



# ***Pathology Service User Satisfaction Survey - 2019***

<b>Doc. No:</b> SVY-19/1	<b>Doc Owner:</b> Jill Gillen	<b>Dept &amp; Location:</b> Pathology, RH Mullingar	
<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 1 of 12

## Introduction

The Pathology Laboratory at Regional Hospital Mullingar conducts a user satisfaction survey on at least a two yearly basis in order to gain an understanding of what our customers (GPs, Wards, Consultants, Nursing Homes, Colleges, OPDs) really think about the medical laboratory service we provide.

The results of the survey tell us the level of satisfaction or dissatisfaction our users have with the service we provide.

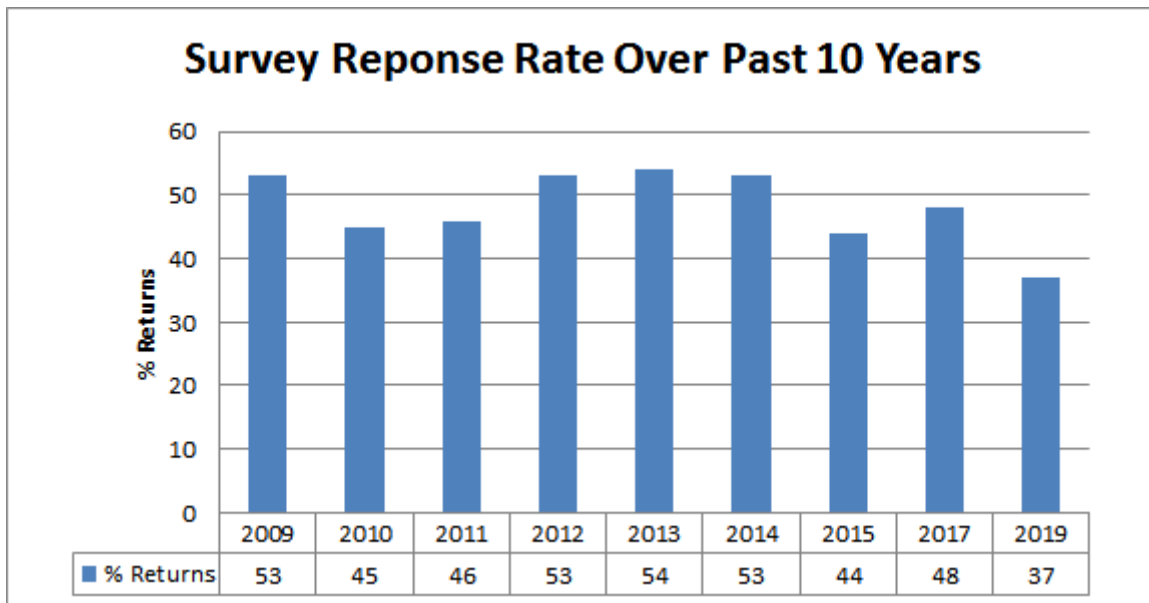
Our goal is to ensure that our users are satisfied or very satisfied with the service we provide.

The questions listed in this survey represent the key performance indicators that the laboratory employs as part of an overall quality review, to monitor the service we provide. This helps us identify those areas we must improve and how our service should evolve to meet our customers' needs.

## Sample Size/Response Rate

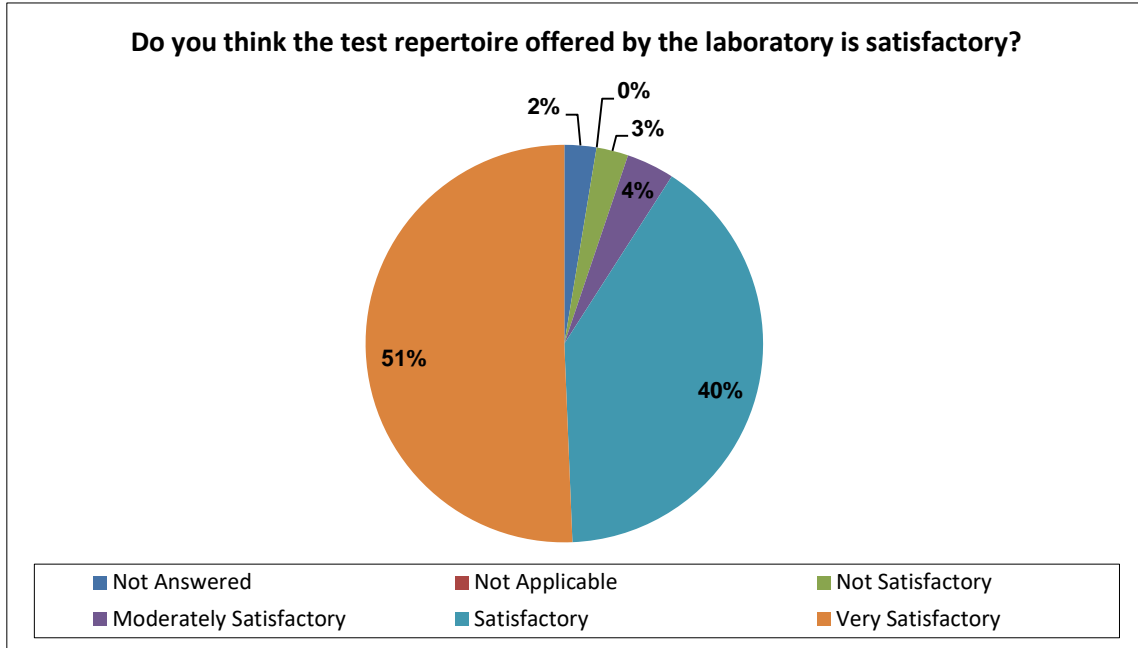
The questionnaire was distributed to 208 service users. This was made up of 147 requesters outside the hospital (e.g. GPs, Nursing Homes, and OPDs/ Colleges) & 61 In-House requesters (Wards, Consultants, Clinics).

We received a response rate of 69 from external requesters (47% response rate) and 7 (11.5% response rate) for in-house requesters. This resulted in an overall response of 36.5%. This is a significant decrease on the response rate when the survey was performed in 2017. This year the internal survey was distributed electronically. This had a significant impact on the response rate.

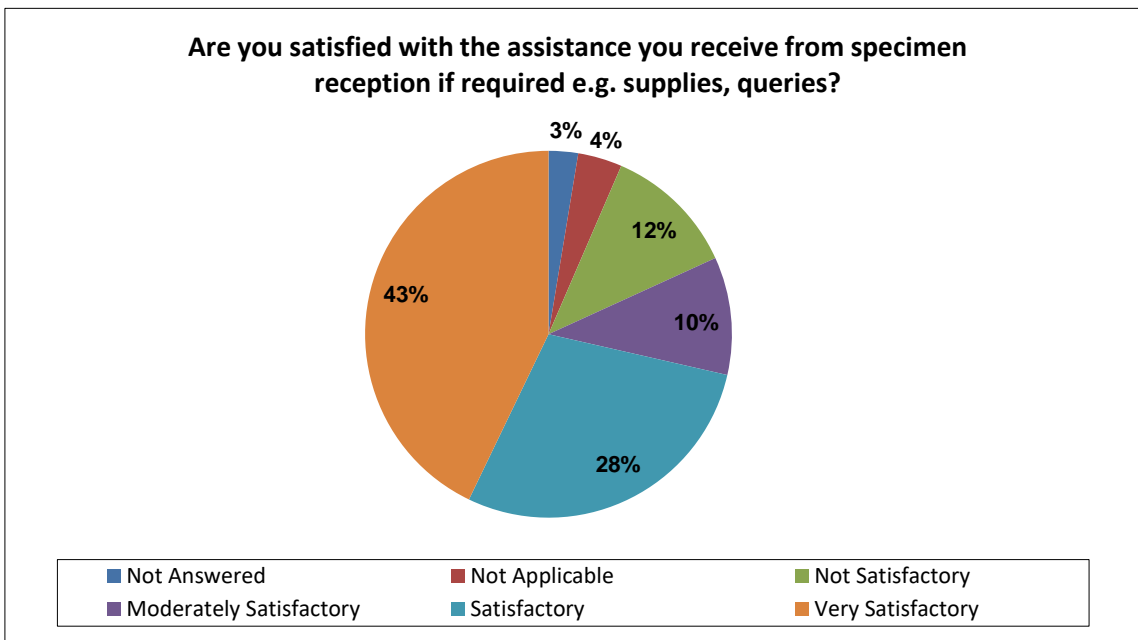


<b>Doc. No:</b> SVY-19/1	<b>Doc Owner:</b> Jill Gillen	<b>Dept &amp; Location:</b> Pathology, RH Mullingar	
<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 2 of 12

## TEST REPERTOIRE (n = 77)

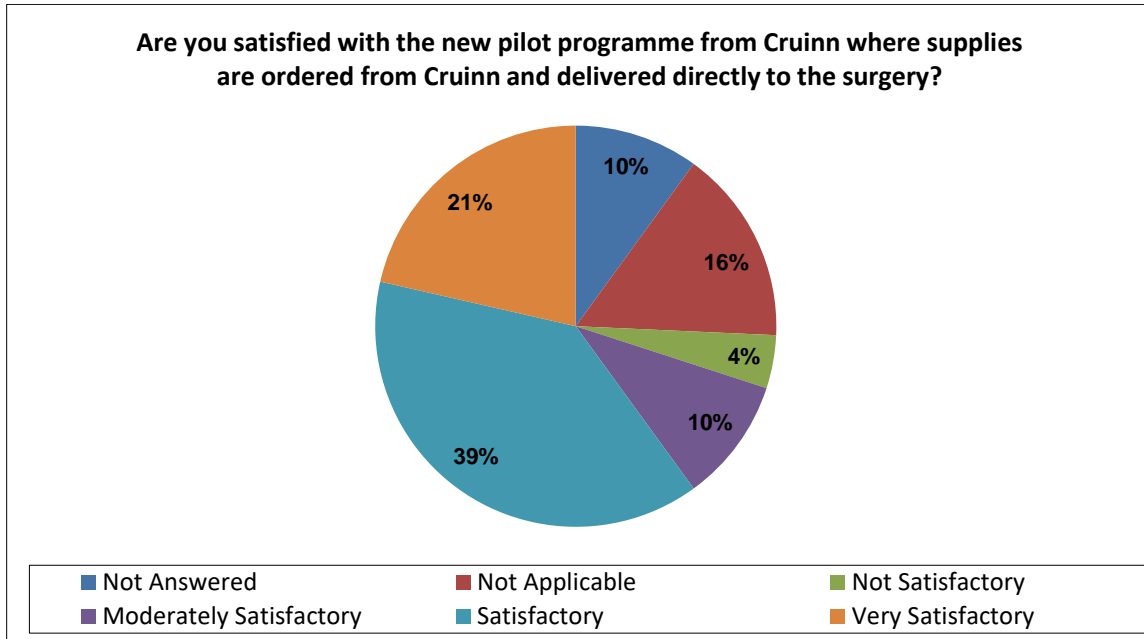


## LABORATORY SPECIMEN RECEPTION (n = 77)

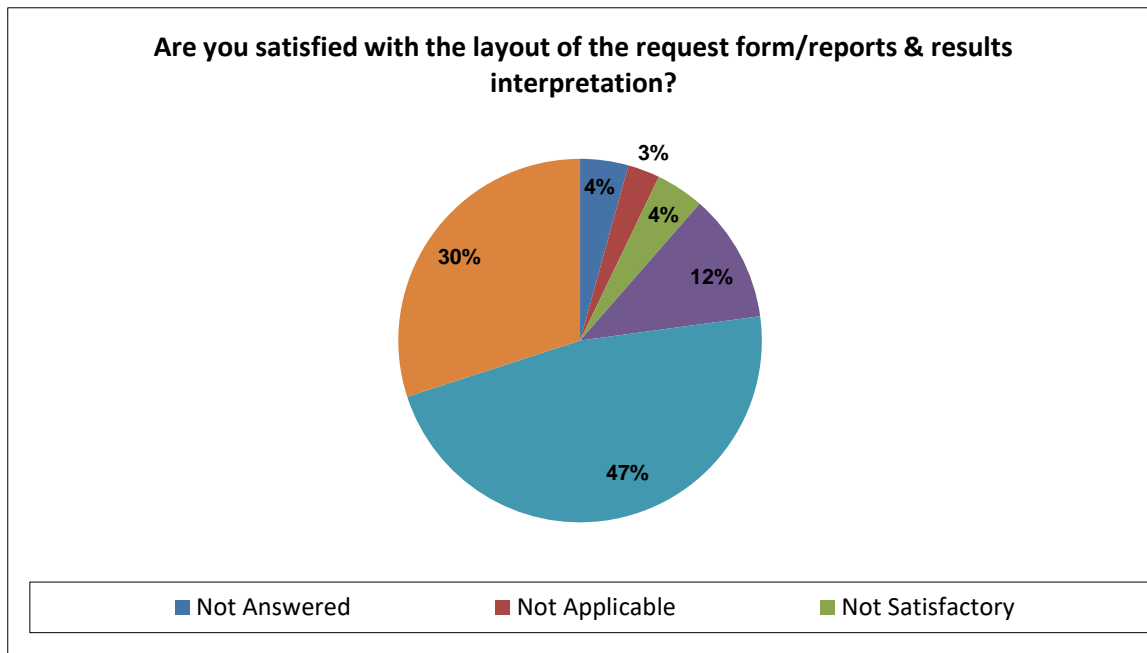


<b>Doc. No:</b> SVY-19/1	<b>Doc Owner:</b> Jill Gillen	<b>Dept &amp; Location:</b> Pathology, RH Mullingar	
<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 3 of 12

## ORDERING & DELIVERY OF SUPPLIES (n = 70)

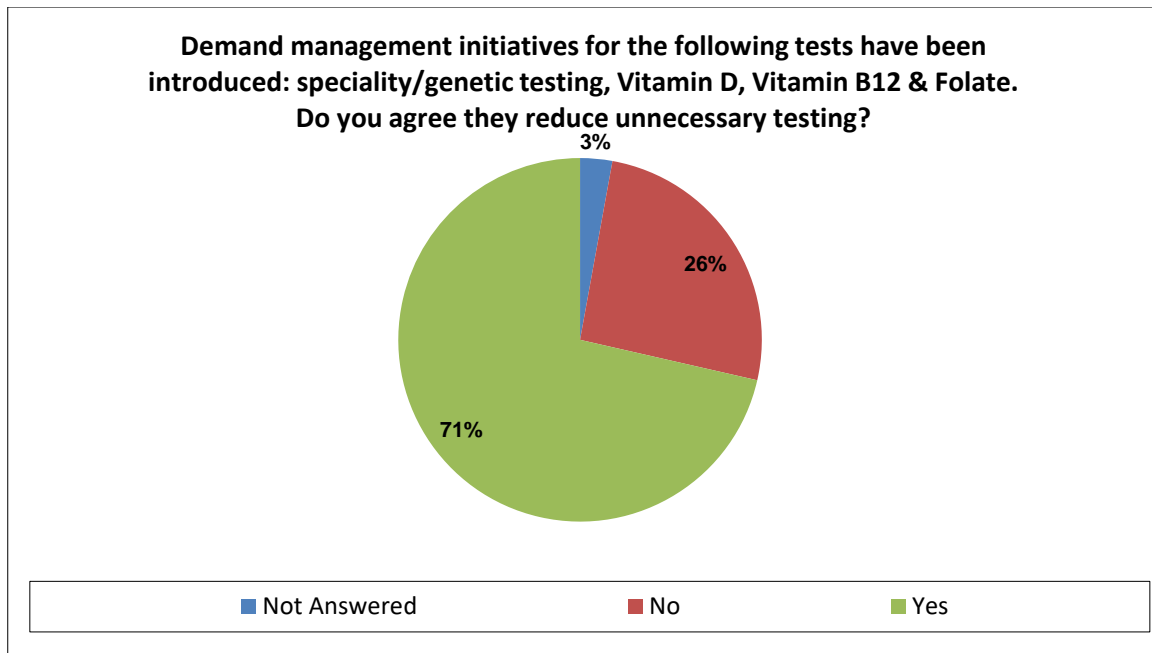
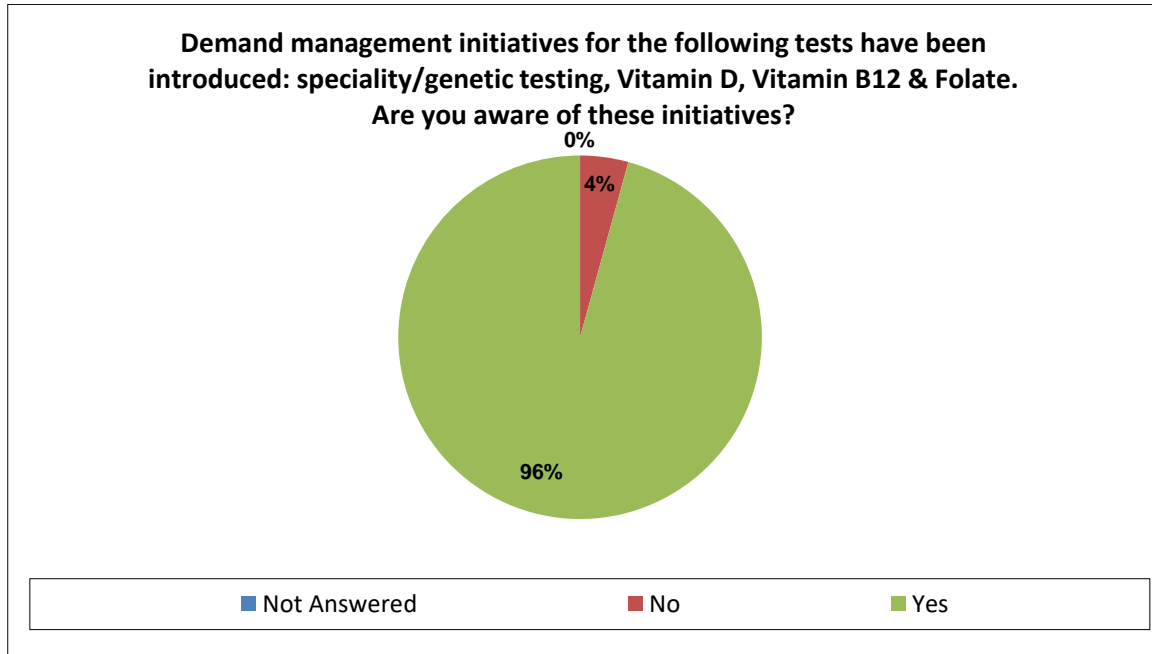


## LAYOUT OF REQUEST FORMS AND REPORTS (n = 70)



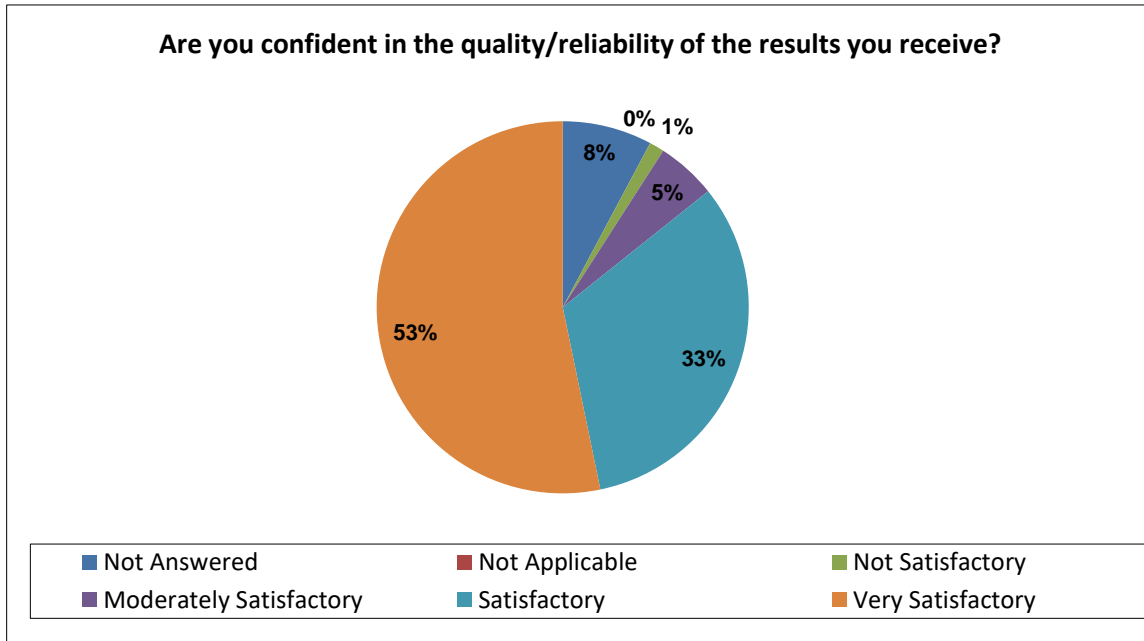
<b>Doc. No:</b> SVY-19/1	<b>Doc Owner:</b> Jill Gillen	<b>Dept &amp; Location:</b> Pathology, RH Mullingar	
<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 4 of 12

## DEMAND MANAGEMENT (n = 70)

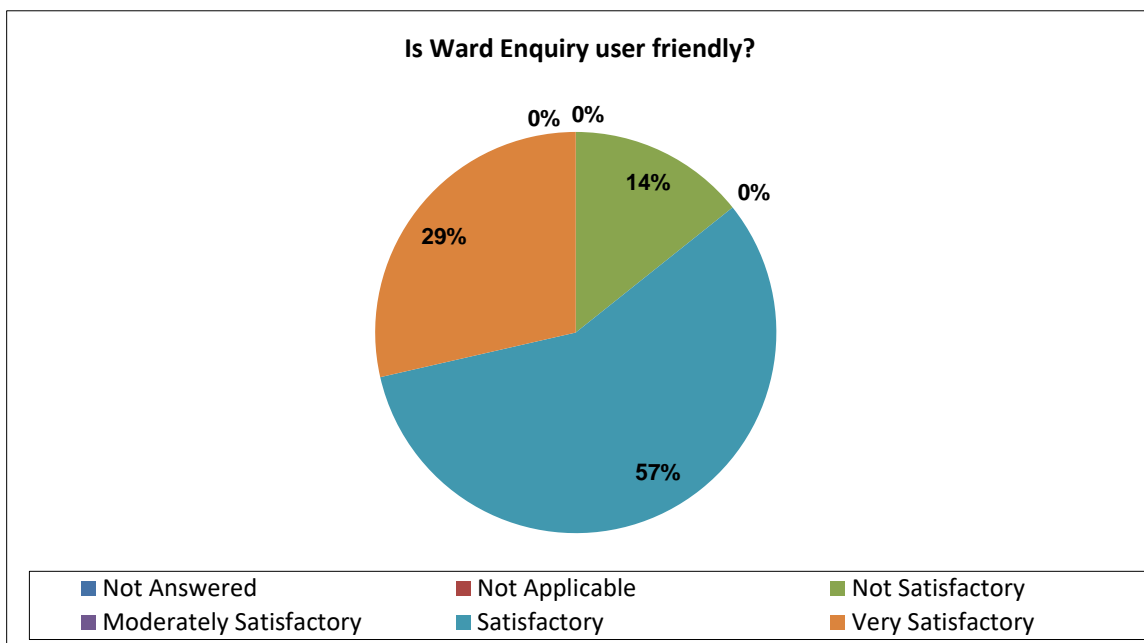


<b>Doc. No:</b> SVY-19/1	<b>Doc Owner:</b> Jill Gillen	<b>Dept &amp; Location:</b> Pathology, RH Mullingar	
<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 5 of 12

## QUALITY AND RELIABILITY OF REPORTS (n = 77)

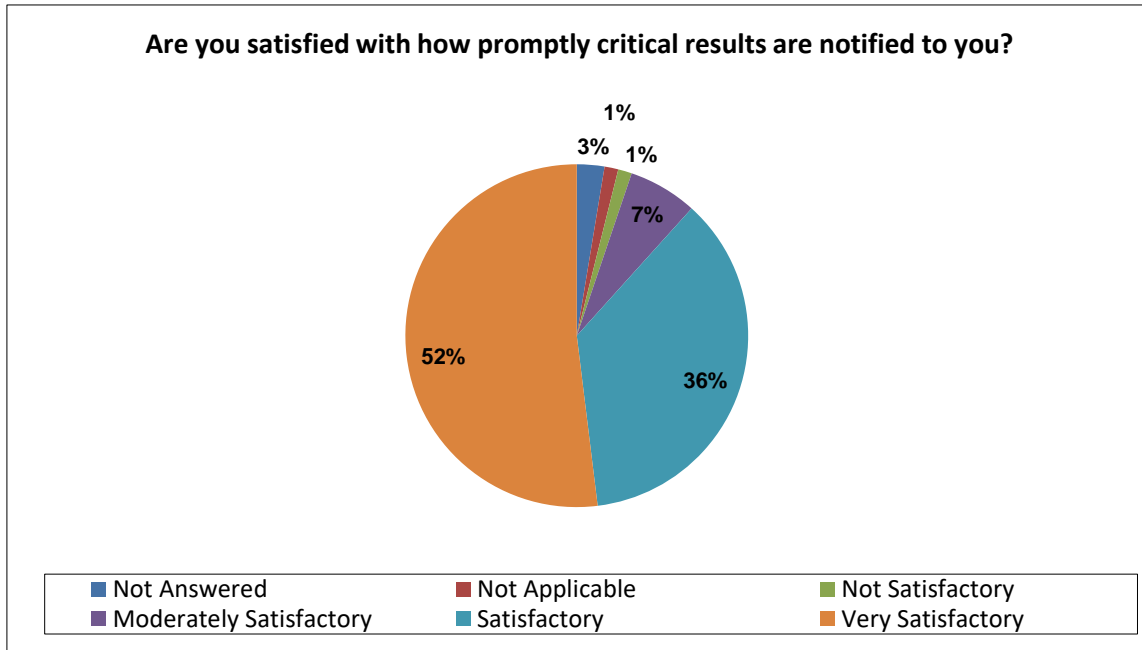


## DELIVERY OF REPORTS – WARD ENQUIRY (n = 7)

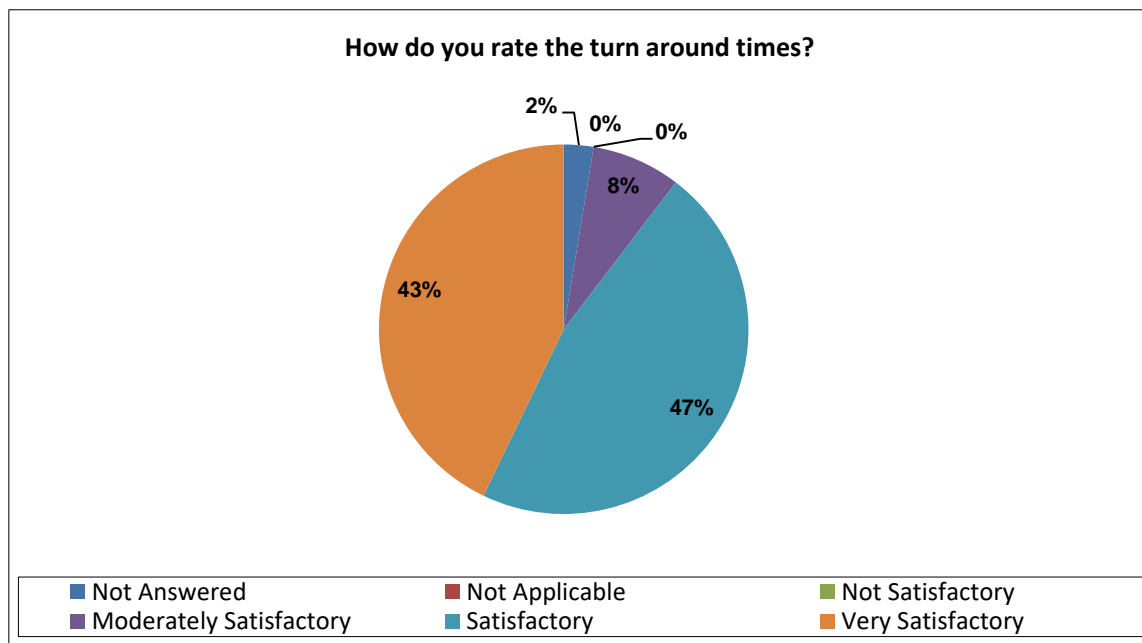


<b>Doc. No:</b> SVY-19/1	<b>Doc Owner:</b> Jill Gillen	<b>Dept &amp; Location:</b> Pathology, RH Mullingar	
<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 6 of 12

## CRITICAL RESULTS NOTIFICATION (n = 77)

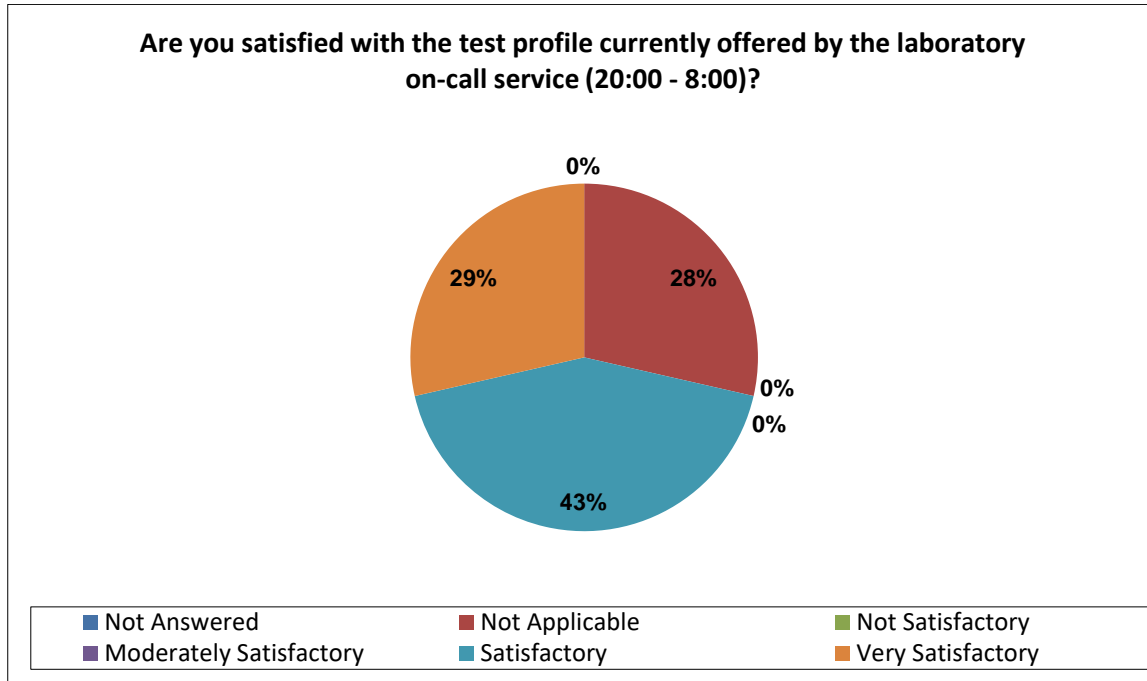


## TURNAROUND TIMES (n = 77)

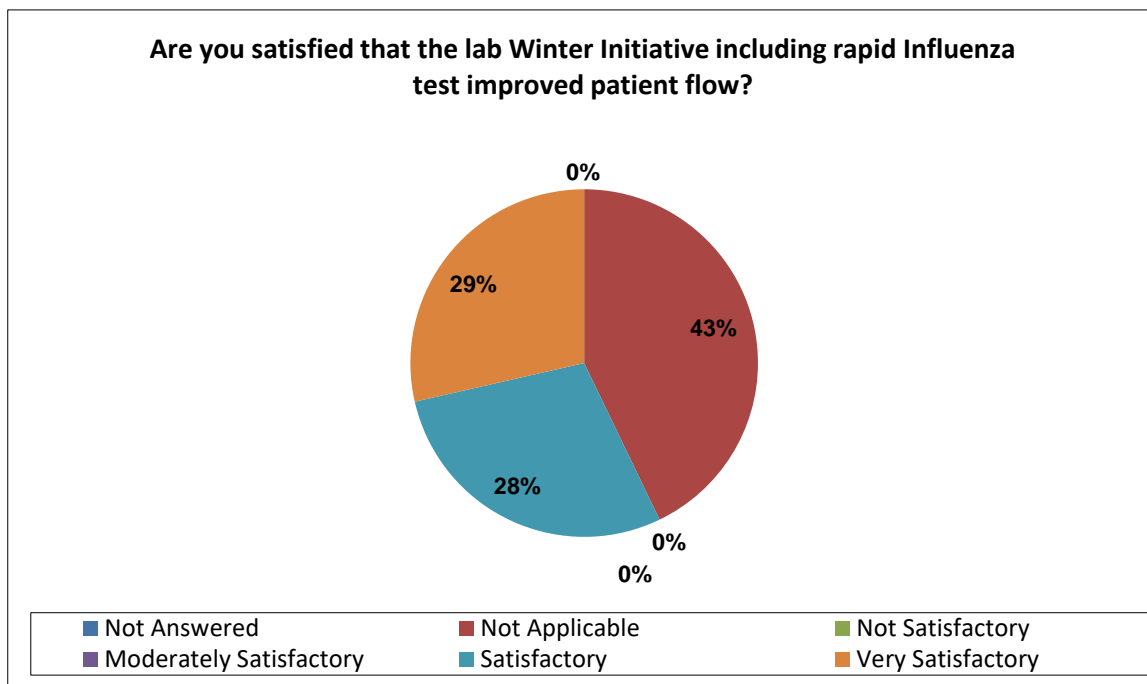


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<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 7 of 12

## ONCALL SERVICE (n = 7)



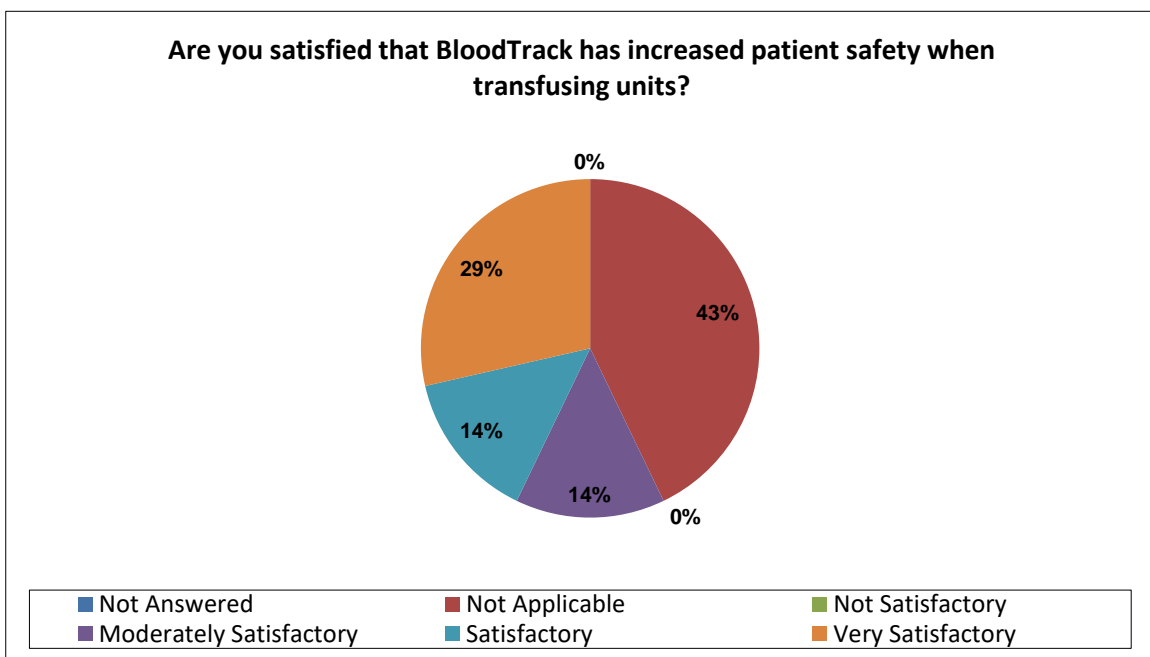
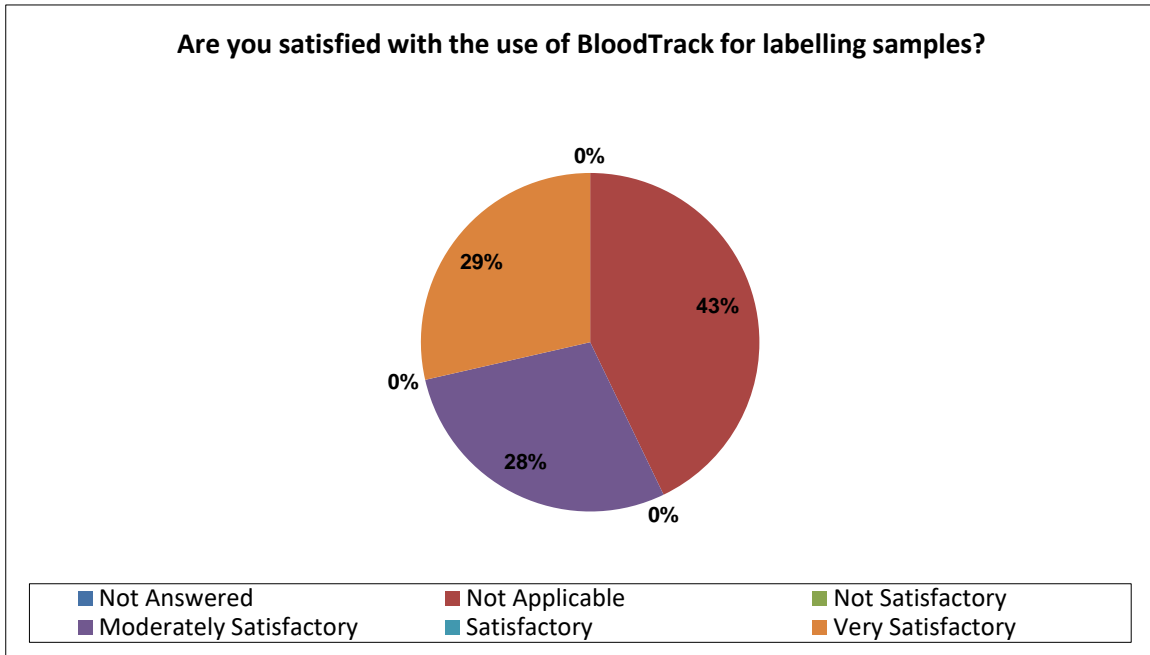
## WINTER INITIATIVE (n = 7)



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<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 8 of 12

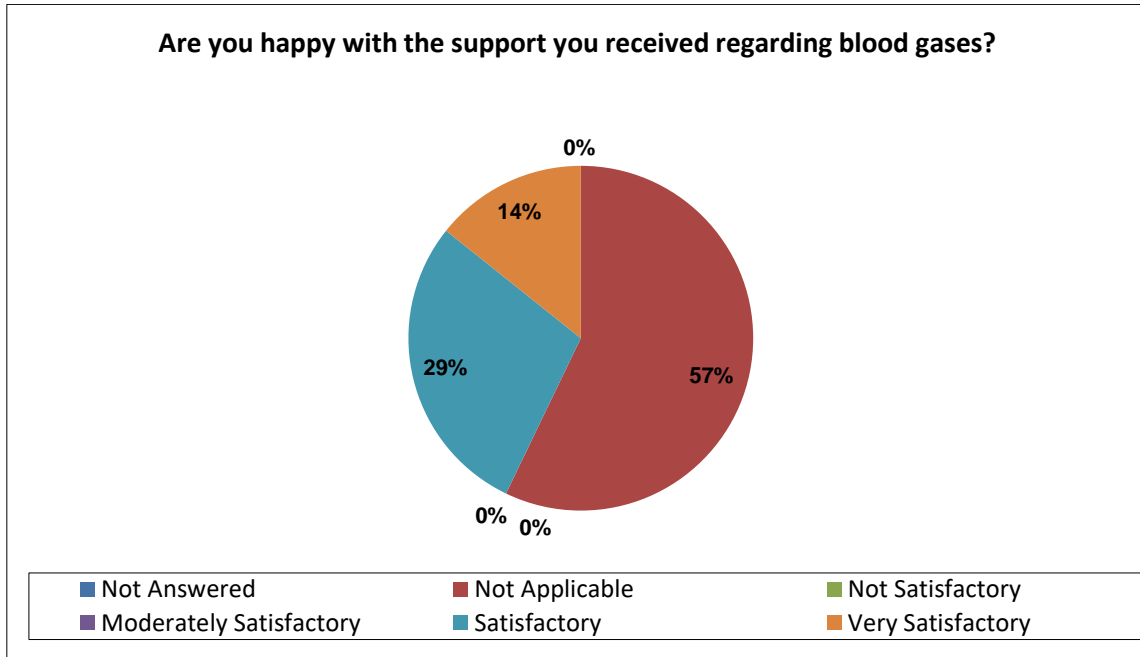


## BLOODTRACK (n = 7)

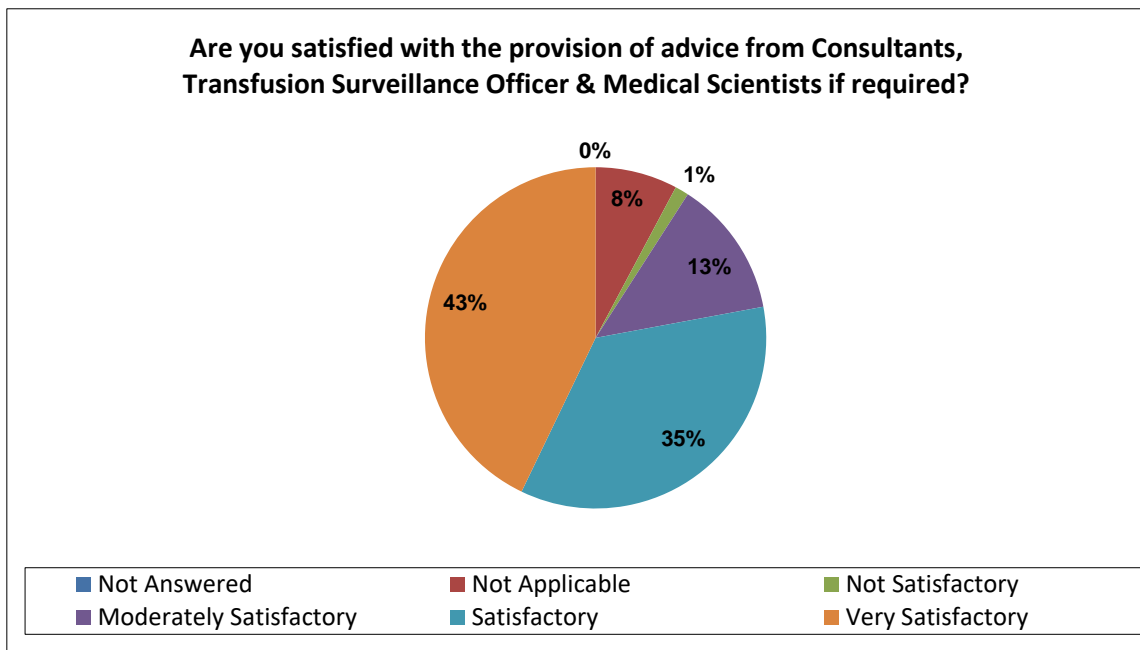


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<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 9 of 12

## BLOOD GAS SUPPORT (n = 7)



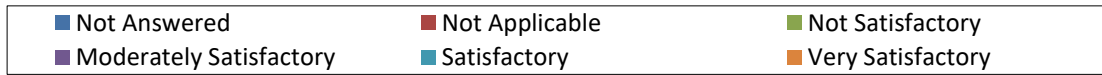
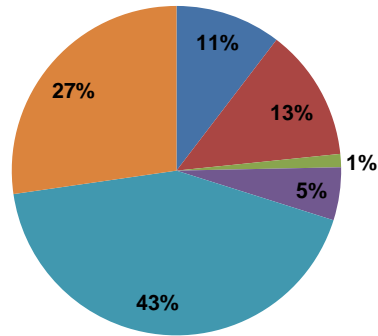
## PROVISION OF ADVICE (CLINICAL AND SCIENTIFIC) (n = 77)



<b>Doc. No:</b> SVY-19/1	<b>Doc Owner:</b> Jill Gillen	<b>Dept &amp; Location:</b> Pathology, RH Mullingar	
<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 10 of 12

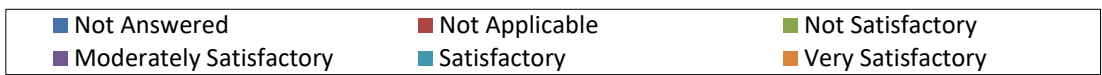
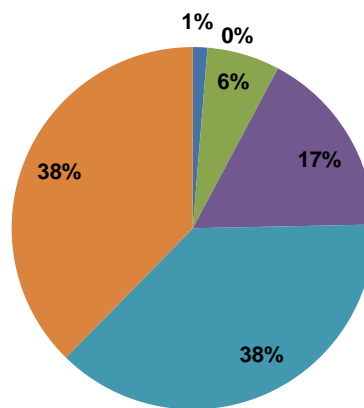
## LABORATORY USER MANUAL (n = 77)

The current revision of the Laboratory User Manual is available electronically. Are you satisfied with the information provided in it?



## NEEDS & REQUIREMENTS (n = 77)

Are you satisfied the laboratory has met your needs & requirements?



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<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 11 of 12

## COMMENTS

Comment	Source
Lab staff generally very professional and helpful, especially in massive transfusion/critically ill scenarios. Occasional result delays seem related to communication re urgency by medical staff or with physical transport/reception of samples. Urea and cr values can be slow compared to others. Second x-match sample can still cause delays.	Consultant
Laboratory service has improved dramatically over the last number of years. Well done to the manager and her team. Congrats.	DOM
Really happy with the informative responsive service. Always on hand for advice and information esp in relation to Sexual Health.	CMN
Please do eGFR on all U&Es	GP
Time frame for lab contact is very limited & constrained	GP
Need more access/longer time frame for queries. Times to call are too limited.	GP
I feel the demand management is administrative & is impacting on clinical practice in a negative way. It limits my clinical intuition	GP
Demand management: Very cumbersome and could be better managed	GP
But increases our workload (filling forms)	GP
Changes being made without consultation with primary care	GP
Too strict, form too lengthy	GP
Lab Manual: Never used it	GP
Lab Manual: Never had to use it	GP
Many thanks for all the great services provided.	GP
Thanks, excellent	GP

## Conclusion

I would like to thank all users for taking the time out of their busy day to complete this survey. It is greatly appreciated & with your feedback we hope to improve the service we can provide to you & your patients.

A meeting of laboratory management has been held to discuss issues/complaints/suggestions that have been raised in this survey and to determine further action if required. The following points were highlighted:

- An additional hour for external phone calls is to be implemented September 2019.
- We do appreciate that IT solution would be optimal for demand management. However while awaiting OrderComms, paper-based is only solution.
- Changes that will have a considerable impact on primary care are discussed at GP Liaison meetings e.g. critical results, demand management, paperless reporting. However it is not possible to bring every change to this meeting. In particular those where there are no alternative options but to proceed for lab functioning e.g. analyser upgrade

Thank you

Jill Gillen  
Quality Officer  
Pathology Laboratory  
Regional Hospital Mullingar

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<b>Vers. No:</b> 1	<b>Active Date:</b> 30/08/2019	<b>Doc Title:</b> Findings from Service User Satisfaction Survey 2019	<b>No. Of Pg:</b> 12 of 12