USER SATISFACTION SURVEY 2016
This audit is to assess the users’ satisfaction with all public aspects of our service: availability of information pertinent to use of biochemistry services, along with test requesting, sample collection, test repertoire, turnaround time, interpretation and reporting of results, general relations and laboratory errors.

**South Glasgow Biochemistry Service User Satisfaction Survey 2016**

**Introduction**

A user survey for South Glasgow Biochemistry Service was carried out from 3rd – 30th June 2016 by circulating an electronic questionnaire.

The survey covered locations on two sites: Queen Elizabeth University Hospital and the Victoria ACH.

Also included in the survey was the GP catchment for the Biochemistry service.

**Coverage**

There were 2098 questionnaires sent out. These were sent out using Questback (185) and email (1,913).
Questionnaire

A questionnaire was sent to all General Practitioners and to all Consultants covered by the South Glasgow Biochemistry Service.

The questionnaire contained 15 statements describing ideal practice and the recipient was requested to indicate how much they agreed with the statement (1: strongly agree, 2: agree, 3: no opinion, 4: disagree, 5: strongly disagree). The statements were:

1. The current staff handbook on hospital website provides sufficient clear information to allow you to use the Biochemistry Service.

2. The electronic systems (Anglia Ice - Primary Care) or (Trakcare – Secondary Care) are clearly laid out and easy to complete.

3. The range of tests provided by the Biochemistry Service meets your clinical needs and requirements.

4. Interpretative comments on biochemistry reports are appropriate and helpful.

5. The information presented in our reports is clear and unambiguous.

6. Telephone enquiries that you make to the Biochemistry Department are dealt with politely and efficiently.

7. Specimen collection and transport arrangements meet you requirements.

In addition, there was a space left for free text where respondents could add comments or suggestions.
RESULTS OF THE AUDIT List all the processes/elements examined and non-conformities found. If an investigation demonstrates a complaint is justified, list it as a non-conformity. Include witnessed (observed) non-conformities as well as those arising from data.

Questionnaire Uptake:

<table>
<thead>
<tr>
<th>Users</th>
<th>Sent Out</th>
<th>Returned</th>
<th>Percentage %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Staff</td>
<td>1913</td>
<td>35</td>
<td>1.8</td>
</tr>
<tr>
<td>General Practitioners</td>
<td>185</td>
<td>9</td>
<td>4.9</td>
</tr>
<tr>
<td>Total</td>
<td>2098</td>
<td>44</td>
<td>2.1</td>
</tr>
</tbody>
</table>

The largest return group was from the General Practitioners 4.9% and the medical staff only returning 1.8%

In all, of the 2,098 questionnaires sent out, 44 were returned to the laboratory. A return of 2.1%.

The total results were tabulated and outcomes represented in grafts.
individual questions are shown below:

The statistical returns were taken on the “All Users” table and discussed below.

Returns and User Comments

1. The current staff handbook on hospital website provides sufficient clear information to allow you to use the Biochemistry Service.

From the results and comments of the survey, Statement 1,

The overall acceptance of the statement was 36.4%. Those who had no opinion gave a return of 38.6% and overall disagreement of 9.2%. From this group some individuals were unaware of the existence of Biochemistry handbook, where it was located, never seen it or had rarely been able to find it.
2. The electronic systems (Anglia Ice - Primary Care) or (Trakcare – Secondary Care) are clearly laid out and easy to complete.

From the results and comments of the survey, **Statement 2**

In **Statement 2**, there was a high return from users who gave an overall Agreement of 52.2%. Users who disagreed/strongly disagreed polled 20.5%.

Main comments from those who disagreed said that there were too many boxes to complete in Trakcare.

There is additional biochemistry reason for test questions – and suggested that these should be removed.

Others don’t have access to these systems.
3. The range of tests provided by the Biochemistry Service meets your clinical needs and requirements

Statement 3, “The range of tests provided by the Biochemistry Service meets your clinical needs and requirements” This gave a 93.2% acceptance rate, with only an overall disagreement of 4.6%. Only 2.3 had no opinion. There were no comments received for this statement.
4. Interpretative comments on biochemistry reports are appropriate and helpful.

For “Interpretive comments on biochemistry reports are appropriate and helpful.” in Statement 4, a high of 86.4% were in agreement that reports provided were appropriate to their needs. A small proportion of 4.5% strongly disagreed. Most users were complementary of the service and were happy with its provision. Comment made that sometimes the reports were difficult to see on Portal.
5. The information presented in our reports is clear and unambiguous

Scores in Statement 5, provided an overall Agreement of 81.8% and no opinion score of 9.1%. However, a proportion of the users gave a 4.6% disagreement total. There were no comments.
6. Telephone enquiries that you make to the Biochemistry Department are dealt with politely and efficiently.

<table>
<thead>
<tr>
<th>Response</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Strongly Agree</td>
<td>31.8%</td>
</tr>
<tr>
<td>2. Agree</td>
<td>38.6%</td>
</tr>
<tr>
<td>3. No opinion</td>
<td>15.9%</td>
</tr>
<tr>
<td>4. Disagree</td>
<td>0.0%</td>
</tr>
<tr>
<td>5. Strongly disagree</td>
<td>2.3%</td>
</tr>
<tr>
<td>Other</td>
<td>11.4%</td>
</tr>
<tr>
<td>Number</td>
<td>44</td>
</tr>
</tbody>
</table>

Statement 6 produced an Agree/Strongly Agree response of 70.4% and a Strongly Disagree of 2.3%, with 11.4% recorded in the Other category. Some users commented that some staff are excellent, very helpful and friendly which is much appreciated. Others mention that on occasionally staff can be a little brusque.
7. Specimen collection and transport arrangements meet you requirements

In **Statement 7**, there was an overall return of 22.7% of those who disagreed with the statement and 25% who had no opinion, 50% thought the comment to be correct and 25% had no opinion. Comments: There were requests for late afternoon or later in the day collections. Specimen collection is a big issue for some when the pneumatic tube does not work.

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**ACTIONS RECOMMENDED BY AUDITOR** List and explain any corrective action, preventative action
or other improvement that is being recommended. Suggest a timescale for each recommendation to be implemented.

**Quality Improvement / Preventative Action Suggestions**

Any suggestions which are supplied by our Users through comments that can help to improve the quality of the service we provide will be assessed by the Quality Team within the Biochemistry department. Below are some which arose through comment in the returns, these will be given consideration. It may be the case that some improvements are out-with the remit of the Biochemistry service but will be documented and available for the appropriate management team.

Comment Areas were around:
- Specimen Collection times and sample delivery
- Report filing,
- Trakcare and Order Comms
- Staff Handbook
- The Pod System
- Emailing for additional tests to be added
- Tests that are no longer available

**Conclusion**

This has been an interesting and worthwhile survey of the new Biochemistry Service. The response was somewhat lower than anticipated and a further Survey should be considered possibly in 2017.

Overall the Service appears to have no major problems. A large majority of Users were very complementary of the service provided. There were some areas where users felt that certain aspects of the service could be improved. All users who made a statement or questioned the lab will receive a reply. It is the policy of this department to address as far as is possible these areas of concern to continually improve the service provided to our users.