



Pathology Service User Satisfaction Survey - 2022

Doc. No: SVY-22/1	Doc Owner: Jill Gillen	Dept & Location: Pathology RH, Mullingar	
Vers. No: 2	Active Date: 20/02/2023	Doc Title: User Satisfaction Survey 2022	No. Of Pg: 1 of 16

Introduction

The Pathology Laboratory at Regional Hospital Mullingar conducts a user satisfaction survey on regular 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.

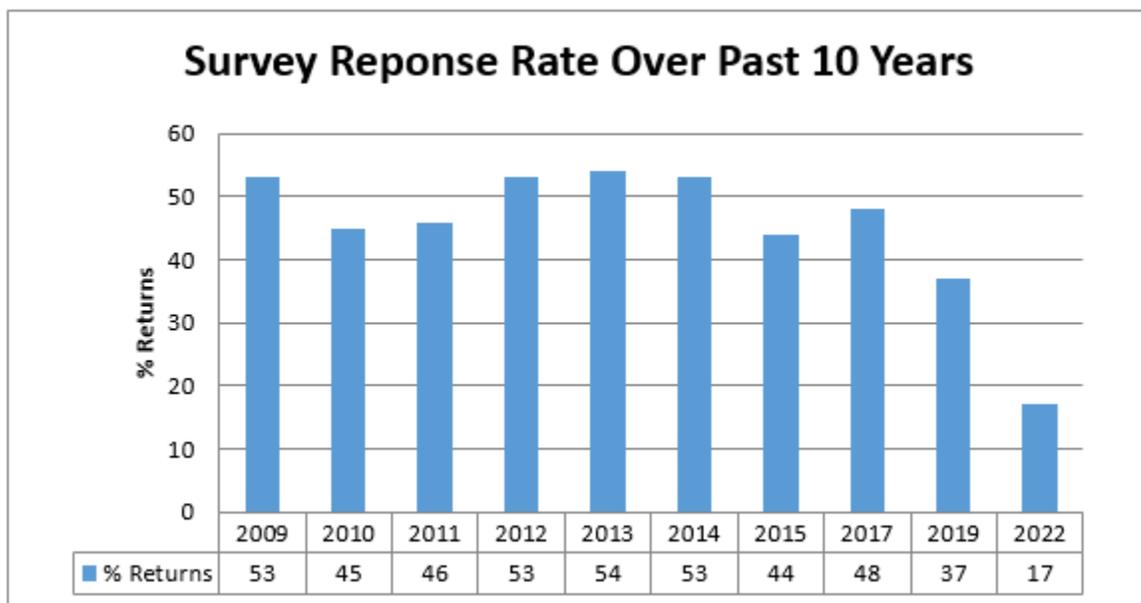
Our goal is to ensure that our users are satisfied or very satisfied with the service we provide.

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 159 service users. This was made up of 101 requesters outside the hospital (e.g. GPs, Nursing Homes, and OPDs/ Colleges) & 58 In-House requesters (Wards, Consultants, Clinics).

We received a response rate of 20 from external requesters (19.8% response rate) and 7 (12.1% response rate) for in-house requesters. This resulted in an overall response of 17%. This is a significant decrease on previous response rates. This year the survey was distributed electronically. This had a significant impact on the response rate.



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Internal Responses

1. New tests have been introduced this year including foetal genotyping and extended viral /bacteria panels. Do you think the test repertoire offered by the laboratory is satisfactory?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		28.57%	2
2	Satisfactory		42.86%	3
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		28.57%	2
			answered	7
			skipped	0
Comments: (1)				
1	22/11/2022 11:51 AM ID: 204702245	Re microbiology panels only...		

2. Are you satisfied with the assistance you received from Specimen Reception? E.g., supplies, queries

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		57.14%	4
2	Satisfactory		28.57%	2
3	Moderately Satisfactory		14.29%	1
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	7
			skipped	0
Comments: (1)				
1	22/11/2022 11:51 AM ID: 204702245	Would appreciate more professionalism / courtesy		

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3. Is Ward Enquiry user friendly?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		42.86%	3
2	Satisfactory		14.29%	1
3	Moderately Satisfactory		14.29%	1
4	Not Satisfactory		28.57%	2
5	N/A		0.00%	0
			answered	7
			skipped	0

Comments: (3)

1	08/11/2022 11:24 AM ID: 203355662	The worst and most outdated lab system I have ever worked with
2	11/11/2022 10:00 AM ID: 203654032	Terrible system. Slow. Multiple "accounts" of unmerged results for the same patient; makes it very easy to miss things. It's also very unreliable that external results will be viewable, especially if external results from the same sample ID are sent to different external labs.
3	22/11/2022 11:51 AM ID: 204702245	slow - ?network problem - especially in OPD. Still can't view results older than 3 months if no recent bloods done. I would like to see all tests summaries for a particular patient, rather than press on patient name individually - need to reconcile all test done for a same patient to be visible on 1 page. That is not possible at present (eg if address is slightly different, or if a nickname used eg Bernie instead of bernadette)

4. Are you confident in the quality/reliability of the results you receive?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		57.14%	4
2	Satisfactory		14.29%	1
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		28.57%	2
			answered	7
			skipped	0

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5. Are you satisfied with how promptly critical results are notified to you?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		28.57%	2
2	Satisfactory		28.57%	2
3	Moderately Satisfactory		14.29%	1
4	Not Satisfactory		0.00%	0
5	N/A		28.57%	2
			answered	7
			skipped	0
Comments: (1)				
1	11/11/2022 10:00 AM ID: 203654032	I'm not sure that the pathway of lab results going to the MSHOC is satisfactory. Could they be communicated electronically, via email, etc?.		

6. How would you rate the turnaround times?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		57.14%	4
2	Satisfactory		42.86%	3
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	7
			skipped	0

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7. Are you satisfied with the expanded test profile currently offered by the laboratory on-call service (20:00 – 08:00)?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		42.86%	3
2	Satisfactory		42.86%	3
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		14.29%	1
			answered	7
			skipped	0
Comments: (1)				
1	11/11/2022 10:00 AM ID: 203654032	no experience		

8. Are you satisfied with the use of BloodTrack for labelling samples?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		57.14%	4
2	Satisfactory		0.00%	0
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		42.86%	3
			answered	7
			skipped	0
Comments: (1)				
1	11/11/2022 10:00 AM ID: 203654032	no experience		

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9. Are you satisfied that BloodTrack has increased patient safety when transfusing units?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		57.14%	4
2	Satisfactory		14.29%	1
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		28.57%	2
			answered	7
			skipped	0
Comments: (1)				
1	11/11/2022 10:00 AM ID: 203654032	no experience		

10. Are you happy with the increased support for point of care testing, including blood gases & Roche Liat (Covid-19)?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		57.14%	4
2	Satisfactory		42.86%	3
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	7
			skipped	0

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11. Are you satisfied with the provision of advice from Consultants, Transfusion Surveillance Officer and Medical Scientists if required?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		71.43%	5
2	Satisfactory		14.29%	1
3	Moderately Satisfactory		14.29%	1
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	7
			skipped	0
Comments: (1)				
1	11/11/2022 10:00 AM ID: 203654032	Very helpful when needed.		

12. The current revision of the Laboratory User Manual is available electronically on Ward Enquiry, the PPPG Shared Drive & the MEG app. Are you satisfied with the information provided in it?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		42.86%	3
2	Satisfactory		42.86%	3
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		14.29%	1
			answered	7
			skipped	0
Comments: (1)				
1	22/11/2022 11:51 AM ID: 204702245	have not read		

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13. Are you satisfied the laboratory has met your needs and requirements?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		42.86%	3
2	Satisfactory		42.86%	3
3	Moderately Satisfactory		14.29%	1
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	7
			skipped	0
Comments: (1)				
1	11/11/2022 10:00 AM ID: 203654032	The lab is great; but the Ward Enquiry interface needs to go, and in the short term the issues with <100% of external results being viewable on the system needs to be addressed.		

14. Any further comments?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	3
1	09/11/2022 19:40 PM ID: 203521510	Happy with the service you provide .		
2	11/11/2022 10:00 AM ID: 203654032	as above		
3	22/11/2022 11:51 AM ID: 204702245	Dynamic endocrine tests - can we look at presenting results according to timelines eg 0, 30 min, 60 min etc eg for Insulin tolerance test		
			answered	3
			skipped	4

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15. For analysis, what category do you belong to?

Answer Choices		Response Percent	Response Total
1	Consultant	57.14%	4
2	CNM	42.86%	3
3	Phlebotomy	0.00%	0
4	Other (please specify):	0.00%	0
		answered	7
		skipped	0
Other (please specify): (0)			
No answers found.			

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External Responses

1. New tests have been introduced this year including NT-proBNP and molecular enteric testing. Do you think the test repertoire offered by the laboratory is satisfactory?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		55.00%	11
2	Satisfactory		40.00%	8
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		5.00%	1
			answered	20
			skipped	0
Comments: (2)				
1	07/11/2022 16:35 PM ID: 203274996	Recent additions very helpful. D dimer would also be beneficial.		
2	21/11/2022 09:17 AM ID: 204513662	Calprotectin would be good		

2. Are you satisfied with the assistance you received from Specimen Reception? E.g., queries

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		70.00%	14
2	Satisfactory		20.00%	4
3	Moderately Satisfactory		10.00%	2
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	20
			skipped	0
Comments: (2)				
1	07/11/2022 20:13 PM ID: 203310284	perhaps you could have a dedicated GP line as we often need results outside the two timeslots that we were given		
2	21/11/2022 13:46 PM ID: 204544083	Extended access to call would be helpful		

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3. Are you satisfied with the layout of the request form/reports & results interpretation?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		60.00%	12
2	Satisfactory		40.00%	8
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	20
			skipped	0
Comments: (1)				
1	07/11/2022 20:13 PM ID: 203310284	for Utis please test against amoxicillin trimethoprim and nitrofurantoin as they are the ones we mostly use		

4. Are you confident in the quality/reliability of the results you receive?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		75.00%	15
2	Satisfactory		20.00%	4
3	Moderately Satisfactory		5.00%	1
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	20
			skipped	0
Comments: (1)				
1	21/11/2022 13:46 PM ID: 204544083	Recently K+ is reported on aged samples which results in unnecessary repeating		

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5. Are you satisfied with how promptly critical results are notified to you?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		80.00%	16
2	Satisfactory		15.00%	3
3	Moderately Satisfactory		5.00%	1
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	20
			skipped	0
Comments: (2)				
1	07/11/2022 20:13 PM ID: 203310284	i am impressed how even out of hours staff are dedicated to convey critical results good job		
2	10/11/2022 09:20 AM ID: 203557698	Some results not received at all		

6. How would you rate the turnaround times?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		60.00%	12
2	Satisfactory		30.00%	6
3	Moderately Satisfactory		10.00%	2
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	20
			skipped	0
Comments: (2)				
1	14/11/2022 21:40 PM ID: 203972392	A few issues this year with a bit of chase up needed but nothing major		
2	21/11/2022 09:31 AM ID: 204514924	There are times when you have to ring the lab for results if you don't receive results in a week		

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7. Are you satisfied with the provision of advice from Consultants & Medical Scientists if required?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		60.00%	12
2	Satisfactory		25.00%	5
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		15.00%	3
			answered	20
			skipped	0
Comments: (1)				
1	07/11/2022 20:13 PM ID: 203310284	every time i needed advice it was promptly given		

8. The current revision of the Laboratory User Manual is available electronically at: <https://www.hse.ie/eng/services/list/3/acutehospitals/hospitals/regional-hospital-mullingar/our-services/> Are you satisfied with the information provided in it?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		57.89%	11
2	Satisfactory		26.32%	5
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		15.79%	3
			answered	19
			skipped	1
Comments: (3)				
1	07/11/2022 16:04 PM ID: 203270892	I use a limited selection of tests and I haven't read it recently.		
2	07/11/2022 20:13 PM ID: 203310284	I have to admit I have not looked at it yet		
3	21/11/2022 09:17 AM ID: 204513662	Haven't read it		

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9. Are you satisfied the laboratory has met your needs and requirements?

Answer Choices			Response Percent	Response Total
1	Very Satisfactory		70.00%	14
2	Satisfactory		30.00%	6
3	Moderately Satisfactory		0.00%	0
4	Not Satisfactory		0.00%	0
5	N/A		0.00%	0
			answered	20
			skipped	0
Comments: (1)				
1	07/11/2022 16:35 PM ID: 203274996	Very good and professional service.		

10. Any further comments?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	5
1	07/11/2022 16:03 PM ID: 203270780	Might be an idea for practices to have an email contact within the laboratory for non-urgent queries from gp practices, as I expect the volumes of calls into the lab are very high ?		
2	07/11/2022 20:13 PM ID: 203310284	Thanks for your good work		
3	08/11/2022 09:16 AM ID: 203340397	super service with excellent turnaround times		
4	14/11/2022 21:40 PM ID: 203972392	The lab service is absolutely brilliant and we're very happy.		
5	21/11/2022 11:14 AM ID: 204525552	thanks A Butler		
			answered	5
			skipped	15

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11. For analysis, what category do you belong to?

Answer Choices			Response Percent	Response Total
1	GP		45.00%	9
2	Nurse		30.00%	6
3	Nursing Home		10.00%	2
4	Other (please specify):		15.00%	3
			answered	20
			skipped	0
Other (please specify): (3)				
1	07/11/2022 16:04 PM ID: 203270892	Public Health		
2	08/11/2022 16:07 PM ID: 203391231	Practice Manager		
3	14/11/2022 14:12 PM ID: 203918290	Consultant Psychiatrist		

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 scheduled to discuss issues/ complaints/suggestions that have been raised in this survey and to determine further action if required.

Any changes to the service from this survey will be discussed with users prior to implementation.

Thank you

Jill Gillen
 Quality Manager
 Pathology Laboratory
 Regional Hospital Mullingar

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