

Clyde Biochemistry & Haematology Laboratories:
Ward User Survey 2017



Please help us to update and improve the services we offer you, by:

- Completing this short survey before **Friday 7th July.**
- Returning it to Pamela Craig, Biochemistry Laboratory, Royal Alexandra Hospital.

HOSPITAL SITE (please circle): RAH (22) IRH (13) VOL (1) NA (8)	RESPONSE: 44 / 240 = 18%
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REQUESTING LABORATORY TESTS	DISCIPLINE	YES	NO	NA
Does the repertoire of tests supplied by the laboratory, meet your requirements?	Biochemistry	89%	4%	7%
	Haematology	86%	5%	9%
Do you use - the User Handbook, located on Staffnet?	Biochemistry	25%	68%	7%
	Haematology	25%	66%	11%
Does the User Handbook, provide sufficient information for your needs?	Biochemistry	29%	14%	57%
	Haematology	27%	14%	59%
Is specimen collection & transportation satisfactory?	Biochemistry & Haematology	73%	18%	9%
Have all ward staff been trained in the correct use of Trakcare, by the Trakcare team or a trained colleague?	Biochemistry & Haematology	70%	5%	25%
Is there a supply of paper request forms in the ward? (for add on requests & the contingency plan if IT failures)	Biochemistry & Haematology	68%	11%	21%

REPORTS & RESULTS	DISCIPLINE	YES	NO	NA
Do electronic reports provide clear, unambiguous information for the interpretation of results?	Biochemistry	91%	2%	7%
	Haematology	88%	5%	7%
Is the Turnaround Time of test results satisfactory?	Biochemistry	82%	9%	9%
	Haematology	86%	5%	9%

COMMUNICATION	DISCIPLINE	YES	NO	NA
Is communication of Trakcare labelling errors satisfactory?	Biochemistry & Haematology	62%	11%	27%
Are telephone enquiries dealt with effectively?	Biochemistry	82%	2%	16%
	Haematology	82%	0%	18%
When phoning the laboratory are staff friendly & professional?	Biochemistry	89%	2%	9%
	Haematology	91%	0%	9%
Is communication of urgent / significant results satisfactory?	Biochemistry	79%	7%	14%
	Haematology	79%	7%	14%
Is clinical advice & interpretation satisfactory?	Biochemistry	86%	0%	14%
	Haematology	86%	0%	14%

SERVICE	DISCIPLINE	YES	NO	NA
Is the response to complaints satisfactory?	Biochemistry	59%	0%	41%
	Haematology	59%	0%	41%
Is communication of changes in service delivery satisfactory?	Biochemistry	77%	2%	21%
	Haematology	77%	2%	21%
Is the overall performance of the laboratory satisfactory?	Biochemistry	91%	0%	9%
	Haematology	91%	0%	9%

V.poor Poor Average Good Excellent NA

How would you rate the **Biochemistry** service on a scale of 1-5? 0% 0% 2% 62% 34% 2%

How would you rate the **Haematology** service on a scale of 1-5? 0% 0% 2% 60% 36% 2%

P.T.O

ADDITIONAL COMMENTS WELCOME:

Biochemistry

- It is misleading when there is no exclamation mark next to a result that has not been processed i.e. haemolysed or insufficient.
- It would be useful if Biochemistry was analysed at IRH and not sent to RAH as it can be next day before results on portal.
(**Hep C clinics, OPD, RAH & IRH**)
- Gentamicin levels usually taken ~ 8-9am. Results often not available until 4-5pm. Patient dosage is late.
(**AMRU, VOL**)
- I note that abnormal vitamin D levels are not highlighted on portal. I know to check but may cause errors, with other users assuming they are normal.
(**medicine, IRH**)

Haematology

- The haematology service in Inverclyde could not be more helpful – all lab staff are excellent. Great service.
- Generally a well service. Sometimes results not available on portal – however, when consulting lab, it was maybe reported i.e. FBC? previously, yet still not on system. Staff generally pleasant, professional & helpful.
(**F North, IRH**)

Both

Compliments

- We feel that labs provide us with an excellent service
- Thank you for taking time to try and improve the service.
- Will try to look at handbook. You provide an excellent service.
- I have been a consultant here for a few months but so far, service seems good.

Trakcare / Forms

- Mental health inpatients staff have not been trained in Trakcare & do not use it. We still require paper request forms.
(**John Boyle, SCN & Dunres G, RVC**)
- As all blood results are readily available on Trakcare, I feel it is very unnecessary to receive paper copies also. Not only is this a wasted exercise but wastes time of ward clerk attempting to file them. Can you provide any information or advice on why this is required & if not, who can we contact to cease these paper copies?
(**Susan O'Connor, K North, IRH**)

Transport of specimens

- Ideally transportation of specimens would be best by a clinical system / pod. Porters work hard and do their best but at busy times, like meal times, collection can be slowed down.
(**G North, OPD, IRH**)
- Collection of specimens – variable due to porter staff availability.
(**ward 36, RAH**)

Results

- Often results which are abnormal are reported as “phoned to ward” – not always clear who was informed. Could make better practice of taking name of anyone who takes results over phone.
(**J North, IRH**)
- Some results have no reference ranges e.g. CK, Clotting factors. Needs to be a system to inform clinician of abnormal results – putting on portal for us to find can lead to delays.
(**panda centre, RAH**)