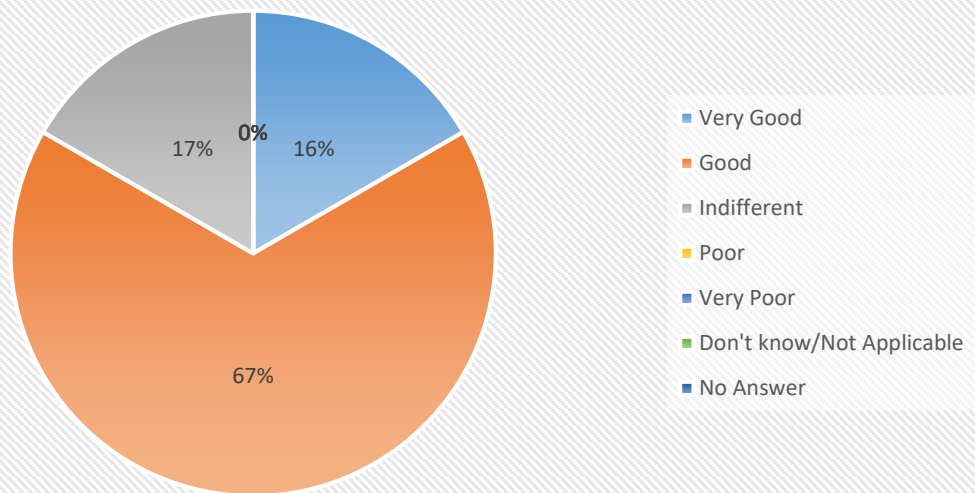
Have you used the website and/or pathology handbook



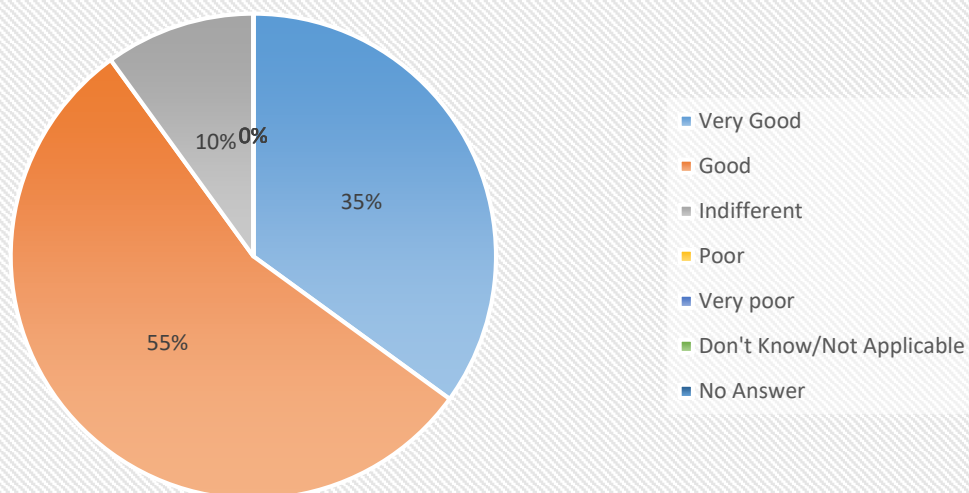
Do you find the handbook useful?



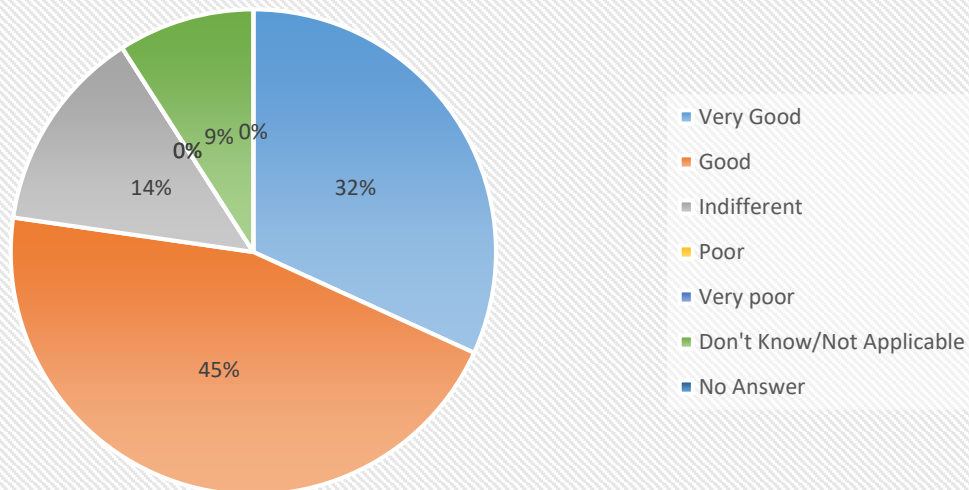
How do you rate the usefulness of the information provided via the website?



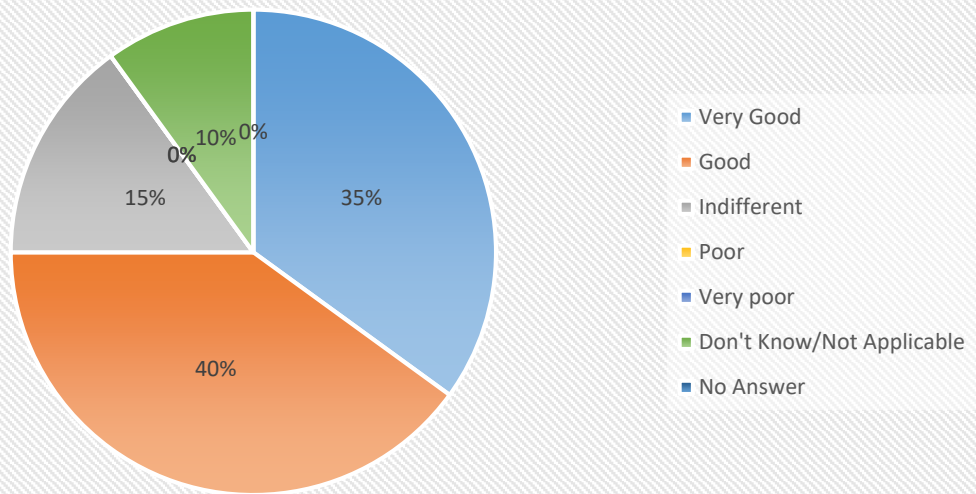
Overall, how do you rate the quality of pathology services (Biochemistry) offered to you?



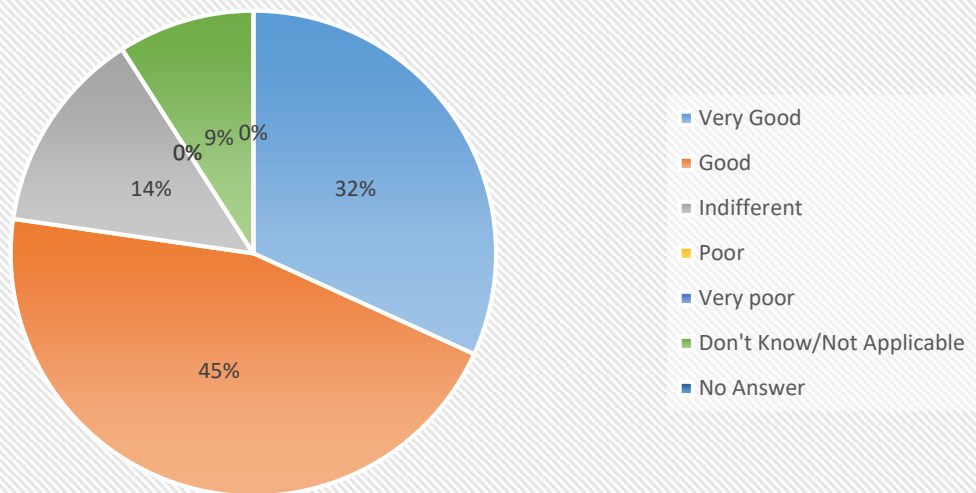
Overall, how do you rate the quality of pathology services (Haematology/BT) offered to you?



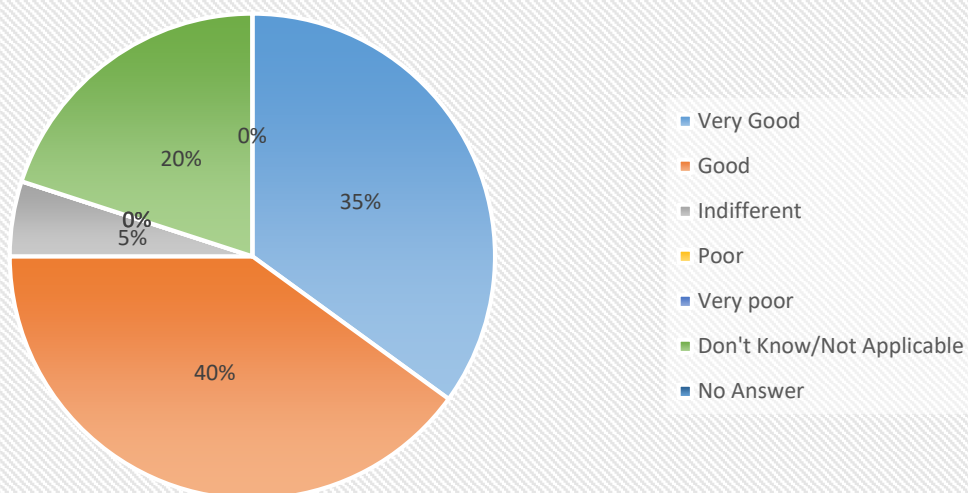
Overall, how do you rate the quality of pathology services (Immunology) offered to you?



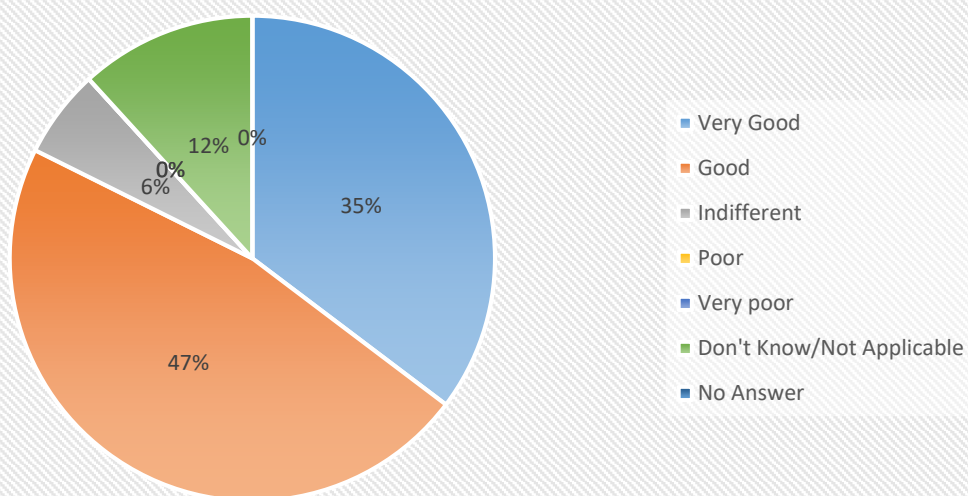
Overall, how do you rate the quality of pathology services (Microbiology) offered to you?



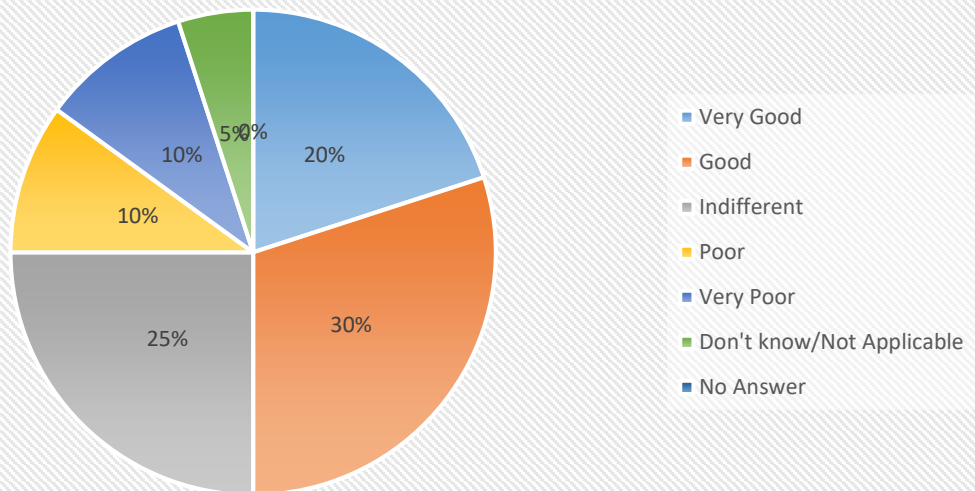
Overall, how do you rate the quality of pathology services (Histopathology) offered to you?



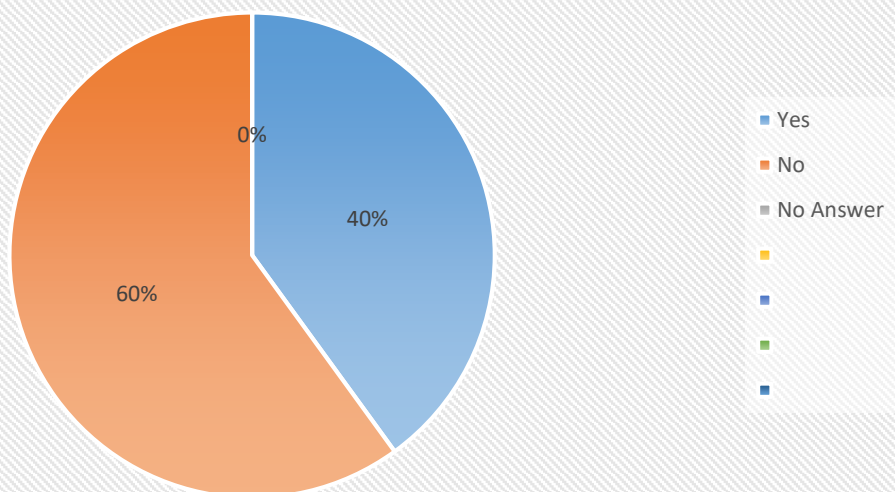
Overall, how do you rate the quality of pathology services (Non-Gynae cytology) offered to you?



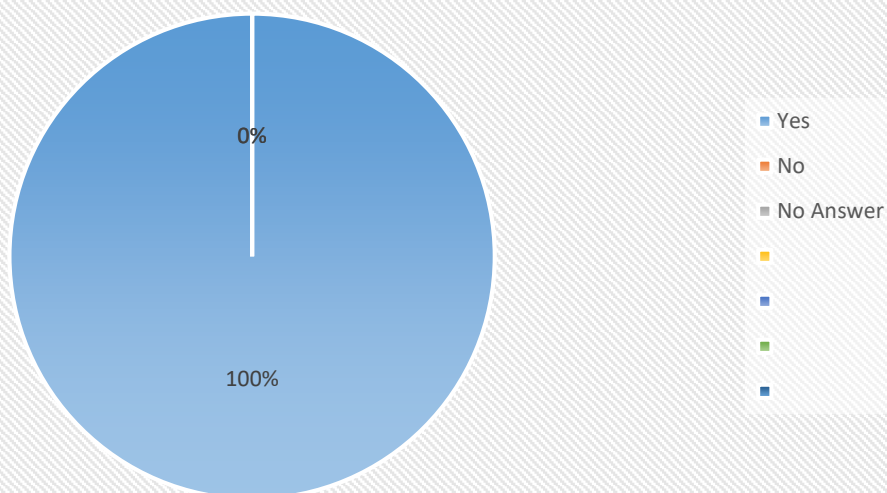
How do you rate the communication between the Trust and your practice?



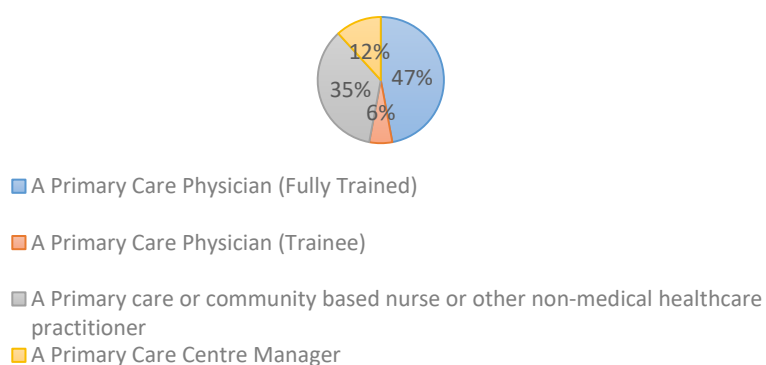
Are you aware of the opening times of the Stamford Phlebotomy clinic



Would you recommend North West Anglia NHS Foundation Trust (NWAFT) to a colleague?



Please state your professional group / grade from the following options:



Please see the User Survey 2021 Responses for all of the comments generated by

the survey. These have been collated and replied to Separately.

No survey was conducted during 2020 due to the Sars-Cov-2 pandemic.

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.