



Óspidéal Ollscoile Phort Láirge
University Hospital Waterford

GP SURVEY RESULTS 2023

UHW Pathology
Laboratory

An INAB Accredited
Laboratory
Reg. No. 170MT

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ABOUT THE USER SURVEY

The Pathology Laboratory at University Hospital Waterford is committed to providing exceptional service to its patients and service users. As part of our continuous improvement efforts we conduct an annual User Survey.

This survey serves as a vital tool for us to gauge the opinions and experiences of our valued service users and provides them with an opportunity to offer feedback and insight regarding the services we provide.

By actively incorporating these perspectives into our strategic plans and service goals we hope to enhance the quality of our services to users and ultimately the quality of care for patients. Our services are to patients and service to our users. It allows us to ensure that the service meets the evolving needs and requirements of our growing and diversifying patient population.

The survey was carried out using online survey tools and a link to the survey was sent to all GP's and GP practices in the HSE-South East (CHO5) via healthmail in early 2023.

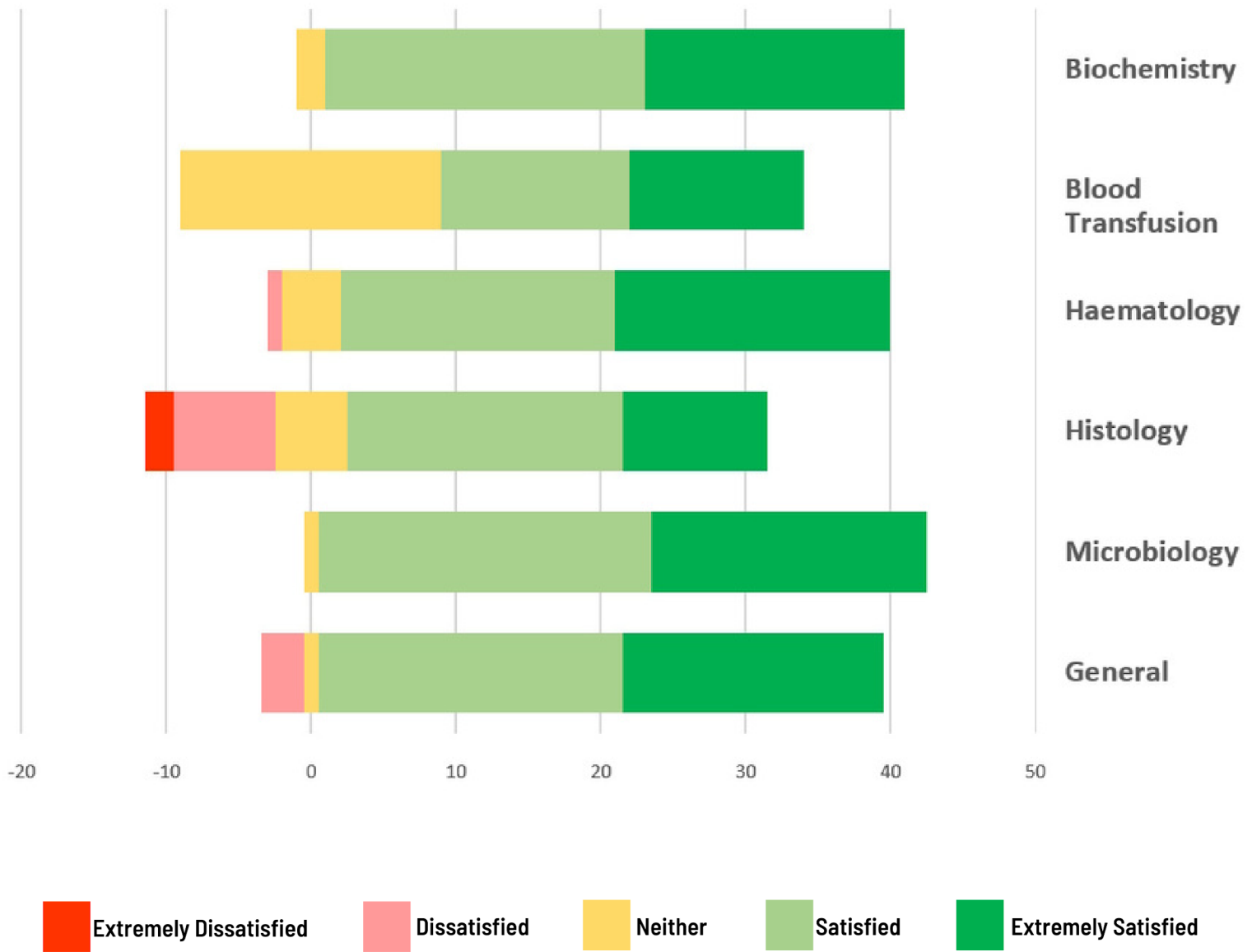
This report presents an overview of the key findings and insights gathered from the 2023 General Practitioner User Survey highlighting areas of strength and identifying potential areas for improvement in order to help deliver the highest level of patient centred care.

OVERALL USER SATISFACTION

Question-

Users were asked to rate their overall level of satisfaction with each area of the laboratory.

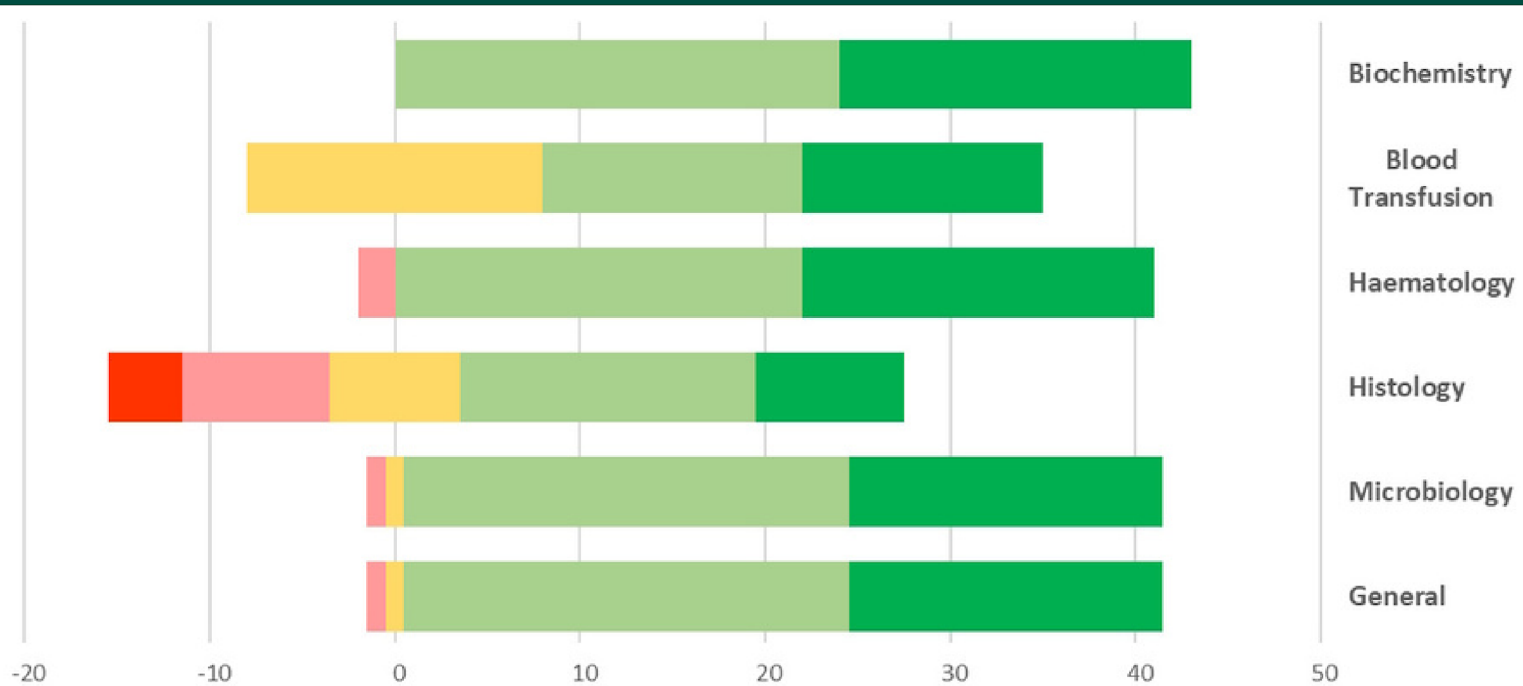
Overall the results demonstrated that the majority of service users are either satisfied or extremely satisfied with services provided. We will focus on addressing any issues that lead to users being extremely dissatisfied, dissatisfied or neither in the coming year.



TURN AROUND TIMES

Question-

Users were specifically asked to rate their level of satisfaction with turn-around-times for tests/results within each laboratory area. The majority of responses to this question were again positive. As part of our continuous improvement process we regularly audit our the turn-around times against the times published on our user manual and where appropriate a quality improvement plan put in place.

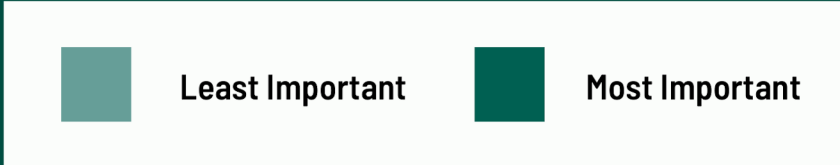
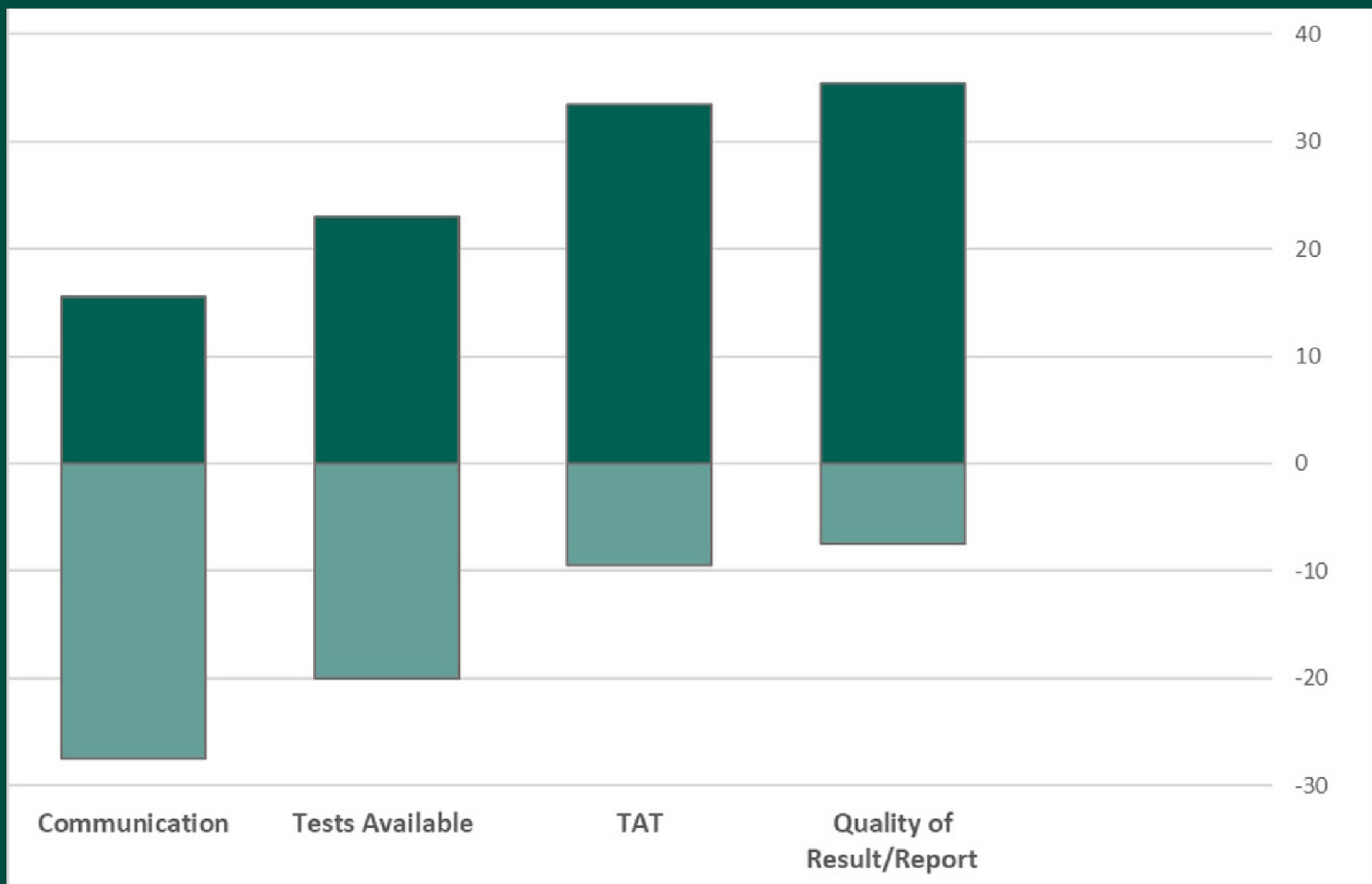


SERVICES PROVIDED

Question-

Users were requested to consider four key aspects the services we provide and rank these from most to least important.

The results show that both the quality of the result/report and turnaround times for tests are key aspects of our service. Communication with the laboratory was considered the least important aspect of the services provided which is a surprising result overall as there was a huge amount of written feedback provided on this aspect of the service throughout the survey.



QUESTIONS REGARDING ADR TRANSPORT REGULATIONS

As part of a recent update to the ADR transport regulations organisations transporting dangerous goods by road (in this case laboratory specimens) must ensure that they use absorbent material in each individual specimen bag transported. ADR is the acronym given to the Agreement Concerning the International Carriage of Dangerous Goods by Road

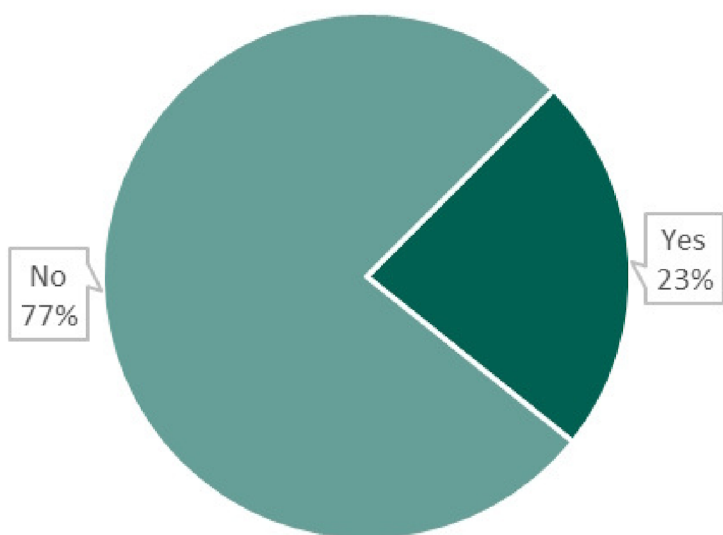
Question-

Users were asked two separate questions pertaining to the ADR Transport Regulations:

1- Are they aware of the new requirement above

2- Are they aware that this is monitored for compliance by HSA

Question 1



Question 2



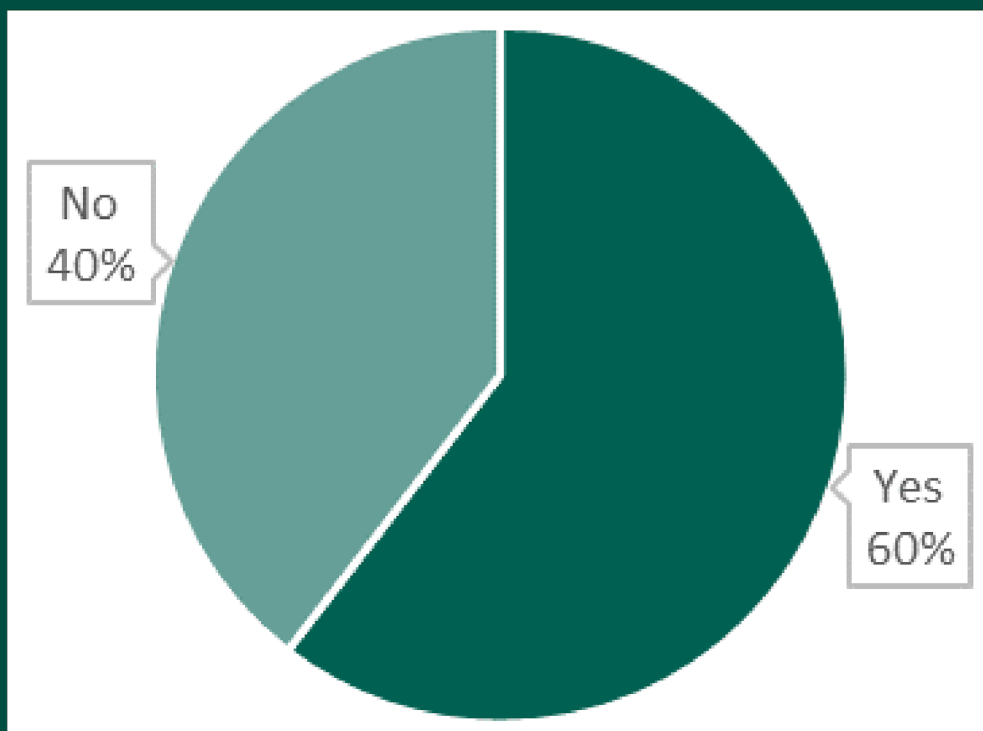
Almost three quarters of users were not aware of the updated ADR transport requirements with an even larger proportion unaware that their compliance with the updated requirements is monitored by the Health and Safety Authority. The laboratory wishes to use this opportunity to ask service users to make themselves aware of the requirements in this regard.

UHW GP E-ORDERING PILOT SCHEME

The Pathology Laboratory UHW is one of three sites nationally that have been selected to participate in a pilot GP E-Ordering programme. This programme seeks to implement a facility within GP practice management systems to allow GP's and GP practices to electronically order blood tests and other laboratory investigations. It is anticipated that the programme will drastically reduce errors associated with the manual requesting currently in place and will represent another stage in having an end-to-end GP orders and results system between Laboratories and GP's via the HSE E-Health Healthlink Programme.

Our users were asked if they were interested in being one of the initial sites where this facility would be rolled out.

We received a very positive response to this with more than half of respondents willing to participate in the initial phases of the roll out.



SUMMARY OF WRITTEN FEEDBACK

Throughout the survey users were provided with the opportunity to give specific written feedback.

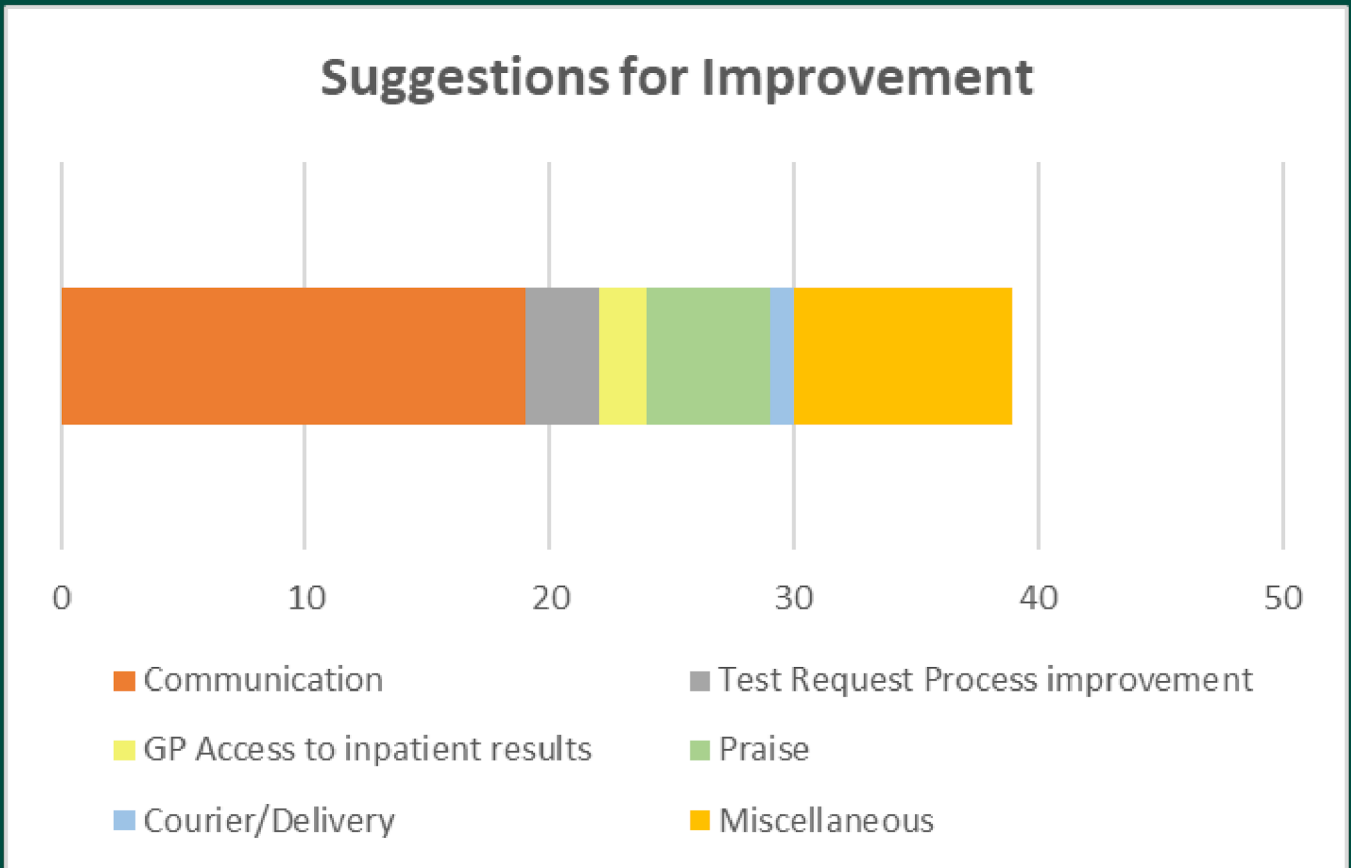
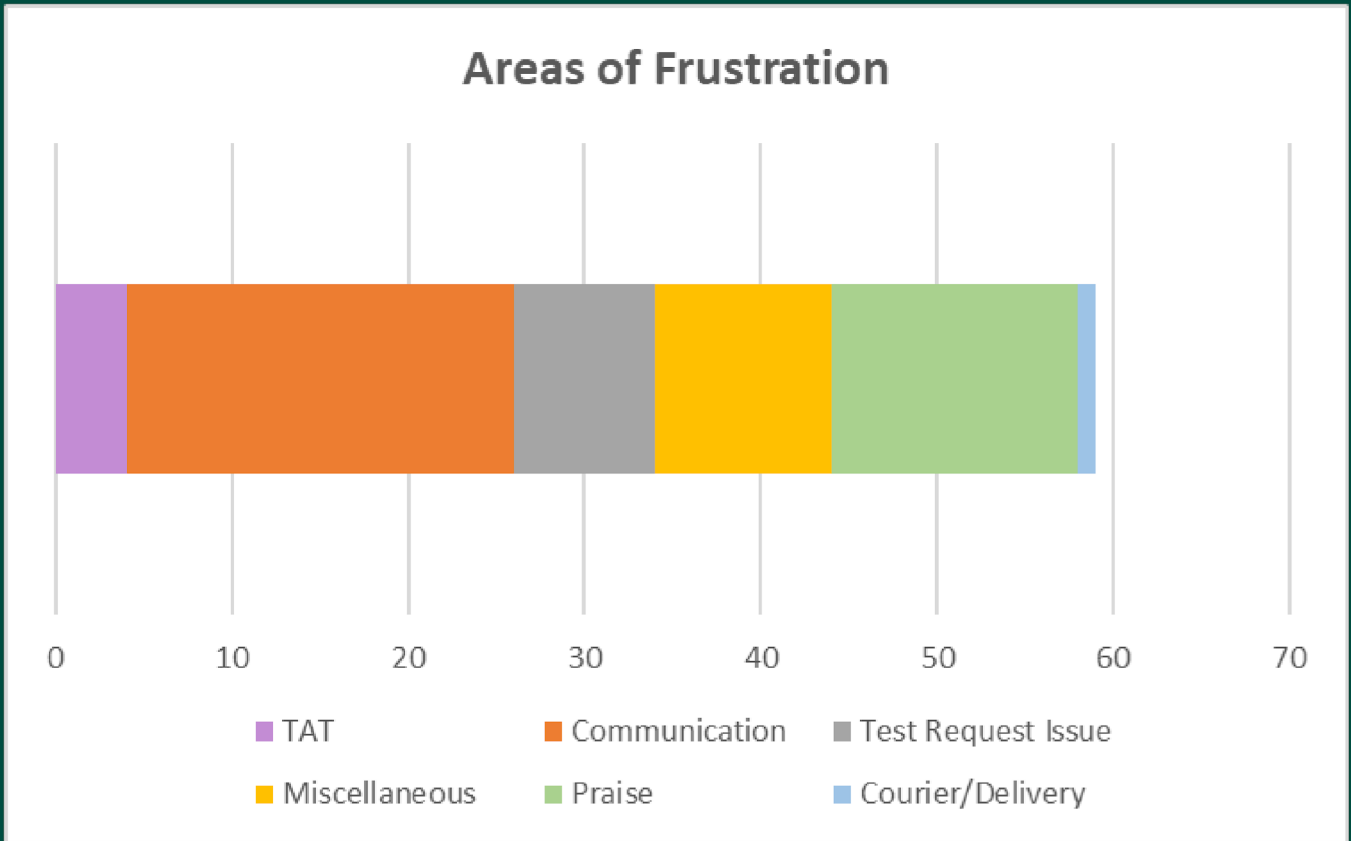
When the survey was closed this feedback was evaluated and summarised for common themes.

The feedback received ranged from positive to negative and the laboratory is currently reviewing this in line with our continuous improvement policies to determine what corrective actions or solutions can be implemented. Where users provided their contact details the laboratory plans to address any issues/concerns raised by the user and provide direct feedback.

Some of the common issues/feedback are summarized below:

- Tests requested on form missed by Laboratory
- Delays in results being returned to GP, particularly histology
- Issues in how results are sent back via Healthlink; HbA1c result appears under heading of FBC
- Long waiting times when phoning laboratory, however it has significantly improved since last survey
- A service to discuss results directly with Medical Scientists should be made available
- Facility to email laboratory is very good and reduces requirement to phone laboratory
- Results not coming back via healthlink in a timely manner.

SUMMARY OF WRITTEN FEEDBACK



ACKNOWLEDGEMENTS

The Laboratory Service UHW would like to thank you for taking the time to participate in our User Satisfaction Survey.

We look forward to engaging with you in the coming year to address all feedback provided.

As always we thank you for your ongoing support and co-operation with our service.

The Laboratory Management Team UHW

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