

User Survey Report for Sickle Cell and Thalassaemia Screening Laboratory User Survey 2023-2024 (UHBW)

Document Reference: SC&ThalUsersurveyUHBW2023-2024

Introduction

The Haematology Department at University Hospitals Bristol complies with ISO 15189:2012 “*Medical laboratories: Requirements for quality and competence*”. Standard 4.14.3 “*Assessment of user feedback*” states that the laboratory shall seek information relating to user perception as to whether the service has met the needs and requirements of users. This survey has been performed to comply with these standards, and in doing so, will bring to the attention of laboratory management areas where we could improve the Haematology Laboratory Sickle Cell and Thalassaemia Screening service.

The Sickle Cell and Thalassaemia Screening Laboratory User Satisfaction survey was carried out by University Hospitals Bristol and Weston NHSFT (UHBW) for the Trust between 14th November 2023 and 4th January 2024.

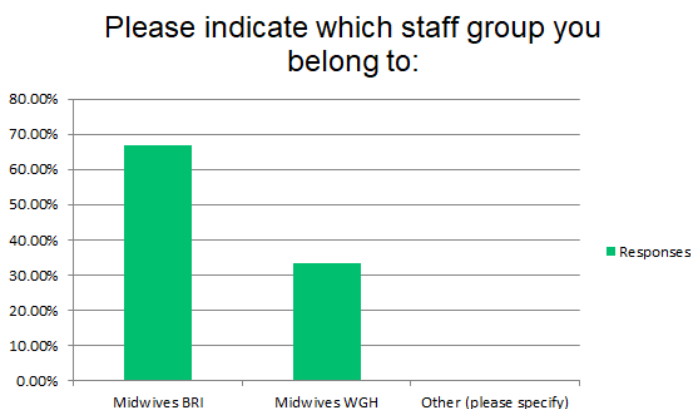
Objectives

The purpose of the survey was to assess the level of satisfaction of the Sickle Cell and Thalassaemia Screening Laboratory users by asking for responses to specific questions and statements. The information gained through this exercise enabled the laboratory management team to look at the service we provide and decide how to improve it to meet the needs and requirements of our users, as part of our commitment to continually improve quality.

Response to the Survey

This short survey was designed by the Lead Biomedical Scientist for the Screening Laboratory to elicit users’ views about the Laboratory service at University Hospitals Bristol and Weston NHSFT (BRI site). Users of University Hospitals Bristol and Weston NHSFT Laboratory Services (UHBW) were encouraged to complete the online User Survey using Survey Monkey. The link to the survey was distributed to the Screening Midwives by the Community Midwifery Clerk. The survey was available to all the users in the Trust. Specific site feedback will be taken on board.

In total, 15 responses to the survey were received, self-identified as coming from the following groups:



Role	Responses
Midwives BRI	10

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Midwives WGH

5

Method Used

The Questionnaire

The questionnaire was comprised of the following:

1. Users were asked to rate (from strongly agree to strongly disagree) the following statements about the service:
 - “I can trust the laboratory to provide results/reports when I need them”
 - “I am satisfied with the quality of professional advice that I receive from the laboratory”
 - “I am satisfied with the quality of reports that I receive from the laboratory”
 - “I am satisfied with the level of detail contained in the Family Origin Questionnaire (FOQ) request in ICE”
 - “Professional advice is readily available from the laboratory when needed”
 - “I am confident that urgent/unexpected results will be promptly communicated”
 - “I am satisfied with the communication pathways between the laboratory and its users”
 - “I would recommend the laboratory service to a colleague”
2. Users were asked to respond to the following questions:
 - How might the laboratory Sickle Cell and Thalassaemia screening service be improved?
 - How might the electronic Family Origin Questionnaire be improved?
 - How might the results delivery service be improved?
3. The closing statement to users asked for any other comments they wish to make about the service provided by the Haematology laboratory at UHBW. (This was an optional question).

The laboratory target for user satisfaction is that for each statement a satisfactory response of > 90% must be achieved. We have defined a satisfactory response as either Strongly Agree, Agree, or Neither Agree nor Disagree. Any results falling outside of this limit will require further investigation to see what appropriate actions are required to improve that aspect of the service

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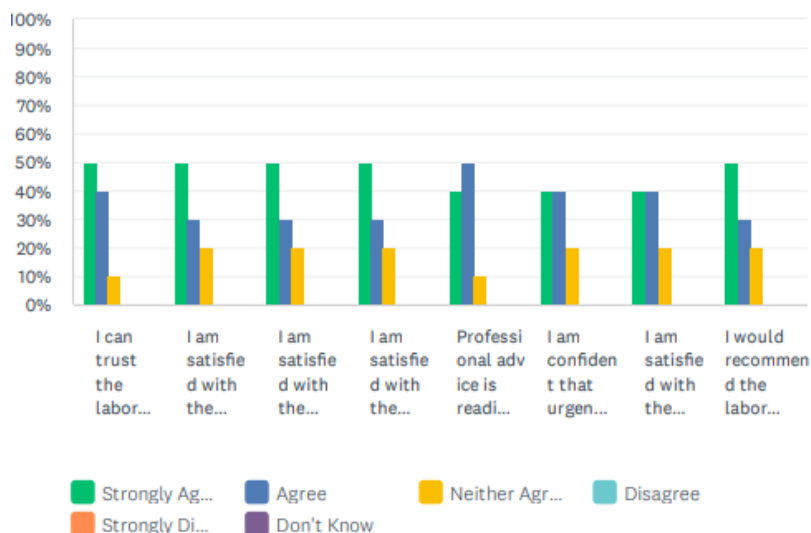
Results

The following graphs illustrate the results of the responses for each of the statements:

BRI site:

Q2 Please rate the following statements:

Answered: 10 Skipped: 0



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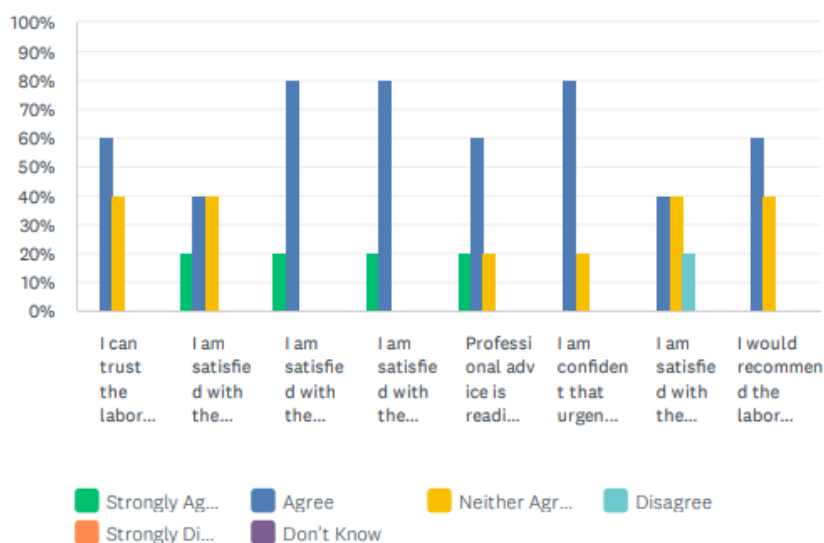
	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
I can trust the laboratory to provide results/reports when I need them	50.00% 5	40.00% 4	10.00% 1	0.00% 0	0.00% 0	0.00% 0	10
I am satisfied with the quality of professional advice that I receive from the laboratory	50.00% 5	30.00% 3	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10
I am satisfied with the quality of reports that I receive from the laboratory	50.00% 5	30.00% 3	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10
I am satisfied with the level of detail contained in the Family Origin Questionnaire (FOQ) request on ICE	50.00% 5	30.00% 3	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10
Professional advice is readily available from the laboratory when needed	40.00% 4	50.00% 5	10.00% 1	0.00% 0	0.00% 0	0.00% 0	10
I am confident that urgent/unexpected results will be promptly communicated	40.00% 4	40.00% 4	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10
I am satisfied with the communication pathways between the laboratory and its users	40.00% 4	40.00% 4	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10
I would recommend the laboratory service to a colleague	50.00% 5	30.00% 3	20.00% 2	0.00% 0	0.00% 0	0.00% 0	10

Answered: 10. Skipped: 0.

WGH site:

Q2 Please rate the following statements:

Answered: 5 Skipped: 0



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	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
I can trust the laboratory to provide results/reports when I need them	0.00% 0	60.00% 3	40.00% 2	0.00% 0	0.00% 0	0.00% 0	5
I am satisfied with the quality of professional advice that I receive from the laboratory	20.00% 1	40.00% 2	40.00% 2	0.00% 0	0.00% 0	0.00% 0	5
I am satisfied with the quality of reports that I receive from the laboratory	20.00% 1	80.00% 4	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5
I am satisfied with the level of detail contained in the Family Origin Questionnaire (FOQ) request on ICE	20.00% 1	80.00% 4	0.00% 0	0.00% 0	0.00% 0	0.00% 0	5
Professional advice is readily available from the laboratory when needed	20.00% 1	60.00% 3	20.00% 1	0.00% 0	0.00% 0	0.00% 0	5
I am confident that urgent/unexpected results will be promptly communicated	0.00% 0	80.00% 4	20.00% 1	0.00% 0	0.00% 0	0.00% 0	5
I am satisfied with the communication pathways between the laboratory and its users	0.00% 0	40.00% 2	40.00% 2	20.00% 1	0.00% 0	0.00% 0	5
I would recommend the laboratory service to a colleague	0.00% 0	60.00% 3	40.00% 2	0.00% 0	0.00% 0	0.00% 0	5

Answered: 5. Skipped: 0.

Summary Table of Percentage User Satisfaction

The laboratory target for user satisfaction is that for each statement a satisfactory response of > 90% must be achieved.

BRI site:

Statement	Percentage Satisfied (Strongly Agree to Neither Agree nor Disagree)	Percentage Dissatisfied (Disagree to Strongly Disagree)	Don't Know	Assessment against Satisfaction Target
"I can trust the laboratory to provide results/reports when I need them"	100%	0%	0%	ACHIEVED
"I am satisfied with the quality of professional advice that I receive from the laboratory"	100%	0%	0%	ACHIEVED
"I am satisfied with the quality of reports that I receive from the"	100%	0%	0%	ACHIEVED

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laboratory"				
"I am satisfied with the level of detail contained in the Family Origin Questionnaire (FOQ) request in ICE"	100%	0%	0%	ACHIEVED
"Professional advice is readily available from the laboratory when needed"	100%	0%	0%	ACHIEVED
"I am confident that urgent/unexpected results will be promptly communicated"	100%	0%	0%	ACHIEVED
"I am satisfied with the communication pathways between the laboratory and its users"	100%	0%	0%	ACHIEVED
"I would recommend the laboratory service to a colleague"	100%	0%	0%	ACHIEVED

WGH site:

Statement	Percentage Satisfied (Strongly Agree to Neither Agree nor Disagree)	Percentage Dissatisfied (Disagree to Strongly Disagree)	Don't Know	Assessment against Satisfaction Target
"I can trust the laboratory to provide results/reports when I need them"	100%	0%	0%	ACHIEVED
"I am satisfied with the quality of professional advice that I receive from the laboratory"	100%	0%	0%	ACHIEVED
"I am satisfied with the quality of reports that I receive from the laboratory"	100%	0%	0%	ACHIEVED
"I am satisfied with the level of detail contained in the Family Origin Questionnaire (FOQ)"	100%	0%	0%	ACHIEVED

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request in ICE"				
"Professional advice is readily available from the laboratory when needed"	100%	0%	0%	ACHIEVED
"I am confident that urgent/unexpected results will be promptly communicated"	100%	0%	0%	ACHIEVED
"I am satisfied with the communication pathways between the laboratory and its users"	80%	20%	0%	NOT ACHIEVED
"I would recommend the laboratory service to a colleague"	100%	0%	0%	ACHIEVED

Users responded to the questions as follows:

How might the laboratory Sickle Cell and Thalassaemia screening service be improved?

BRI Site:

8 Skipped.

2 Responses:

1. na
2. ..

WGH Site:

1 Skipped.

4 Responses:

1. Don't lose samples
2. I have no idea
3. No comment
4. Results are published promptly so no improvement required

How might the electronic Family Origin Questionnaire be improved?

BRI Site:

6 Skipped.

4 Responses:

1. na
2. If you miss one of the boxes then you have to fill in several boxes that have automatically cleared(usually family origins) . It would be better if it didn't clear the other boxes ticked as this makes extra work.
3. Don't delete fields that have already been inputted
4. ..

WGH Site:

1 Skipped.

4 Responses:

1. No issues
2. I don't feel it needs to be
3. No comment
4. I find it easy to use

How might the results delivery service be improved?

BRI Site:

8 Skipped.

2 Responses:

1. na
2. ..

WGH Site:

1 Skipped.

4 Responses:

1. Results slow to report- often "Pending" for several days
2. Phone all urgent & problematic results to the requester. Apply work mobile numbers to each persons user ICE ID that you hold.
3. No comment
4. Happy with results delivery unless ICE can be linked to Badger notes which would be great

Please add any other comments you wish to make about the service provided by the Haematology laboratory at UHBW- BRI site.

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BRI Site:

7 Skipped.

3 Responses:

1. Works well as it is
2. Excellent service always so helpful
3. ..

WGH Site:

2 Skipped.

3 Responses:

1. No
2. None
3. None

Please add any other comments you wish to make about the service provided by the Haematology laboratory at UHBW- WGH site.

BRI Site:

8 Skipped.

2 Responses:

1. Na
2. ..

WGH Site:

2 Skipped.

3 Responses:

1. Too many blood samples go missing even if we've sent several in the same sample bag
2. None
3. None

Laboratory Responses and Suggested Actions

How might the laboratory Sickle Cell and Thalassaemia screening service be

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improved?

BRI Site:

Comment	Laboratory Response/Action
na	Thank you
..	

WGH Site:

Comment	Laboratory Response/Action
Don't lose samples	There has been no record of samples being lost once received in the laboratory or between WGH and BRI site. We have not been made aware of any samples being lost with regards to the Sickle cell and thalassaemia screening program. If this is related to any other section please feel free to contact and we can allow the correct discipline to help resolve.
I have no idea	
No comment	
Results are published promptly so no improvement required	

How might the electronic Family Origin Questionnaire be improved?

BRI Site:

Comment	Laboratory Response/Action
na	Thank you
..	
If you miss one of the boxes then you have to fill in several boxes that have automatically cleared(usually family origins) . It would be better if it didn't clear the other boxes ticked as this makes extra work.	Unfortunately this is a limitation of the ICE FOQ build and is unable to be changed.
Don't delete fields that have already been inputted	Unfortunately this is a limitation of the ICE FOQ build and is unable to be changed.

WGH Site:

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Comment	Laboratory Response/Action
No issues	Thank you
I don't feel it needs to be	
No comment	
I find it easy to use	

How might the results delivery service be improved?

BRI Site:

Comment	Laboratory Response/Action
na	Thank you
..	

WGH Site:

Comment	Laboratory Response/Action
Results slow to report- often "Pending" for several days	The laboratory adheres to the 3 working day guideline for SCT A/N Haemoglobinopathy screening. As there are many other tests involved in the full screening please contact the Laboratory if the Haemoglobinopathy screening is not meeting this requirement.
Phone all urgent & problematic results to the requester. Apply work mobile numbers to each persons user ICE ID that you hold.	All 'urgent & problematic results' including interim reports; baby's biological father requests; and requests for additional samples to be sent (i.e. clotted samples, underfilled samples, no sample received) are communicated to the Screening Coordinators of the relevant Delivery Trust via email. Reports are sent with one patient per email to avoid confusion. A read receipt is also requested so that if we have not had a response from the Antenatal Screening Coordinator within 24h, we can chase it up. – With reagrds to the SCT this is always through the screening coordinators.
No comment	Thank you
Happy with results delivery unless ICE can be linked to Badger notes which would be great.	Thank you. Unfortunately this is a limitation of the ICE build and is unable to be changed.

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Please add any other comments you wish to make about the service provided by the Haematology laboratory at UHBW – BRI site

BRI Site:

Comment	Laboratory Response/Action
Works well as it is	Thank you
Excellent service always so helpful	
..	

WGH Site:

Comment	Laboratory Response/Action
No	Thank you
None	
None	

Please add any other comments you wish to make about the service provided by the Haematology laboratory at UHBW – WGH site

BRI Site:

Comment	Laboratory Response/Action
na	Thank you
..	

WGH Site:

Comment	Laboratory Response/Action
Too many blood samples go missing even if we've sent several in the same sample bag.	There has been no record of samples being lost once received in the laboratory or between WGH and BRI site. We have not been made aware of any samples being lost with regards to the Sickle cell and thalassaemia screening program. If this is related to any other section please feel free to contact and we can allow the correct discipline to help resolve.
None	Thank you
None	

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Conclusion and Summary

The results of this Sickle Cell and Thalassaemia Screening user survey reflects the high quality service provided by Haematology laboratory across both sites of University Hospitals Bristol and Weston NHS Foundation Trust.

Using our target satisfaction criteria of >90% satisfactory response, it is clear that we continue to meet the needs of our users in the majority areas. The only target we did not meet was for “I am satisfied with the communication pathways between the laboratory and its users” and this is based on one 1 negative answer only from the WGH site. As indicated in the comments from WGH in regards to communication of results there was a suggestion raised to “ Phone all urgent & problematic results to the requester. Apply work mobile numbers to each persons user ICE ID that you hold.” which is not required by the guidelines and would create more issues with traceability of results due to the sheer number of requesters. Therefore it remains best practice to communicate results to the Screening Coordinators of the relevant Delivery Trust via email as stated in our SOP. It is likely this response refers to testst outside of the SC&T screening programme The FOQ does continue to be problematic for some users. The FOQ section is aligned with the NHS Sickle Cell and Thalassaemia Screening Programme Family Origin Questionnaire as a direct copy. The nature of the drop down boxes being compulsory is a limitation of the ICE system. We appreciate that it can be time consuming and frustrating if the data is lost but the ICE FOQ has to accommodate the requirements of the NHS Sickle Cell and Thalassaemia Screening Programme Family Origin Questionnaire.

There were two comments about samples going missing/being lost (WGH site) but we have no record of any samples going missing once received in the laboratory (WGH/BRI) and have not been contacted by the screening midwives or A/N midwives. We will feedback to the screening midwives about this but it seems highly likely this is in regards to other A/N screening samples rather than SC&T screening.

Acknowledgements

We appreciate the time taken by our users to complete the survey. We continue to seek other means of feedback where possible. We are continually reviewing the service we provide to our users and continually seeking to improve wherever possible, despite the growing financial challenge. We will take the feedback we have gained from this survey and use it to focus our efforts.

We are grateful to all those who took the time to respond to our User Survey and we hope that we will be able to address the issues you have raised so that filling in the questionnaire was time well spent. We will be repeating the Sickle Cell and Thalassaemia Screening User survey in 2024-2025, to re-assess our performance and monitor any improvement.

If you want to feedback on the Action plan, or you did not get an opportunity to complete the User Survey and want to provide feedback regarding our services please contact the Blood Sciences Automation Laboratory Manager Alex MacPhie alexander.macphie@uhbw.nhs.uk who will be happy to respond to any feedback.

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If you prefer, please contact the Head of Service Adrian Brown adrian.brown@uhbw.nhs.uk.