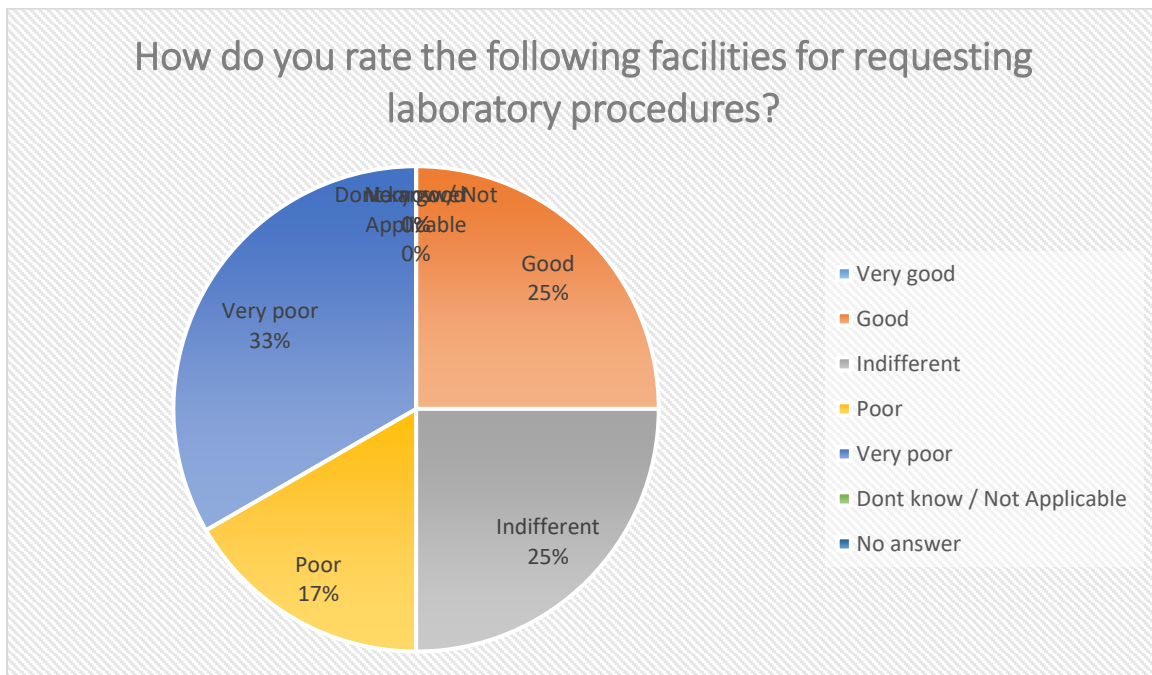


NORTH WEST ANGLIA PATHOLOGY HOSPITAL USER SURVEY 2022
Hinchingbrooke Hospital RESULTS

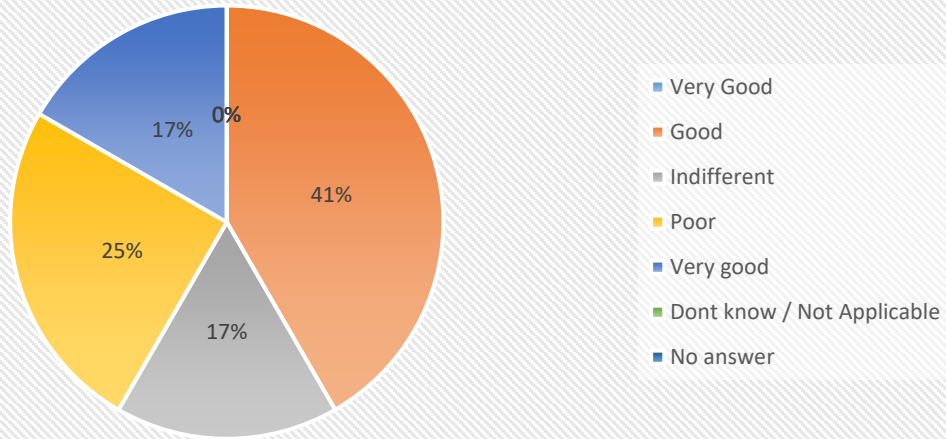
Hospital User Surveys – findings are based upon the 12 responses collected over a 5 week period.

- The Range/repertoire of tests available was rated as good or very good in most of the departments.
- 25% Respondents found the requesting procedures to be good however the (50%) rated this as poor or very poor.
- 40% rated Phlebotomy services as good. A decrease from 59% in 2021
- 58% of respondents rate the availability of clinical advice as good or very good. An increase from 45% in 2021
- 53% of respondents rate the availability for non-clinical advice as good or very good. an increase from 35% in 2021, though 7% of respondent rated this service as poor.
- 80% of users have not used the laboratory handbook and a final 20% did not answer.
- Turnaround times for reports was rated as good or very good in the majority of departments at around 65% but a further 21% rated this as poor or very poor.
- 13% of respondents rated the out of hour's service very good or good, a decrease from 2021 when 29% of respondents rated the out of hour's service very good or good, though the many respondents rated this as poor or very poor 14%
- Please see below for charts of the specific questions posed.

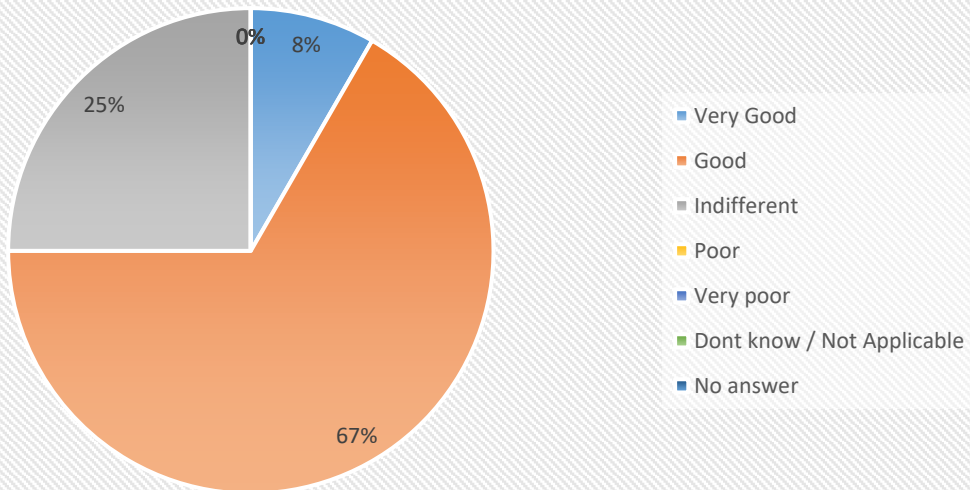


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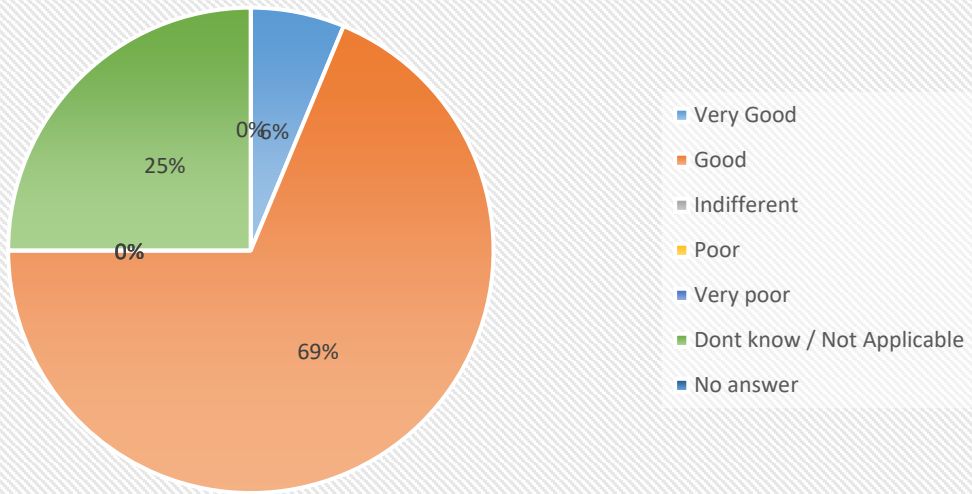
How do you rate the following facilities for requesting laboratory procedures? (Add on tests and verbal requests)



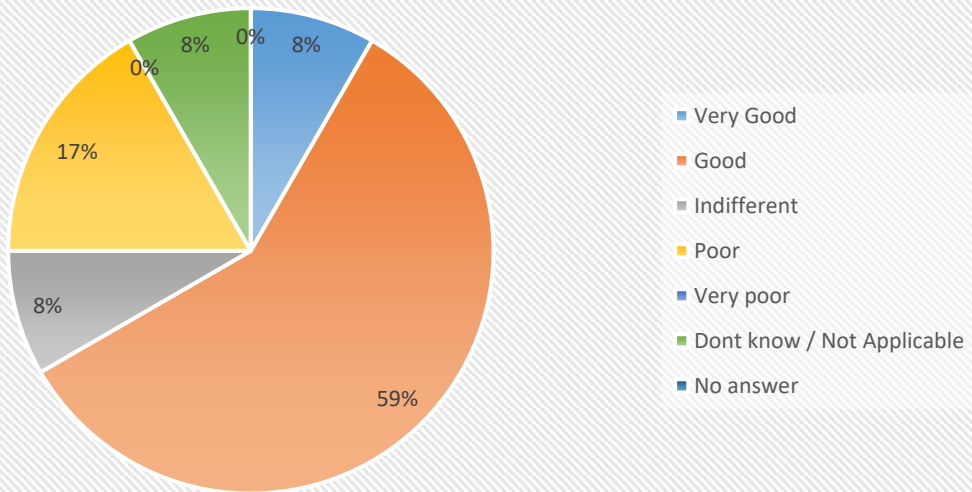
How do you rate the range / repertoire of tests available? (Biochemistry)



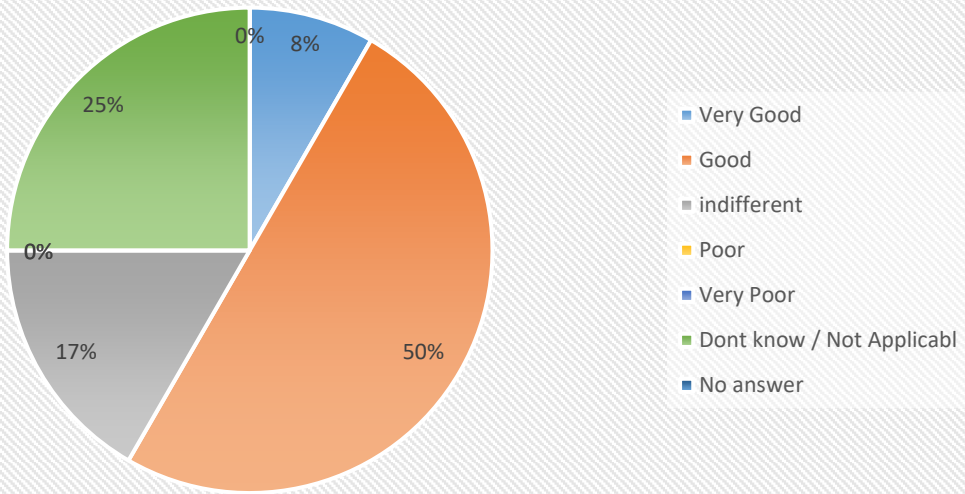
How do you rate the range / repertoire of tests available? (Haematology)



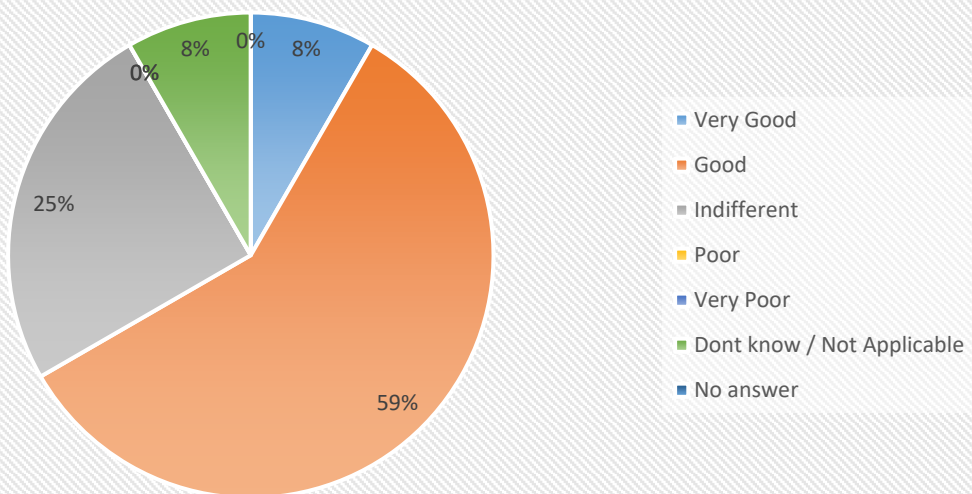
How do you rate the range / repertoire of tests available? (Blood transfusion)



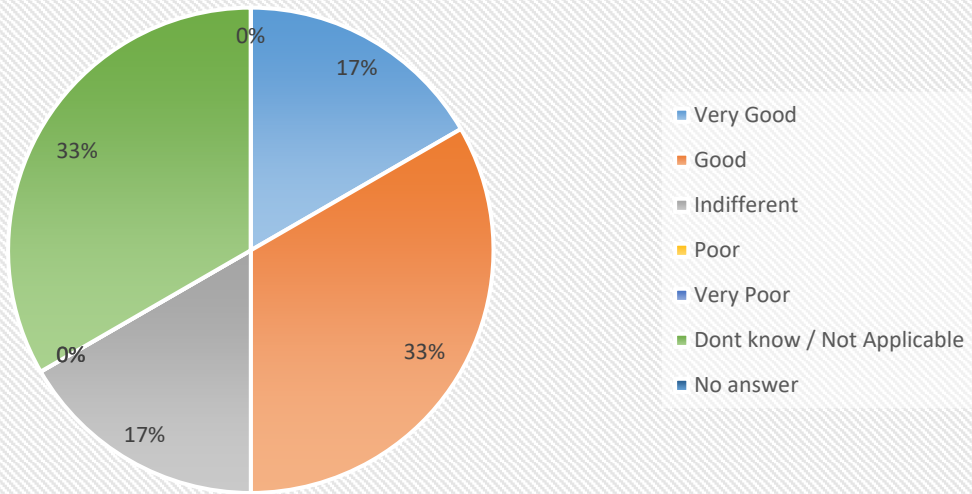
How do you rate the range / repertoire of tests available? (Immunology)



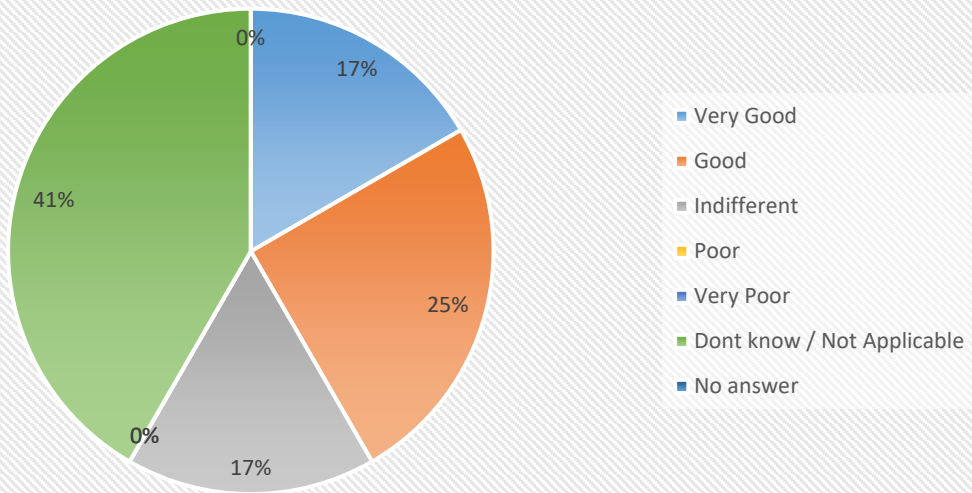
How do you rate the range / repertoire of tests available? (Microbiology)



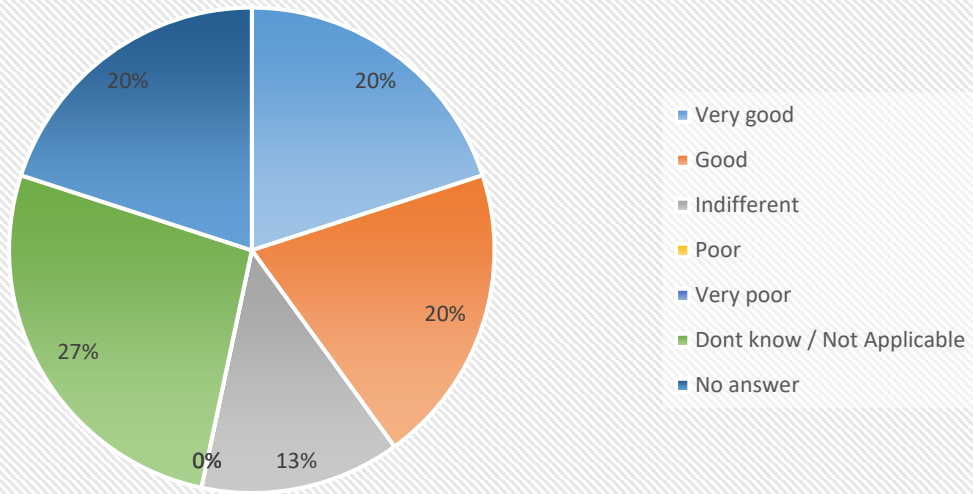
How do you rate the range / repertoire of tests available? (Histopathology)



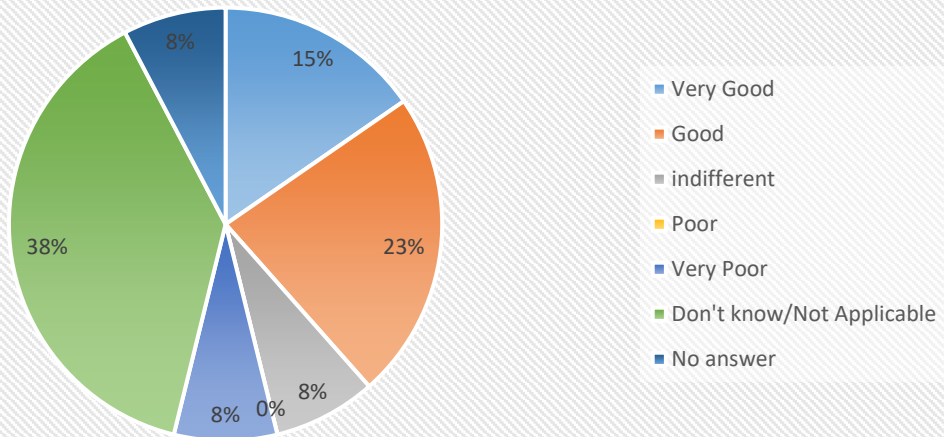
How do you rate the range / repertoire of tests available? (Non-Gynae cytology)



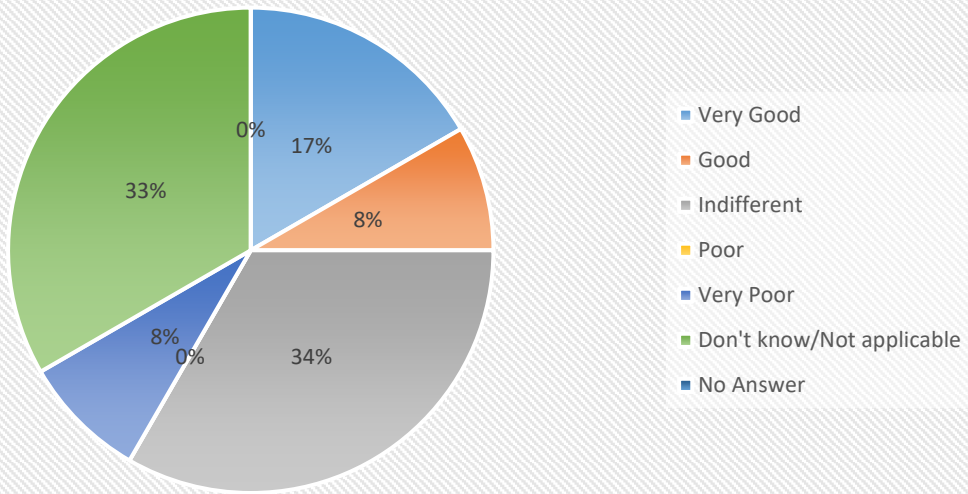
How do you rate the current phlebotomy service provided by pathology?



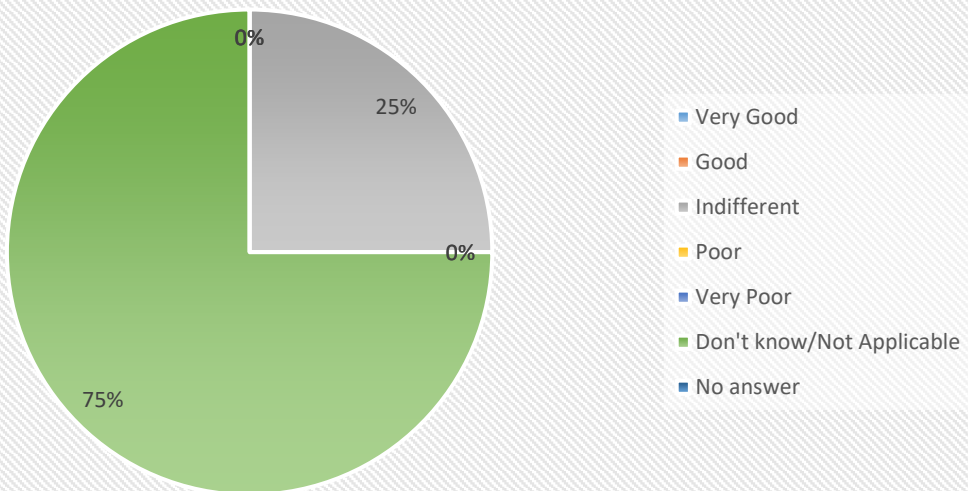
How do you rate the facilities for transport of your specimen? Air tube System (CHUTE)- If you use this System



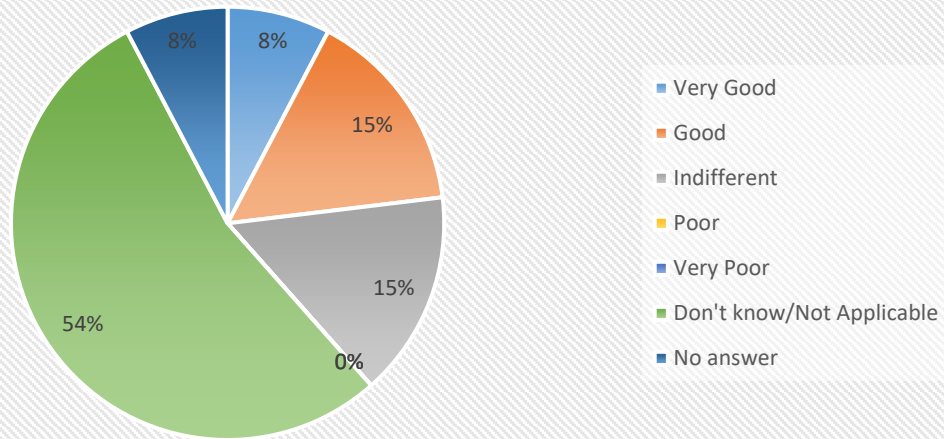
How do you rate the facilities for transport of your specimen? (Portering)



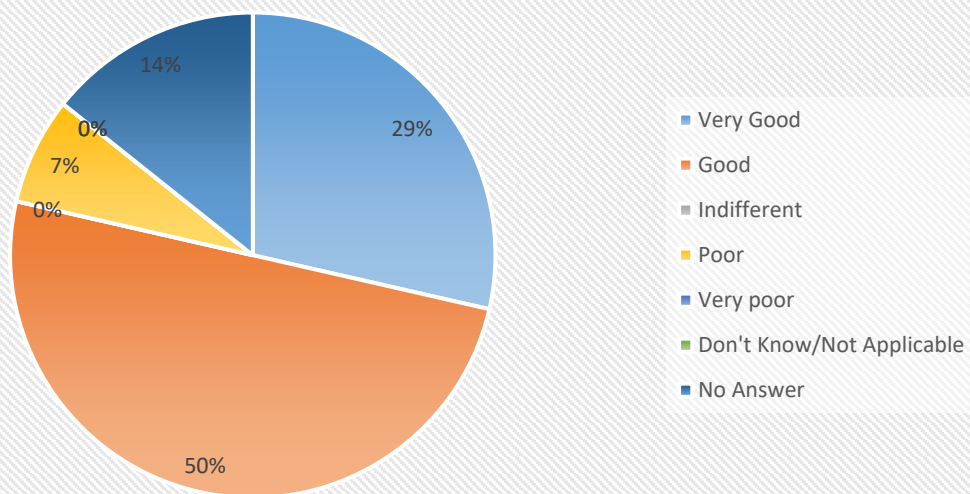
How do you rate the facilities for transport of your specimen? (Other)



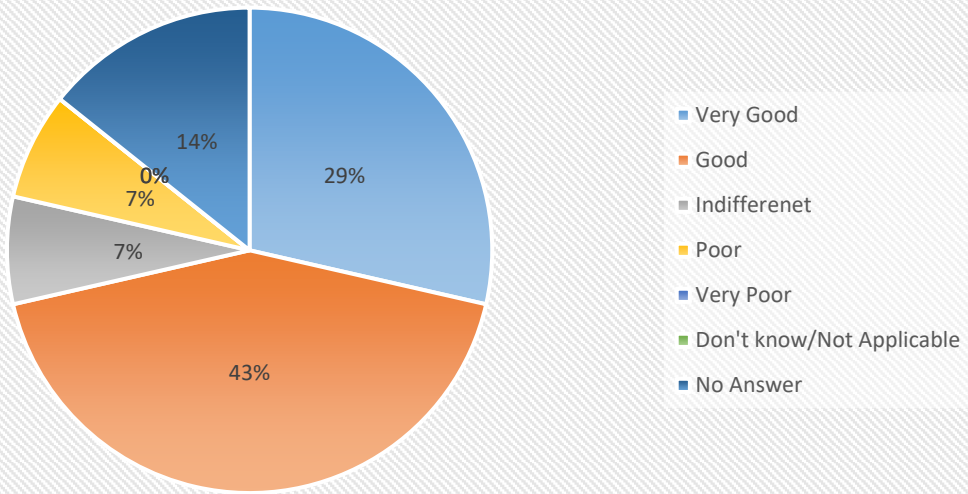
Pathology currently provides consumables to wards and outpatient departments how would you rate this service?



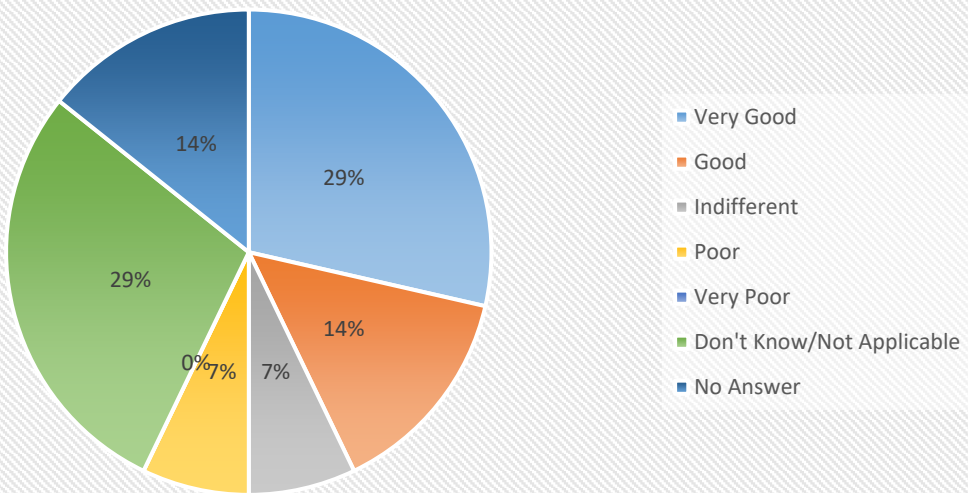
How do you rate the quality of the reports you receive? (Biochemistry)



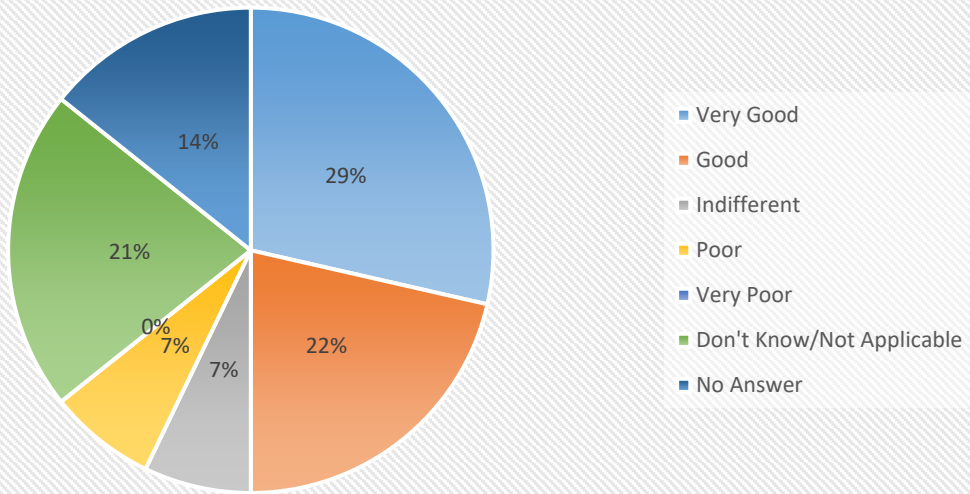
How do you rate the quality of the reports you receive? (Haematology)



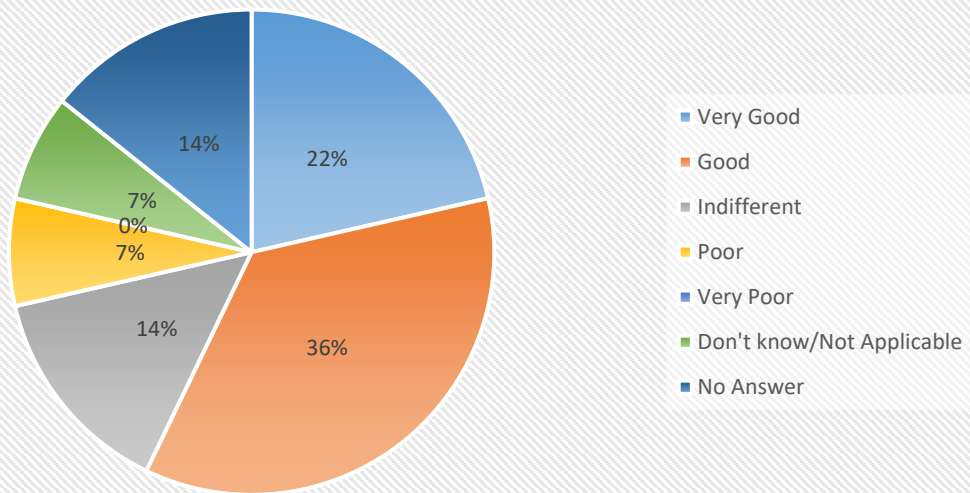
How do you rate the quality of the reports you receive? (Transfusion)



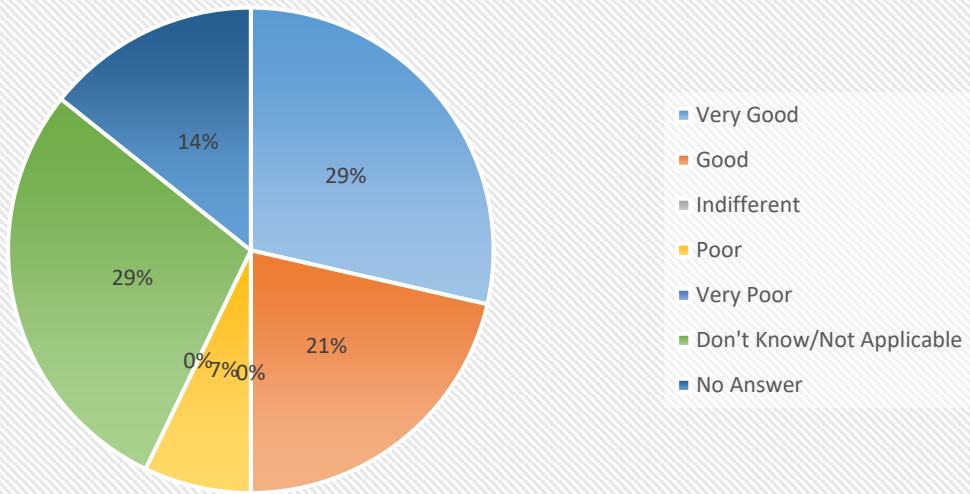
How do you rate the quality of the reports you receive? (Immunology)



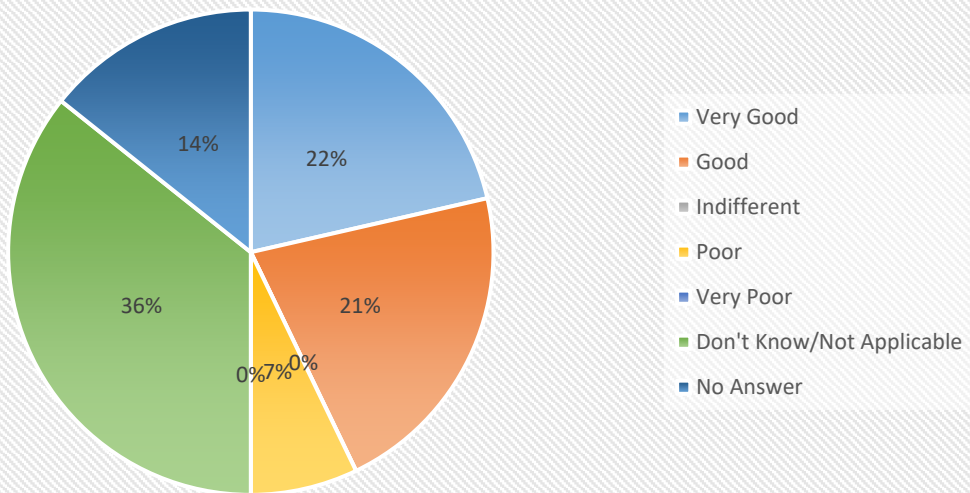
How do you rate the quality of the reports you receive? (Microbiology)



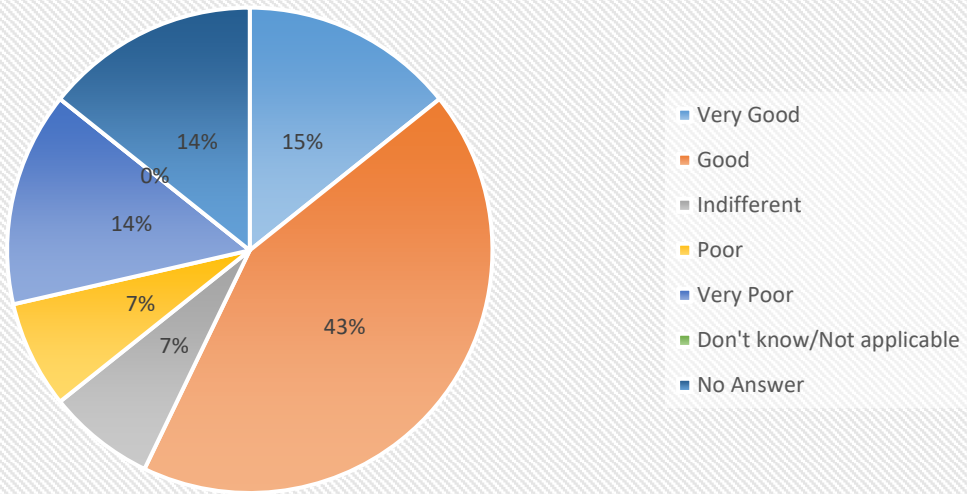
How do you rate the quality of the reports you receive? (Histopathology)



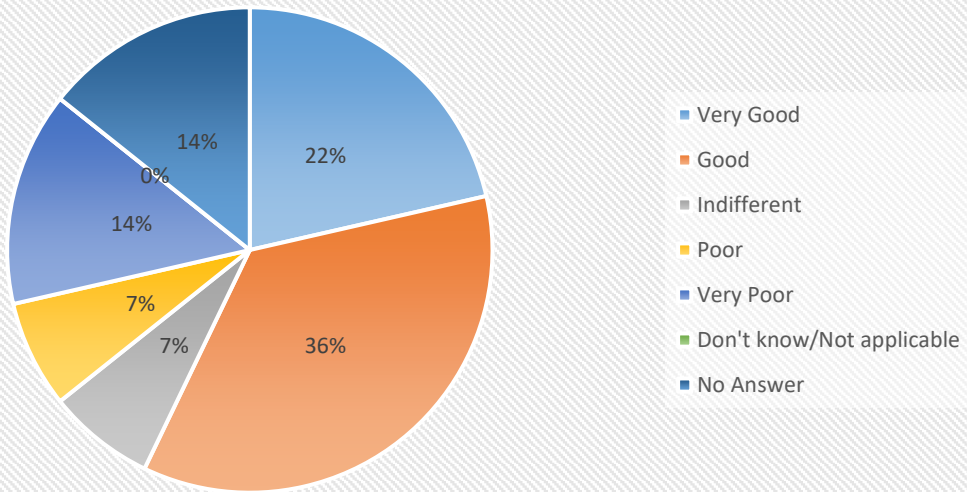
How do you rate the quality of the reports you receive? (Non Gynae)



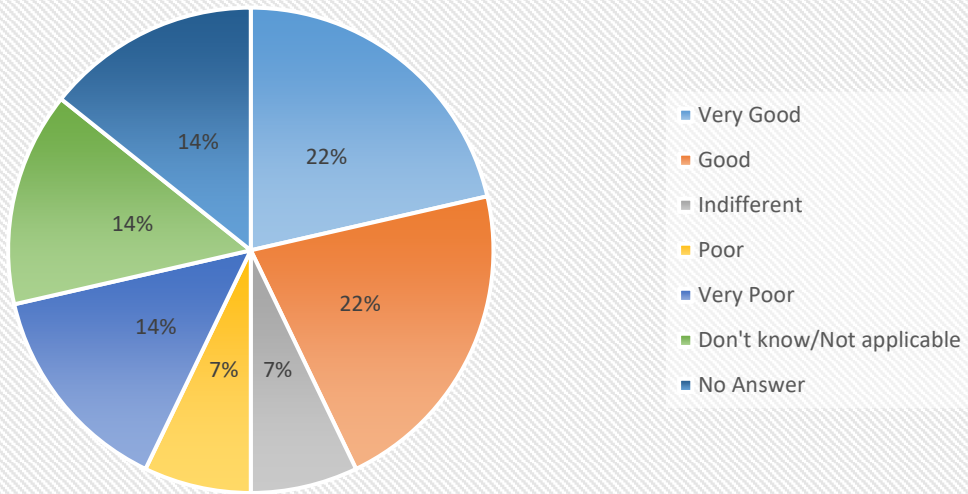
How do you rate the turnaround time for the results you receive? (Biochemistry)



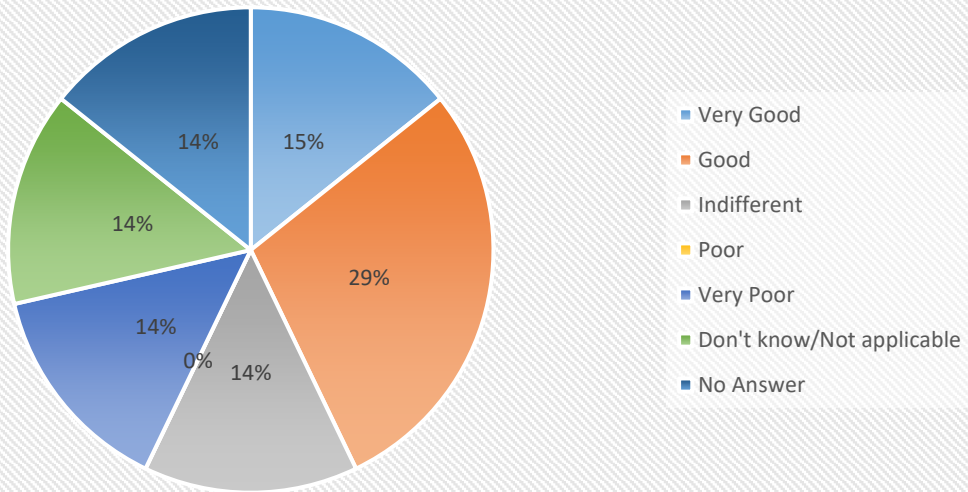
How do you rate the turnaround time for the results you receive? (Haematology)



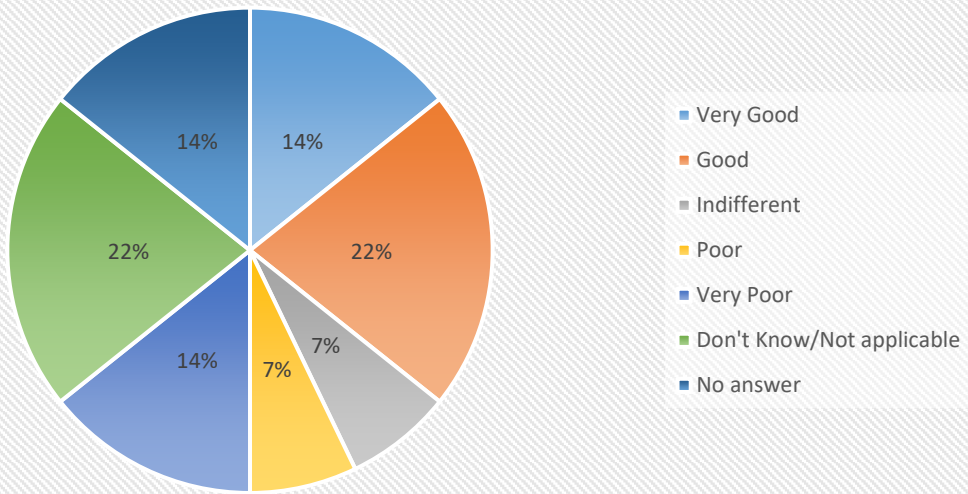
How do you rate the turnaround time for the results you receive? (Transfusion)



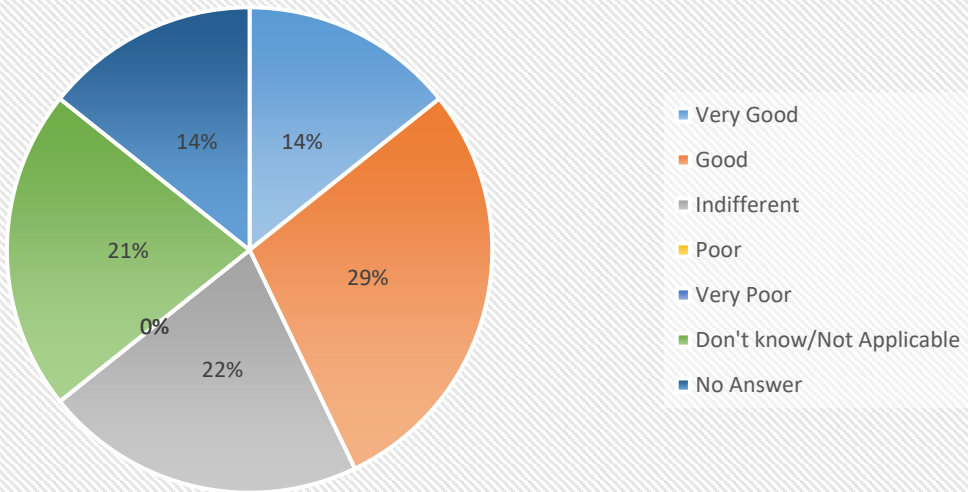
How do you rate the turnaround time for the results you receive? (Immunology)



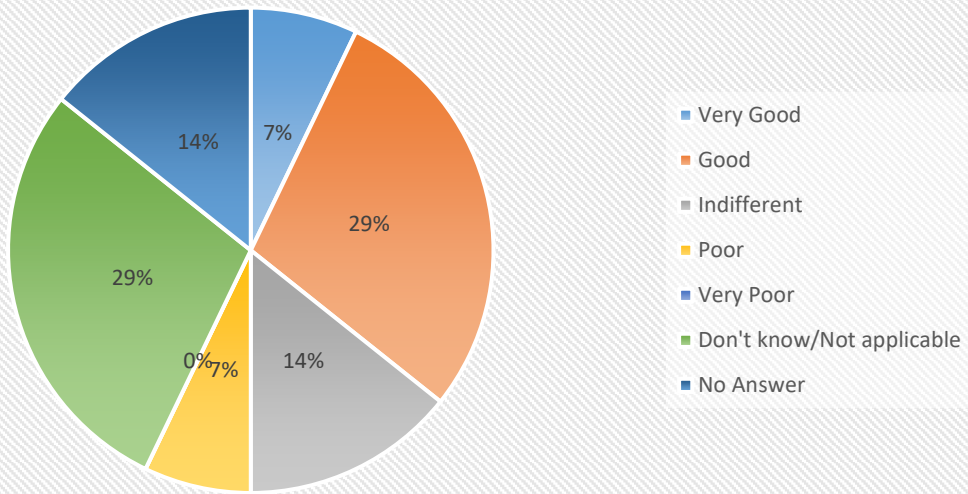
How do you rate the turnaround time for the results you receive? (Microbiology)



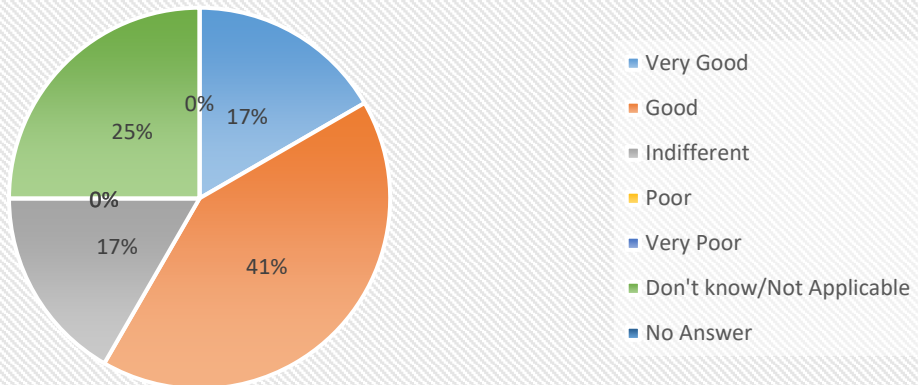
How do you rate the turnaround time for the results you receive? (Histopathology)



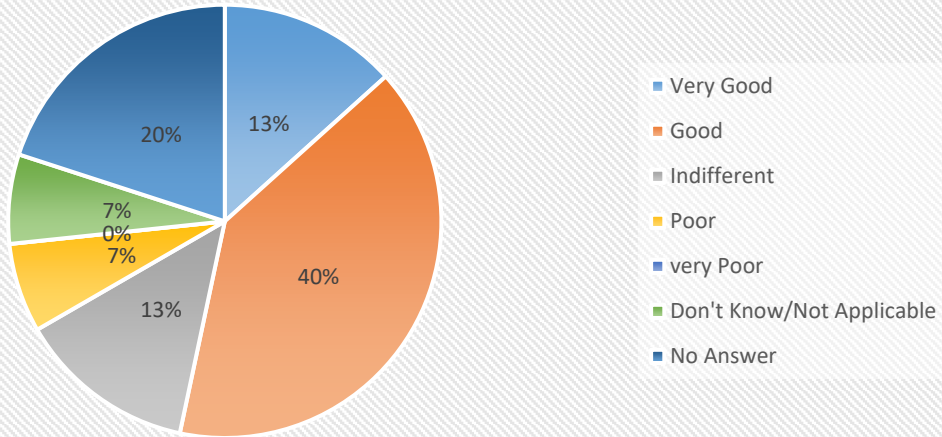
How do you rate the turnaround time for the results you receive? (Non-Gynae cytology)



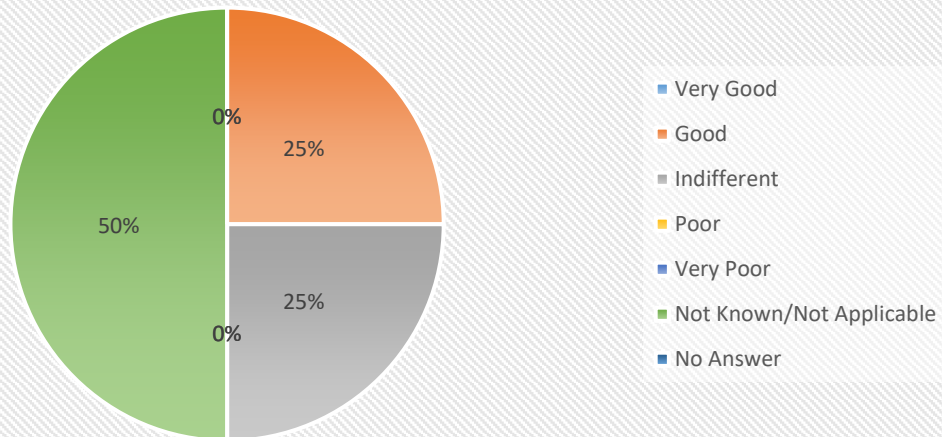
How do you rate the availability of clinical advice provided to you (this may include - assistance with test selection, result interpretation or suggestions for further testing)?



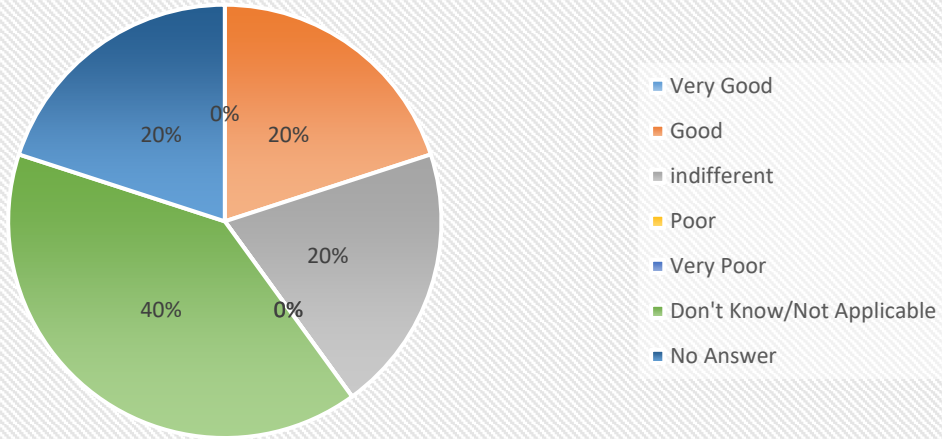
How do you rate the availability of non-clinical advice provided to you (this may include - laboratory related queries)?



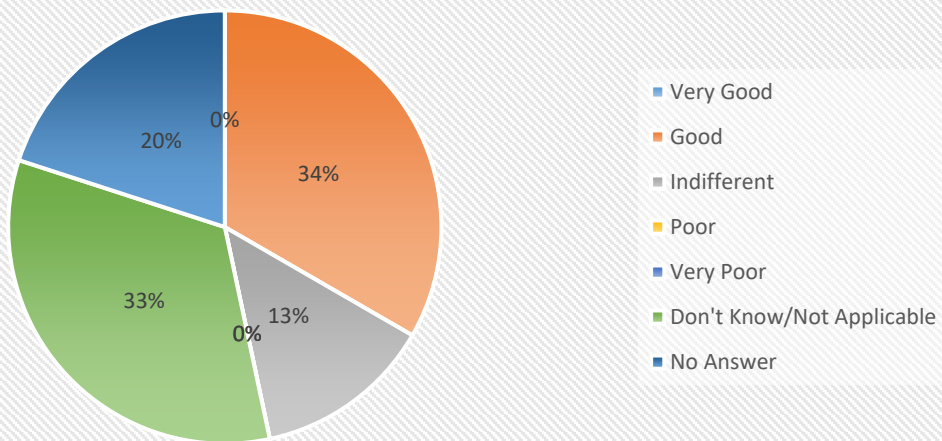
How do you rate the support provided to you by the Point of care Testing (POCT) Department? (Blood Gas Analyser)



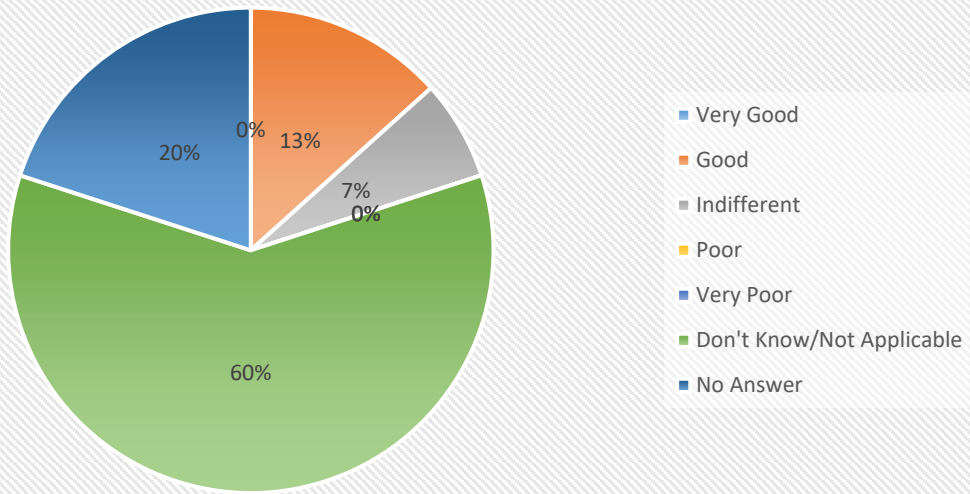
How do you rate the support provided to you by the Point of care Testing (POCT) Department? (Ketone Meter)



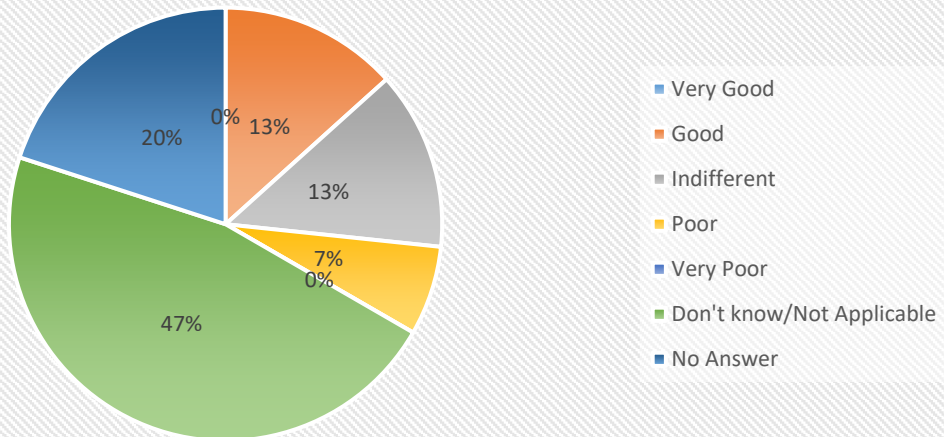
How do you rate the support provided to you by the Point of care Testing (POCT) Department? (Glucometers)



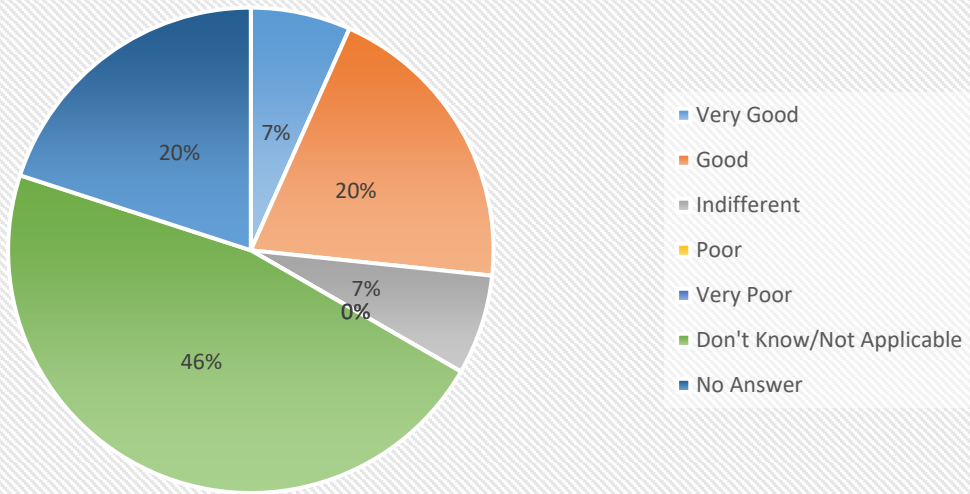
How do you rate the support provided to you by the Point of care Testing (POCT) Department? (RPI)



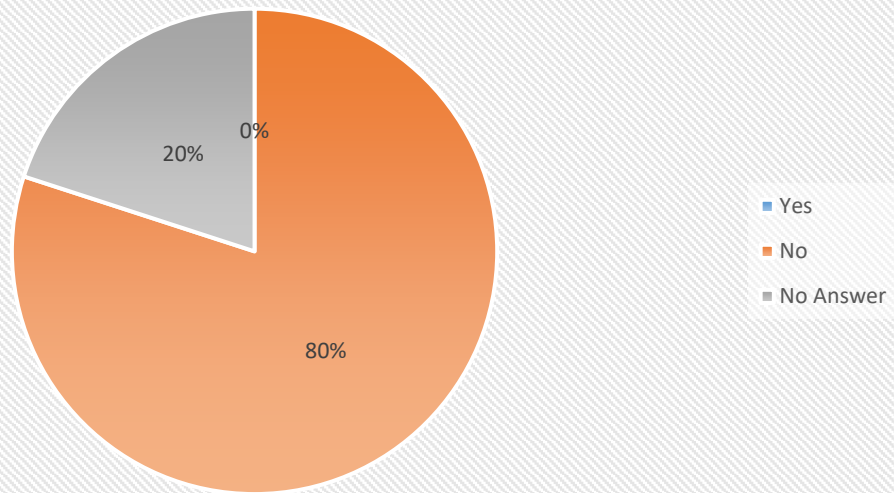
How do you rate the support provided to you by the Point of care Testing (POCT) Department? (Lab based Rapid Covid testing)



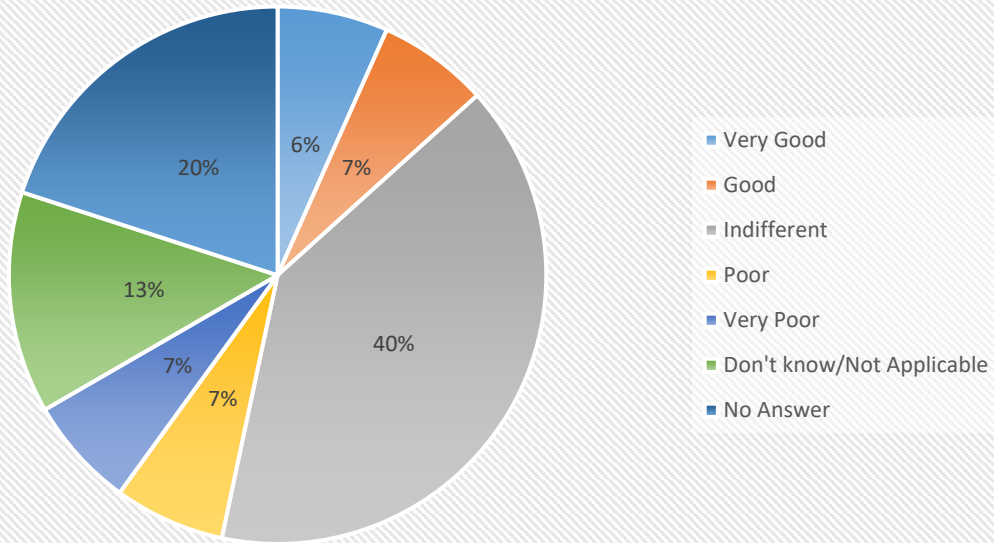
How to do you rate the quality of training provided by the Point of care (POCT) team?



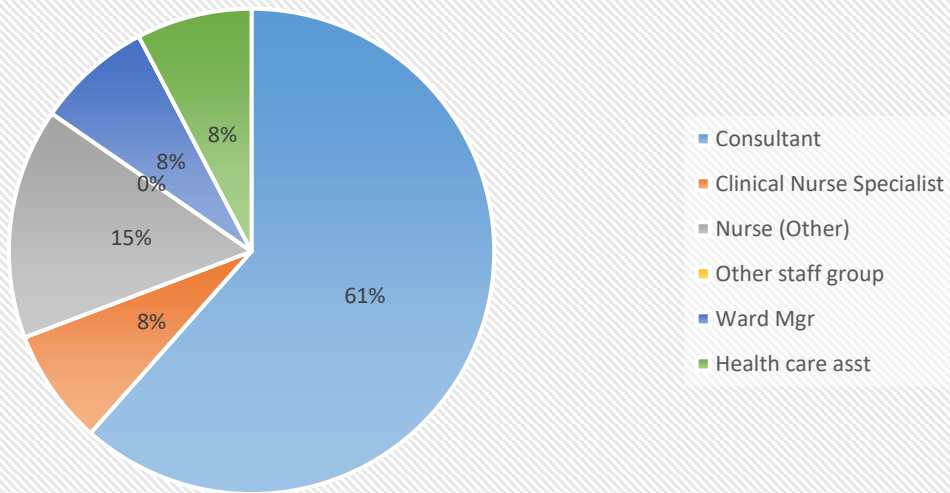
The laboratory provides a service user handbook, Have you ever used this handbook?



How do you rate the Out of Hours Service Provided?



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



Please see the User Survey 2022 Responses for all of the comments generated by the survey. These have been collated and replied to within this document below.

For reference the combined PCH, HH and Stamford 2021 responses is below;

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.