

**PATHOLOGY USERS SATISFACTION SURVEY - S11
- RESULTS -
(June 2011)**

1 Introduction

As part of Pathology's ongoing service improvement plan it is important to understand how users rate services currently received. To this end, an online Pathology Users Satisfaction Survey, from Bristol University, was constructed and made accessible to users on the web with the following link:

<http://www.survey.bris.ac.uk/lthtpathology/s11-usersatisfactionsurvey>

Pathology will use the information users provide to identify those areas of good practice which need to be maintained and identify areas for improvement.

2 Response rate

Emails were sent to users of Pathology services, mainly in the Leeds and Bradford areas. A majority of users were obtained from the Telepath system, Leeds Health Pathways, Bradford Primary Care Trust and other information available. Between 14th April and 14th June 2011 a total of 90 relevant surveys were received, giving a response rate of 18 percent.

3 Users Demographics

3.1 Profession and location of respondents

Respondents locations included hospitals listed below. Table 1 reflects this data.

Table 1– Professions and Locations of survey respondents

Professions of Users	Locations										
	Total	LGI	SJUH	BRI	SCH	WGH	CAH	Spire	GP Brad	GP Lds	Other
Consultants	71	21	20	25			4				1
Other	6		1						3		2
Nurses	4		1						2		1
Foundation House Officer	2	1						1			
GPs	2									1	1
Allied Health Professional	2					1					1
Paediatrician	1	1									
Radiologist	1				1						
Healthcare Assistant	1								1		
Total	90	23	22	25	1	1	4	1	6	1	6

3.2 Pathology departments used by respondents the past twelve months

The 90 respondents indicated they had used the following Pathology departments 691 times over the past 12 months. Table 2 gives the total overview per department.

Table 2 – Nr of respondents visiting Pathology departments the past 12 months

Department	Nr of respondents
Blood Sciences	29
Clinical Biochemistry	76
Routine Haematology	76
Specialist Lab Medicine	14
Biochemical Genetics (SLM)	12
Blood Transfusion (SLM)	50
Clinical Immunology (SLM)	47
Transplant Immunology (SLM)	9
Endocrinology (SLM)	32
Specialist Haematology (SLM)	18
Toxicology/Trace Metals (SLM)	11
Clinical Genetics	31
DNA Lab	17
Cytogenetics	22
Histopathology	57
Cytology	37
Microbiology	70
Mycology	28
Virology	53
Other	2

3.3 Respondents designated clinical areas

Respondents came from all clinical areas listed below. Table 3 gives an overview of the respondent's clinical areas and the number from each area.

Table 3 – Clinical areas and number of respondents from each area

Clinical areas			
Accident & Emergency	1	Infection and Travel Medicine	1
Acute medicine	1	Infectious Diseases	1
Anaesthetics	5	Medical Oncology	1
Breast Services including Surgery	3	Neonatal medicine	4
Cardiology	2	Neurosurgery	1
Clinical and Medical Oncology	3	Obstetrics	2
Clinical Oncology	1	Occupational Health	1
Dermatology	6	Oncology	2
Diabetes and Endocrinology	1	Ophthalmology	2
Elderly Services	6	Orthopaedic Surgery	2
Emergency Medicine	1	Paediatrics	4
Gastroenterology	6	Paediatric Nephrology	2
General Medicine	2	Phlebotomy	1
General practice	9	Plastic Surgery	2
Genito-Urinary Medicine	1	Primary Care	1
Gynaecology	1	Radiology	4
Haematology	1	Respiratory Medicine	1
Histopathology	1	Rheumatology	1
Hpb and Transplant Services	1	Other	16

4 Overall User Satisfaction with the services provided by Pathology

In response to Statement 17 – below - 76% of users are very satisfied with the Pathology services while only 10% disagreed and a further 2% strongly disagreed. These numbers are indicated below. Interesting were the comments received from those who disagreed and these are listed in Table 5 below.

Table 4 – Statement on Satisfaction of Pathology services provided

17.a I AM VERY SATISFIED WITH TH OVERALL SERVICE PROVIDED BY – Opinion		
Strongly agree	7	8%
Agree	61	68%
Neither Disagree nor Agree	11	12%
Disagree	9	10%
Strongly Disagree	2	2%

Table 5 – Comments by users who disagreed/strongly disagreed with statement 17

Histopathology and virology take too long to be reported. I often have to phone the Virology lab in Leeds.
Because of the problems with histology, other departments OK.
Detailed results of hospital based requests are not automatically made available to GPs. This is a serious lack of communication, in my opinion.
Far too slow for Histopathology results.
Great individual colleagues, but not always 'joined up' so overall service can be OK, when could be great.
Histopathology a big problem.
Let down by slow Blood Sciences turnaround.
Not enough daily collections.
Other than Microbiology reporting.
Overall it's good, but a few areas could be improved, but I suspect this needs funding. The more specialised, the better the service.
PLEASE NOTE I HAVE NOT USED SERVICES A-D, but the questionnaire requires an answer - hence neither agree nor disagree for all of these.
The service turn around time is too slow for Bradford patients. Whether this is due to delays in transporting specimens is unclear. If the sample is taken on a Thursday or Friday it is often not ready for the MDT the next Weds. This can result in breaches in patients requiring repeat testing.

5 Statements regarding general information about pathology services

The following seven statements relate to a number of issues regarding general Pathology services provided and if they disagreed, to provide comments as to the reasons why. The following is a list of Opinions and Comments received.

5.1 Accessing information about Pathology departments

How and where do you access information about Pathology departments?

Telephone	44	
LTH Results Server	41	
Word of Mouth	18	
Leeds Pathology Website	24	
Leeds Pathology Intranet	23	
I write a probable diagnosis on the request form and you perform what tests are available	7	
Guess/assume tests are available	6	
Lab Tests Online	7	
National Handbook for Laboratory Medicine	0	
RCPATH	1	
NHS National Laboratory Handbook	1	
Airedale NHS Trust Pathology Handbook	1	
Bradford Royal Infirmary Intranet	1	
BTHF NHS Trust Website	1	

5.1 – Comments

I don't.
I don't actually take the samples, the juniors do. I look at the reference values on the results sheet when looking at the results.
I generally know what tests I want doing - my junior staff find out which bottle to use etc. Sometimes I use the web or phone for unusual diagnoses where I need advice.
I use a narrow range of services and haven't needed to access further information, but if needed would go to Trust Intranet first.
None.
Not aware of the above.
Our lab, I would appreciate access to the Leeds server this would be so useful.
Own knowledge!
Phone the lab.
Ring for result or get paper copy posted to me.
UKGTN/Eddnal/GeneClinics/other Trust's websites.
Use local guidelines system (Datix).

6 Information regarding Pathology Tests

6.a USER INFORMATION AND GUIDELINES FOR REQUESTING PATHOLOGY TESTS ARE CLEAR AND UP-TO-DATE - Opinion

Strongly Agree	4	4%
Agree	44	49%
Neither Agree nor Disagree	41	46%
Disagree	1	1%
Strongly Disagree	0	0%

6a – Comments

Airedale NHS Trust sends our samples to you when appropriate. We are not aware of your protocols and guidelines.
I don't have user information.

It is difficult to find, but fine when you do find it!
No experience.
Not sure where they are.
These.

6b THE PATHOLOGY REQUEST FORM IS SUITABLE FOR MY USE - Opinion		
Strongly Agree	14	16%
Agree	58	64%
Neither Agree nor Disagree	12	13%
Disagree	4	5%
Strongly Disagree	2	2%

6b – Comments
A single request form would be better.
Airedale NHS Trust sends our samples to you when appropriate. We are not aware of your protocols and guidelines.
At Bradford there are separate request forms for Haematology and Biochemistry. This leads to inefficient duplication of form-filling. Patients spend time in clinic watching the consultant fill in forms.
I would recommend a printed box for infection risk rather than rely on labels which are often forgotten.
Not enough room for clinical details about the patient. I think this discourages junior docs from giving full (or any) clinical information to support test requests.
Would like online requests.

6c I AM CLEAR ABOUT THE PATHOLOGY REQUIREMENTS TO COMPLETE THE REQUEST FORMS AND SPECIMEN LABELS - Opinion		
Strongly Agree	20	22%
Agree	55	61%
Neither Agree Nor Disagree	11	12%
Disagree	3	4%
Strongly Disagree	1	1%

6c - Comments
Airedale NHS Trust sends our samples to you when appropriate. We are not aware of your protocols and guidelines.
Hepatitis screens are often bounced back.
Microbiology throw out samples that are correctly named when they are unhappy about the clinical details - it isn't always clear what was unacceptable. This is a terrible waste of time and resources especially in outpatients where repeating the sample is nigh impossible.
Mystifying, and not always helpful (in my opinion).
The change to writing on Histology pots is causing difficulty in the department as the pots we use are small and therefore so is the label area to fill in.

6d SYSTEMS TO COLLECT AND TRANSPORT PATHOLOGY SPECIMENS WORK WELL		
Strongly Agree	2	2%
Agree	44	49%
Neither Agree nor Disagree	21	23%
Disagree	15	17%
Strongly Disagree	8	9%

6d - Comments
Airedale NHS Trust sends our samples to you when appropriate. We are not aware of your protocols and guidelines.
Availability of pods poor.
Can be extremely unreliable, specimens disappear or take too long to reach the lab.
Could do with additional collections, one at lunchtime is not enough to be able to offer a good choice of appointments to our patients.
Delays in Histology.
Delays in transportation of Microbiology samples from SJUH to LGI.
Generally good and reliable, but have had a Cytology specimen go missing for 2 weeks due to long multi-step journey from Seacroft to Morley. The clinical procedure had to be unnecessarily repeated and difficult to justify to the patient whose husband was a forensic scientist.
Histopathology system in place for Bradford patients is slow and cumbersome.
Lost specimens/not received specimens. CSF is thrown away with no discussion-difficult to re-LP.
Not always. Probably down to portorage.
One collection per day is not enough.
Only one collection each day not satisfactory.
Some delays in transportation of urgent samples.
Specimens collected from the Breast Unit at the LGI seen to do a long route before getting to Morley.
Takes far too long to get C Diff results and when specialist tests are done, getting the result back can involve several phone calls.
There can be delays and difficulties getting some results. I have to ring round. A clear list of numbers for which tests would be useful, Toxicology is a particular problem.
Transport issues for Bradford often cause delays - should change time transport arrives from Bradford to lab runs in Microbiology especially at weekends.
Urgent Group and save specimens are not processed efficiently.
When samples are taken at St Lukes Hospital on Friday afternoons, they presumably sit around over the weekend and are not transported anywhere until the following week, which slows down receipt of results.

6e THE LEEDS PATHOLOGY WEBSITE (www.pathology.leedsth.nhs.uk) PROVIDES ADEQUATE AND UP-TO-DATE INFORMATION ON PATHOLOGY AND ITS DEPARTMENTS - opinion		
Strongly Agree	4	5%
Agree	26	29%
Neither Agree Nor Disagree	58	64%
Disagree	2	2%
Strongly Agree	0	0%

6e – Comments
Airedale NHS Trust sends our samples to you when appropriate. We are not aware of your protocols and guidelines.
But perhaps that's unfair - I've never used it!
Cannot comment not used.
Have not used.
I did not know about this website and if it relates to Bradford or Airedale Hospitals.

I should use this more.
No experience.
Not used it.
Now I know it exists, it probably does!!
Sometimes difficult to know which department should be sending to.
Unaware of this.

6f THE LEEDS PATHOLOGY INTRANET PROVIDES ADEQUATE AND UP TO DATE INFORMATION ON PATHOLOGY DEPARTMENTS, TESTS AND TURNAROUND TIMES – opinion		
Strongly Agree	3	3%
Agree	25	28%
Neither Agree nor Disagree	56	62%
Disagree	3	4%
Strongly Disagree	3	3%

6f – Comments
Airedale NHS Trust sends our samples to you when appropriate. We are not aware of your protocols and guidelines.
Cannot comment not used.
Have not used.
Information as to where to get containers for 24 hour urine samples would be useful and whether patients can drop these to their GPs or if not where to in the hospital.
No access!!! in Bradford ?redesign questionnaire!
No experience.
Not aware that they do.
Not used it.
OK - I've tried it but couldn't find answer that I got from a phone call today.
Recent example - trying to find info - not on intranet - took a long while to find the internet site - needs more publicising.
Unaware of this.

7 Individual scores for statements 8 – 16

The following are overviews of individual scores per department on statements 8 – 16, along with an overview of comments provided by those respondents who disagreed with the statements

PATHOLOGY USERS SATISFACTION SURVEY - S11 - RESULTS -

BLOOD SCIENCES		Strongly agree/ Agree	Neither Disagree or Agree	Disagree /Strongly Disagree
8.	LABORATORY STAFF ALWAYS IDENTIFY THEMSELVES IN A PROFESSIONAL MANNER WHEN I PHONE THE LABORATORY	31	42	17
Not Applicable.				
Never called them.				
None of the department members routinely identify their roles, and this is a major problem – I want to know to whom I am speaking, to moderate my questions appropriately.				
They don't usually, they just state the department they have rung through to.				
They identify the department, but I do not recall them identifying themselves.				
9.	LABORATORY STAFF HELPED ME POSITIVELY WITH MY REQUEST/ENQUIRIES	53	34	3
Biochem – generally excellent.				
Depends on individuals, some are, others not.				
Hard to get someone who knows to come to the phone.				
Mostly.				
Not Applicable.				
Who can help you if chasing a result?				
10.	I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES DURING WORKING HOURS	54	31	5
I have heard the service is closing which will present problems for Nuchal Translucency Screening.				
I know you are busy and it's difficult, but Biochem is often on answer machine.				
Not Applicable.				
Need two collections a day.				
Urgent requests often not available in a timely way.				

11. I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES OUT OF HOURS	28	57	5
Again, you are busy, but this can be slow when we have a sick child and results eg low CA is not always phoned back.			
Bleep, often very delayed response. Have to wait by phone when other clinical priorities.			
Do not work out of hours, but form insists I complete this.			
Lab staff fine, access to gentamicin levels seem strange and not at all clear, why couldn't these be taken on by biochem who are on site, support to POCT kit – in particular gas machines an on going challenge – we spent bank holiday Monday managing a hyperglycaemic, lipaemic infant without access to gas machine glucose for reasons that were much less than clear.			
Not applicable.			
Rarely contact out of hours.			
Start early mornings and no answer.			

12. LABORATORY TEST TURNAROUND TIMES ALWAYS MEET MY CLINICAL REQUIREMENTS	46	32	12
Always is a tricky standard, so I'm being generous here! Time to get samples to lab or transferred between Bradford and Leeds remains a major challenge – we almost NEVER send mission and time critical samples to Leeds via the Lab – the added delays make for unhappy clinicians and lab staff, but not great to need to rely on contract taxis / special envelopes that we've brought in to make sure that samples for Genetics and Biochemical Genetics can be tested in a timely way.			
Biochemistry is too slow. Needs 4 hour turnaround for U&E.			
Biochemistry result turnaround is often slow and delays clinical decisions.			
It takes too long to get basic tests done and results back.			
Long delays in electrolytes by day mean bloods taken out of hours to facilitate timely decision making.			
Mostly, but not always.			
Not applicable.			
Never seems to be quick enough but not sure where delay is – pod system or beyond.			
Slow turn round for Biochemistry.			
This can be too slow eg low Ca.			
This is a constant problem and results in increased waiting times for patients.			
Variable.			

13. PATHOLOGY RESULTS AND REPORTS ARE ALWAYS AVAILABLE WHEN I NEED THE	43	37	10
Biochemistry turnaround is often slow and delays clinical work.			
Mostly, not always.			
Not applicable.			
Not when server goes down.			
Problems with my requests going to another consultant with a similar name and vice versa.			
Slow.			
They are always accessible on ICE.			

14. PATHOLOGY REPORTS PROVIDE ADEQUATE SUPPORTING INFORMATION AND ADVICE (EG REFERENCE RANGES)	60	28	2
Not applicable.			
Sometimes results are provided without corresponding normal ranges when not a common test, where I am likely to know the normal range.			

15. ADVICE REGARDING THE CHOICE OF APPROPRIATE TESTS OR THEIR INTERPRETATION IS ALWAYS AVAILABLE	52	36	2
No comments received.			

16. ADVICE GIVEN BY CLINICAL/SCIENTIFIC STAFF IS ALWAYS USEFUL	58	32	0
No comments received.			

CLINICAL GENETICS		Strongly agree/ Agree	Neither Disagree or Agree	Disagree /Strongly Disagree
8. LABORATORY STAFF ALWAYS IDENTIFY THEMSELVES IN A PROFESSIONAL MANNER WHEN I PHONE THE LABORATORY	23	59	8	
Not Applicable.				
Name and title not always stated on answering the phone within the lab services.				
None of the department routinely identify their roles, and this is a major problem – I want to know to whom I am speaking, to moderate my questions appropriately.				
They identify the department, but I do not recall them identifying themselves.				
9. LABORATORY STAFF HELPED ME POSITIVELY WITH MY REQUEST/ENQUIRIES	36	52	2	
Although I have a current problem I have been around the houses with, have a daft rule that will not read out reports over the phone.				
Not applicable.				
Too strict on not giving results to consultant not on request form, eg in hepatology, we look after all patients mutually, but may not be given or sent the result if we are not allocated consultant, which can be frustrating/annoying.				
10. I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES DURING WORKING HOURS	34	53	3	
Not applicable.				
Never used.				
Not clear who to contact and how to discuss cases.				
11. I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES OUT OF HOURS	11	72	7	
Do not work out of hours, but form insists I complete this.				
Not applicable.				
No experience of this.				
No Sunday chromosome service, which given size of population is not ok.				
Phone may not be answered.				
12. LABORATORY TEST TURNAROUND TIMES ALWAYS MEET MY CLINICAL REQUIREMENTS	18	61	11	
Can take a long time to get Cytogenetic reports.				
Chromosome results for Downs are too slow.				
Currently large backlog, affecting patient management.				
Excellent service.				
Genetics studies take 3-4 weeks to be reported.				
Not applicable.				
Never used.				
Significant delays in returning results.				
Would be nice to have Cytogenetics within 6 weeks, which is when we see our foetal loss follow up.				

13. PATHOLOGY RESULTS AND REPORTS ARE ALWAYS AVAILABLE WHEN I NEED THE	18	60	12
As a Clinical Genetics consultant, I can not view genetic results on the department results system.			
Cytogenetics reports often missing.			
Never used.			
Post-mortems take a long time.			
They are always accessible on ICE.			
They don't appear on the results server.			
14. PATHOLOGY REPORTS PROVIDE ADEQUATE SUPPORTING INFORMATION AND ADVICE (EG REFERENCE RANGES)	36	51	3
Genetics reports often contain confusing information that has led to serious communication errors – reports should contain a clinical bottom line in all cases.			
Not applicable.			
Never used.			
Often have to have protracted discussions re appropriate nature of test after child died.			
Results too complicated – I just want to know if it's normal, and if not what it means for the patient.			
15. ADVICE REGARDING THE CHOICE OF APPROPRIATE TESTS OR THEIR INTERPRETATION IS ALWAYS AVAILABLE	35	55	0
Ever tried to get an on call geneticist?			
Not applicable.			
Never used.			
16. ADVICE GIVEN BY CLINICAL/SCIENTIFIC STAFF IS ALWAYS USEFUL	37	53	0
Not Applicable.			
Never used.			

HISTOPATHOLOGY		Strongly agree/ Agree	Neither Disagree or Agree	Disagree /Strongly Disagree
8.	LABORATORY STAFF ALWAYS IDENTIFY THEMSELVES IN A PROFESSIONAL MANNER WHEN I PHONE THE LABORATORY	39	40	11
Not applicable.				
None of the department members routinely identify their roles, and this is a major problem – I want to know to who I am speaking, to moderate my questions appropriately.				
They identify the department, but I do not recall them identifying themselves.				
9.	LABORATORY STAFF HELPED ME POSITIVELY WITH MY REQUEST/ENQUIRIES	56	31	3
Not applicable.				
Very difficult to get hold of Pathology Lab staff to answer even the most basic questions, Leeds PM service for babies is excellent though.				
Very difficult to speak to someone who can help if you are chasing a result.				
10.	I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES DURING WORKING HOURS	50	34	6
Can't get answers from Histopathology staff.				
Not applicable.				
Sometimes a little difficult to contact a Pathologist reporting on slides.				
11.	I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES OUT OF HOURS	18	65	7
Do not work out of hours, but the form insists I complete this.				
I usually drop skin specimens off at the window on the corridor connecting Lincoln Wing and Chancellor Wing, but don't feel confident that the staff know what to do with them.				
Not applicable.				
12.	LABORATORY TEST TURNAROUND TIMES ALWAYS MEET MY CLINICAL REQUIREMENTS	30	38	22
Average wait of 4 weeks is unacceptable, many 6-8 weeks despite being promised a 4 week service. Patient OP appointments wasted as results not available.				
Can be slow, sometimes up to 8 weeks or longer.				
Histology times can be very slow in particular when asking for a second opinion on a skin cancer.				
It can take 8 weeks to get a result back.				
Not applicable.				
Often a long wait for results.				
Slow turnaround times.				
Terrible.....				
This can and does delay decision making re patients treatment.				
Too slow to be ready for the MDT in cancer patients for the following week.				
Vast improvement last year.				
Very poor SOP should be 2/52 for routine and 72 hours for urgents.				
Very slow results – can take >10 days for routine Histology.				
Very slow turnaround for routine requests.				

13. PATHOLOGY RESULTS AND REPORTS ARE ALWAYS AVAILABLE WHEN I NEED THE	31	37	22
Long waits.			
Far too slow.			
Generally very good.			
My average Pathology takes four weeks, which I think is far too long for the patients.			
Not applicable.			
Reports can take some time, but I am not sure if this is due to the justifiable time needed to process samples or less acceptable delays.			
Some reports made but not on ICE.			
Sometimes reports not put onto ICE.			
They are always accessible on ICE.			
14. PATHOLOGY REPORTS PROVIDE ADEQUATE SUPPORTING INFORMATION AND ADVICE (EG REFERENCE RANGES)	51	38	1
Not applicable comments received.			
15. ADVICE REGARDING THE CHOICE OF APPROPRIATE TESTS OR THEIR INTERPRETATION IS ALWAYS AVAILABLE	42	46	2
Not applicable.			
Often hard to reach Pathologists. Secretaries don't know who is on for PMs. PM service good when accessed.			
16. ADVICE GIVEN BY CLINICAL/SCIENTIFIC STAFF IS ALWAYS USEFUL	48	42	0
If you can find someone to speak to!			
Not applicable.			

MICROBIOLOGY		Strongly agree/ Agree	Neither Disagree or Agree	Disagree /Strongly Disagree
8.	LABORATORY STAFF ALWAYS IDENTIFY THEMSELVES IN A PROFESSIONAL MANNER WHEN I PHONE THE LABORATORY	38	38	14
Always tell me to contact Bradford staff.				
Identify department and name provided if asked.				
Not applicable.				
None of the department members routinely identify their roles, and this is a major problem – I want to know to whom I am speaking, to moderate my questions appropriately.				
They identify the department, but I do not recall them identifying themselves.				
9.	LABORATORY STAFF HELPED ME POSITIVELY WITH MY REQUEST/ENQUIRIES	59	29	2
Good clinical support from Micro, tracking my way through Serology – who, where etc to find results more confusing – staff not unhelpful just the variety of possible contacts seems tricky for the occasional user equipped with Bradford's historical relic of a phone book.				
Not applicable.				
Passed to Bradford staff.				
There have been problems with changing labelling requirements.				
10.	I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES DURING WORKING HOURS	58	27	5
I have had some problems with calls not answered.				
Not applicable.				
Problem at lunchtime in speaking to medical staff.				
Sometimes long wait.				
11.	I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES OUT OF HOURS	30	56	4
Do not work out of hours, but form insists I complete this.				
Not applicable.				
See comments re gentamicin assay.				
Some on call Microbiologists (registrars) out of hours have unhelpfully/inappropriately requested we ring back within hours the following morning.				
Sometimes difficult to get tests done that are required out of hours but not routinely so.				
Start early some mornings and no answer.				
12.	LABORATORY TEST TURNAROUND TIMES ALWAYS MEET MY CLINICAL REQUIREMENTS	52	32	6
Faecal samples especially too slow. Urines take too long over bank holidays.				
Fine as we get a daily email – can be difficult to get results when phoning.				
Lab need to develop better system for booking in blood culture samples, so we know that a blood culture was taken on same day it was booked in, let alone at the right time of the day.				
Not applicable.				
Often wait a long period of time.				
The chosen testing method for C Diff means that we do not have the information re infection status quickly enough when we are making difficult decisions on who to prioritise for the limited number of side rooms.				

13. PATHOLOGY RESULTS AND REPORTS ARE ALWAYS AVAILABLE WHEN I NEED THEM	49	34	7
Microbiology reporting (eg MSFU requests) is an appalling service with about 50% of samples rejected, usually for spurious reasons leading to repeat testing, delays, and prolonged length of stay.			
Not applicable.			
Tests are not done and are missed even though the sample is clearly labelled.			
They are always accessible on ICE.			
Usually ring for results.			
14. PATHOLOGY REPORTS PROVIDE ADEQUATE SUPPORTING INFORMATION AND ADVICE (EG REFERENCE RANGES)	60	24	6
Microbiology reporting (eg MSFU requests) is an appalling service with about 50% of samples rejected, usually for spurious reasons leading to repeat testing, delays, and prolonged length of stay.			
CSUs with high WCC don't always get sensitives. I think if we've decided to send a sample we should be trusted that we did it for fear of urine sepsis is causing clinical decline.			
Not applicable.			
Often have to resend.			
Sometimes fatuous comments repeating obvious results.			
15. ADVICE REGARDING THE CHOICE OF APPROPRIATE TESTS OR THEIR INTERPRETATION IS ALWAYS AVAILABLE	52	37	1
Not applicable comments received.			
16. ADVICE GIVEN BY CLINICAL/SCIENTIFIC STAFF IS ALWAYS USEFUL	59	30	1
Most of the time.			
Not applicable.			
Some Micro opinions are more revealing than others.			

SPECIALIST LAB MEDICINE		Strongly agree/ Agree	Neither Disagree or Agree	Disagree /Strongly Disagree
8. LABORATORY STAFF ALWAYS IDENTIFY THEMSELVES IN A PROFESSIONAL MANNER WHEN I PHONE THE LABORATORY	24	57	9	
Not applicable.				
No problem, they identify themselves if I ask!				
None of the department members routinely identify their roles, and this is a major problem – I want to know to whom I am speaking, to moderate my questions appropriately.				
They identify the department, but I do not recall them identifying themselves.				
9. LABORATORY STAFF HELPED ME POSITIVELY WITH MY REQUEST/ENQUIRIES	42	48	0	
Not applicable.				
Once you get the right person, Mick Henderson and team are very helpful in describing what tests mean, what can be done etc – great.				
10. I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES DURING WORKING HOURS	42	46	2	
I don't know.				
Not applicable.				
11. I CAN ACCESS LABORATORY SERVICES FOR URGENT SAMPLES OUT OF HOURS	14	76	0	
Do not work out of hours, but form insists I complete this.				
Not applicable.				
No experience.				
12. LABORATORY TEST TURNAROUND TIMES ALWAYS MEET MY CLINICAL REQUIREMENTS	35	52	3	
Mostly but not always.				
Not applicable.				
Results appear on your server and take longer to get back to Bradford. It would help to have access to your server.				
Virology takes a long time to be reported and I often have to phone the lab to get results.				
13. PATHOLOGY RESULTS AND REPORTS ARE ALWAYS AVAILABLE WHEN I NEED THE	30	54	6	
HBV and HCV viral loads take up to 2 weeks to be on the server in Bradford.				
It is very irritating that results are not posted until all the results in a section are back.				
Mostly, not always.				
Not applicable.				
They are always accessible on ICE.				
14. PATHOLOGY REPORTS PROVIDE ADEQUATE SUPPORTING INFORMATION AND ADVICE (EG REFERENCE RANGES)	46	41	3	
Immunology lymphocyte subset units and normal ranges are at odds with CD4 counts used by HIV medicine elsewhere.				
Not applicable.				

15. ADVICE REGARDING THE CHOICE OF APPROPRIATE TESTS OR THEIR INTERPRETATION IS ALWAYS AVAILABLE	41	49	0
Not applicable comments received.			

16. ADVICE GIVEN BY CLINICAL/SCIENTIFIC STAFF IS ALWAYS USEFUL	43	47	0
Not applicable comments received.			

8 Comments on Service which have not been covered by the Questionnaire.

Comments
A one stop Cytology service in Bradford would be far better. If a cytologist could look at the samples at the time they are taken there would be a higher adequacy rate, fewer repeats required and faster throughput for cancer patients in particular.
Availability of pIIIInp would be useful locally.
Demand to date blood form or sample will be discarded is unfair on patients and on the requesting doctor. Samples are usually taken by a phlebotomist and (especially for children who have to go to LGI/ SJUH) will not necessarily be taken on the day requested. Discarding the sample or criticising the requesting doctor for a phlebotomists failure to date the form is ridiculous!
Detailed results of hospital based requests are not automatically made available to GPs on their results server (though we hospital based doctors can see community results). This is a serious lack of communication, in my opinion. I think GPs should have full access to most results- this is in the patients interest.
Duty biochemist is a very valuable resource.
Generally an excellent service.
I didn't actually know about the pathology services website www.pathology.leedsth.nhs.uk . It looks very good. Maybe needs more advertising? Would be good if it came up when you search 'pathology' on the trust home page.
I do note that the reference range you quote for Uric Acid is well above the recommended levels for effective treatment for Gout. Shouldn't you quote the BSR or EULAR recommended guideline figure? Your figure leads people to suppose that their treatment is effective as the blood level is 'within the normal range'.
I only regularly use the Histology and Cytology service and am generally satisfied with the service.
I work at Bradford and only use the Histopathology service - either for patients having their definitive surgery in Leeds or when BRI samples are sent to Leeds. They are slow.
I would like to see more stuff done in Bradford: especially Microbiology.
Increase the "timing out" probably spend around 30 minutes a week logging back in to results server.
Insisting on clinical information and then not copying this onto the result form is a waste of clinician's time as we are forced to go back to examine notes and patient letters to see if the abnormal result is expected or not.
Please please please can we have on line access to the results server from general practice - it would save so many wasted phone calls chasing results and allow us to see what consultants in clinic have already tested to avoid duplication of tests. I have worked in York and Harrogate where such systems are greatly appreciated and work well.
Practice Manager not impressed when informed path request forms had to be handwritten instead of using our label printers but understand this is sorted now.
Provision of phlebotomy staff very patchy and poor particularly over last winter.
Results often seem to take quite a time but the tests you do of use are usually of an unusual/complicated nature and as they go through a 3rd party they are bound to take time.
Sometimes it is a problem not being able to ask for advice before 9am for routine tests.
Specimen transport remains a major problem for us. Lack of clarity in the results server system is a major issue - I understand some of the problems between Telepath and ICE, but there are major problems trying to find the same individuals results when they have been sent from different clinical environments. This is simply not fit for purpose in the 21st century. If my patient has an XR in Leeds, I can see it in Bradford - it needs to be the same with a urine culture result. Obviously this means more use of NHS numbers,

but also more effort on data quality from the lab service.
Staff in the majority helpful and courteous.
Survey didn't take 5 mins!
The Biochemists in Bradford are outstanding in terms of being helpful and providing advice.
The ICE system is often slow.
Would prefer Cytogenetics report available on results server. Ideally would like a quicker turn round time for BHCG.
You need options to say "not applicable" as I do not use all the services.
You should redesign this questionnaire to allow for a not applicable column.