

**IMMUNOLOGY LABORATORY
QUEEN ELIZABETH UNIVERSITY HOSPITAL**

**USER SATISFACTION QUESTIONNAIRE RESULTS
2018**

41 RESPONDENTS

OVERALL RESULTS:

		STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
1.	The laboratory handbook on both the intranet and hospital website provides sufficient information to allow you to use the Immunology Service	20% (8)	31% (12)	46%(18)	3%(1)	0
2.	The repertoire of tests provided by the Immunology Service meets your clinical needs and requirements.	32% (13)	63% (26)	0	5%(2)	0
3.	The Immunology reports provide unambiguous information in a format that is easy to read.	27% (11)	46% (19)	15% (6)	12%(5)	0
4.	Interpretive comments on Immunology reports are appropriate and helpful	32% (13)	53% (22)	10%(4)	5%(2)	0
5.	Telephone enquiries are dealt with politely and efficiently	35% (14)	28% (11)	37%(15)	0	0
6.	Clinical advice is available as required and appropriate to your needs	35% (14)	28% (11)	37%(15)	0	0
7.	The turnaround times (between arrival of specimen and availability of report) for all Immunology tests meets your needs	20% (8)	56% (23)	7%(3)	15%(6)	2%(1)
8.	If you have had cause to complain has your complaint been dealt with satisfactorily	0	5%(2)	95%(38)	0	0
		Clinical Portal	Trakcare	SCI Store	Email	Paper
9.	How do you access your Immunology results	48%(28)	12%(7)	12%(7)	7%(4)	21%(12)

Immunology Laboratory QEUH – 2018 Comments

Positive feedback

- Good service for GPs
- Staff always helpful
- Happy with the good service
- Found the department to be helpful.
- Clinical queries are dealt with quickly.
- I have found Immunology to be very helpful and friendly. Strongly in favour of interpretative reports.
- I think the Immunology service is very good.
- I think the service provided is good
- Excellent cooperative liaison

Turn Around Times

- As a clinician we are always looking for tests to be back the same day where possible but realise this is unrealistic for more specialist tests.
- Turnaround times: mostly clinically appropriate. Would sometimes be nice to get ANA rapidly but in most occasions OK to wait a bit.
- Recently, slower than usual times for turnaround of ANA/ENA results.
- I would like my IgE tests to be done more promptly (but recognise the pressures on the service)
- Turnaround times vary between tests - and well understand the constraints. However, not always as timely for functional antibodies or complement function as we would like.
- The turnaround time for many tests is very slow, and different from other hospitals nearby. For example connective tissue disease panel of tests takes weeks to be reported. We regularly ring and chase these types of bloods. Staff are polite and helpful, but the tests invariably take a length of time that is not compatible with the best clinical care.
- Having the ANCA or anti-GBM result sooner would have improved clinical decision making, and having faster turnaround of anti-PLA2 receptor antibody might avoid renal biopsy in some patients. However this is not a complaint about the Immunology service which I think is very good, just a statement on how valuable the tests are to our clinical service
- ANA is too slow

IT

- Repeat tests: especially in the inpatient setting multiple requests can be sent for the same thing. Can Trakcare pop up to let requesters know?
- Could it be possible when the test is not done for any reason to show on a different colour? (like red when it is abnormal, it could be yellow so as to have a quick view)

Improvement suggestions

- Would be good to offer an annual users' group educational meeting with CPD attached to improve links between rheumatology and immunology.
- As a rheumatologist there has been an improvement in referrals from GPs with the comments regarding ANA not always being significant but I wonder whether very mildly positive ANA (e.g. 1/40) need to be reported as abnormal?
- Please stop reporting ANA 1/40 as positive as this can generate patient anxiety and unnecessary referral
- A more comprehensive index for the handbook would be helpful

Miscellaneous

- Occasionally we in primary care do one of the more obscure tests which can be difficult to interpret in the clinical context. On the other hand, unless we are clear why we are doing this test, I don't think we should be doing them!
- I have occasionally had difficulty getting the phone answered
- I find some of interpretation difficult to relate to clinical practice

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To whom it may concern

User Satisfaction Survey 2018

I would like to thank those of you who took the time to fill in our user satisfaction survey 2018. As you know the responses help us provide continued quality improvement.

As part of our Quality process, all comments are reviewed and, where possible, positive actions taken.

- Turnaround times for assays are under review and will be monitored on an ongoing basis. New instrumentation is being installed and this should improve turnaround times for some tests within the next year.
- Repeat requests – the trakcare team have advised against pop up alerts for repeat requests as, at the point of request, Trakcare can only tell if a previous request was made but cannot tell if the sample was taken, reached the lab or successfully analysed.
- The laboratory handbook is under review and a more comprehensive index will be available in the next version.
- ANA reporting is being reviewed with input from the Rheumatology Managed Clinical Network
- Implementation of NPEx is ongoing and once IT issues have been resolved we hope to be able to roll this out to our users, thereby improving reporting mechanisms.

Overall, the majority of users were satisfied with the service and many gave positive feedback.

Once again, thank you for taking part and I hope that the updated information will be useful to you.

Yours Sincerely,

Carolyn

Carolyn Watt
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<https://www.nhsggc.org.uk/about-us/professional-support-sites/immunology>