**Introduction**

The Haematology Department at University Hospitals Bristol complies with ISO 15189:2012 “*Medical laboratories: Requirements for quality and competence*”. Standard 4.14.3 “*Assessment of user feedback*” states that the laboratory shall seek information relating to user perception as to whether the service has met the needs and requirements of users. This survey has been performed to comply with these standards, and in doing so, will bring to the attention of laboratory management areas where we could improve the Haematology Laboratory Sickle Cell and Thalassaemia Screening service.

The Sickle Cell and Thalassaemia Screening Laboratory User Satisfaction survey was carried out by University Hospitals Bristol and Weston NHSFT (UHBW) for the BRI site between 25th September 2020 and 8th December 2020.

**Objectives**

The purpose of the survey was to assess the level of satisfaction of the Sickle Cell and Thalassaemia Screening Laboratory users by asking for responses to specific questions and statements. The information gained through this exercise enabled the laboratory management team to look at the service we provide and decide how to improve it to meet the needs and requirements of our users, as part of our commitment to continually improve quality.

**Response to the Survey**

This short survey was designed by the Lead Biomedical Scientist for the Screening Laboratory to elicit users’ views about the Laboratory service at University Hospitals Bristol and Weston NHSFT (BRI site). Users of University Hospitals Bristol and Weston NHSFT Laboratory Services (BRI site) were encouraged to complete the online User Survey using Survey Monkey. The link to the survey was distributed to the Screening Midwives by the Community Midwifery Clerk.

In total, 21 responses to the survey were received, self-identified as coming from the following groups:



|  |  |
| --- | --- |
| **Role** | **Responses** |
| Midwives | 20 |
| Other (Maternity Support Worker) | 1 |

**Method Used**

**The Questionnaire**

The questionnaire was comprised of the following:

1. Users were asked to rate (from strongly agree to strongly disagree) the following statements about the service:
* “I can trust the laboratory to provide results/reports when I need them”
* “I am satisfied with the quality of professional advice that I receive from the laboratory”
* “I am satisfied with the quality of reports that I receive from the laboratory”
* “I am satisfied with the level of detail contained in the Family Origin Questionnaire (FOQ) request in ICE”
* “Professional advice is readily available from the laboratory when needed”
* “I am confident that urgent/unexpected results will be promptly communicated”
* “I am satisfied with the communication pathways between the laboratory and its users”
* “I would recommend the laboratory service to a colleague”
1. Users were asked to respond to the following questions:
* How might the laboratory Sickle Cell and Thalassaemia screening service be improved?
* How might the electronic Family Origin Questionnaire be improved?
* How might the results delivery service be improved?
1. The closing statement to users asked for any other comments they wish to make about the service provided by the Haematology laboratory at UHBW (BRI site). (This was an optional question).

The laboratory target for user satisfaction is that for each statement a satisfactory response of > 90% must be achieved. We have defined a satisfactory response as either Strongly Agree, Agree, or Neither Agree nor Disagree. Any results falling outside of this limit will require further investigation to see what appropriate actions are required to improve that aspect of the service

**Results**

The following graphs illustrate the results of the responses for each of the statements:

Answered: 21. Skipped: 0.

Answered: 21. Skipped: 0.

Answered: 21. Skipped: 0.

Answered: 21. Skipped: 0.

Answered: 21. Skipped: 0.

Answered: 21. Skipped: 0.

Answered: 21. Skipped: 0.

Answered: 21. Skipped: 0.

**Summary Table of Percentage User Satisfaction**

The laboratory target for user satisfaction is that for each statement a satisfactory response of > 90% must be achieved.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Statement | Percentage Satisfied (Strongly Agree to Neither Agree nor Disagree) | Percentage Dissatisfied(Disagree to Strongly Disagree) | Don’t Know | Assessment against Satisfaction Target |
| “I can trust the laboratory to provide results/reports when I need them” | 100% | 0% | 0% | ACHIEVED |
| “I am satisfied with the quality of professional advice that I receive from the laboratory” | 95.24% | 0% | 4.76% | ACHIEVED |
| “I am satisfied with the quality of reports that I receive from the laboratory” | 100% | 0% | 0% | ACHIEVED |
| “I am satisfied with the level of detail contained in the Family Origin Questionnaire (FOQ) request in ICE” | 90.48% | 4.76% | 4.76% | ACHIEVED |
| “Professional advice is readily available from the laboratory when needed” | 95.24% | 0% | 4.76% | ACHIEVED |
| “I am confident that urgent/unexpected results will be promptly communicated” | 100% | 0% | 0% | ACHIEVED |
| “I am satisfied with the communication pathways between the laboratory and its users” | 100% | 0% | 0% | ACHIEVED |
| “I would recommend the laboratory service to a colleague” | 100% | 0% | 0% | ACHIEVED |

Users responded to the questions as follows:

**How might the laboratory Sickle Cell and Thalassaemia screening service be improved?**

10 Skipped.

11 Responses:

1. more communication from the labs if an abnormal result is found
2. N/A to me
3. not sure
4. n/a
5. It is difficult sometimes to make telephone contact as I am patient facing for most of the day - emailing as an option would be helpful
6. i am happy with the service
7. one test for a lady if negative throughout all pregnancies. Not sure why we need to take one every time ?
8. Not needed. The service runs well
9. Don't think it can...
10. Lab results recently were not processed despite ICE request label attached with a Thalassemia Trait. The bottle was labelled with an HbA1C request too, which has previously been processed. The HBO was added via telephone upon request.
11. all great

**How might the electronic Family Origin Questionnaire be improved?**

9 Skipped.

12 Responses:

1. it is ok
2. seems fine as it is
3. N/A to me
4. There needs to be more country options for the women on the form, which match the men's country choices
5. n/a
6. I can't work out how to do multiple family origins! a reminder on the page would be good. Also, the ethnic choices screens clear if you leave something out - irritating!
7. more options for ethnicity, sometimes there isnt one that fits
8. Not to delete all options already filled in if you miss one option by mistake before pressing enter
9. Not needed
10. Don't use it in my area
11. The options for ethnic origin could be simplified/reordered.
12. all great

**How might the results delivery service be improved?**

9 Skipped.

12 Responses:

1. S/A if abnormal a ring from the labs.
2. e mails direct to teams if problems
3. .
4. Automatically sending the results to the women with the relevant information if further testing is needed
5. n/a
6. no issues
7. We check all our own results on ICE and print them ourselves so I don't think its necessary for results to be sent out in paper form from labs - surely we should be able to opt out of this and save paper and cost
8. i am happy with this
9. I think they are fine , we get a call if positive
10. Its always ready when needed
11. Not necessary to send results out by post as we track individual results so waste of paper and resources
12. N/A

**Please add any other comments you wish to make about the service provided by the Haematology laboratory at UHBW – BRI site.**

1. Skipped.

7 Responses:

1. .
2. Thank you for your excellent service. Why do we have to do the test repeatedly on previously screened women who are with the same partner (in subsequent pregnancies?)
3. you're brilliant have a nice day :-) . Thank you for all your work
4. I personally have not had any problems with the service.
5. None
6. None
7. Generally found really helpful. However, when requesting evidence of a mislabelled bottle, none could be provided. Issue regarding glucose requesting was escalated following two incorrect requests by members of the team, dealt with swiftly.

**Laboratory Responses and Suggested Actions**

**How might the laboratory Sickle Cell and Thalassaemia screening service be improved?**

|  |  |
| --- | --- |
| **Comment** | **Laboratory Response/Action** |
| more communication from the labs if an abnormal result is found | The laboratory protocol is to inform the Antenatal Screening Coordinators of any abnormal results. The Screening Coordinators will then communicate the findings to the requesting midwives. |
| It is difficult sometimes to make telephone contact as I am patient facing for most of the day - emailing as an option would be helpful | We do not have a generic laboratory email address that is monitored for SC&T screening enquiries. However if you have any questions about the service feel free to send enquiries to the email address provided at the end of this report. |
| i am happy with the service | Thank you |
| one test for a lady if negative throughout all pregnancies. Not sure why we need to take one every time ? | This process is a requirement of the NHS Sickle Cell and Thalassaemia Screening Programme. Due to the complexities of the testing algorithm, screening for sickle cell and thalassaemia must be repeated in every pregnancy. |
| Not needed. The service runs well | Thank you |
| Don't think it can... |
| Lab results recently were not processed despite ICE request label attached with a Thalassemia Trait. The bottle was labelled with an HbA1C request too, which has previously been processed. The HBO was added via telephone upon request. | Further information is required to provide a full response to this comment. However, if two ICE labels were attached to a single EDTA sample then this carries a risk that one of the requests may not get activated upon receipt of the sample in the lab. Please attach only one ICE request label per sample.  |
| all great | Thank you |

**How might the electronic Family Origin Questionnaire be improved?**

|  |  |
| --- | --- |
| **Comment** | **Laboratory Response/Action** |
| it is ok | Thank you |
| seems fine as it is |
| There needs to be more country options for the women on the form, which match the men's country choices | The family origin options are designed to be the same for both the men and women branches of the ICE FOQ process. A review of the build has recently taken place and there are some minor changes currently being implemented to ensure that the electronic FOQ accurately mirrors the paper version. |
| I can't work out how to do multiple family origins! a reminder on the page would be good. Also, the ethnic choices screens clear if you leave something out - irritating! | Multiple family origins are able to be selected from the list by clicking on the relevant lines required.Unfortunately the family origins choices are not able to be retained if you need to make an amendment. |
| more options for ethnicity, sometimes there isnt one that fits | The family origin options within the electronic FOQ are designed to be a direct copy of the NHS Sickle Cell and Thalassaemia Screening Programme Family Origin Questionnaire. If the option you are looking for is not available please select one of the “Any other…” options and manually type in the family origin information. |
| Not to delete all options already filled in if you miss one option by mistake before pressing enter | Unfortunately this is a limitation of the ICE FOQ build and is unable to be changed. |
| Not needed | Thank you |
| Don't use it in my area |  |
| The options for ethnic origin could be simplified/reordered. | A review of the ICE FOQ build has recently taken place and there are some minor changes currently being implemented to ensure that the electronic FOQ accurately mirrors the latest paper version. |
| all great | Thank you |

**How might the results delivery service be improved?**

|  |  |
| --- | --- |
| **Comment** | **Laboratory Response/Action** |
| S/A if abnormal a ring from the labs. | The laboratory protocol is to inform the Antenatal Screening Coordinators of any abnormal results. The Screening Coordinators will then communicate the findings to the requesting midwives. |
| e mails direct to teams if problems |
| Automatically sending the results to the women with the relevant information if further testing is needed |
| no issues | That is good to hear |
| We check all our own results on ICE and print them ourselves so I don't think its necessary for results to be sent out in paper form from labs - surely we should be able to opt out of this and save paper and cost | Unfortunately the printing of paper reports is only able to be switched on and off based on the requesting location. We are not able to switch off the printing of paper reports based on request type or requestor. We are always looking to reduce waste and hope to be able to move to a paper-free service in the future. |
| i am happy with this | Thank you |
| I think they are fine , we get a call if positive |
| Its always ready when needed |
| Not necessary to send results out by post as we track individual results so waste of paper and resources | Unfortunately the printing of paper reports is only able to be switched on and off based on the requesting location. We are not able to switch off the printing of paper reports based on request type or requestor. We are always looking to reduce waste and hope to be able to move to a paper-free service in the future. |

**Please add any other comments you wish to make about the service provided by the Haematology laboratory at UHBW – BRI site.**

|  |  |
| --- | --- |
| **Comment** | **Laboratory Response/Action** |
| Thank you for your excellent service. Why do we have to do the test repeatedly on previously screened women who are with the same partner (in subsequent pregnancies?) | We really appreciate your comments, thank you. |
| you're brilliant have a nice day :-) . Thank you for all your work |
| I personally have not had any problems with the service. |
| Generally found really helpful. However, when requesting evidence of a mislabelled bottle, none could be provided. Issue regarding glucose requesting was escalated following two incorrect requests by members of the team, dealt with swiftly. | Thank you.If there are requests that require further investigation or escalation please feel free to send enquiries to the email address provided at the end of this report. |

**Conclusion and Summary**

The results of this Sickle Cell and Thalassaemia Screening user survey reflects the high quality service provided by Haematology laboratory at the BRI site of University Hospitals Bristol and Weston NHS Foundation Trust.

Using our target satisfaction criteria of >90% satisfactory response, it is clear that we continue to meet the needs of our users in the majority areas. One area where it is indicated that improvement is required is within the electronic Family Origin Questionnaire. A review of the FOQ ICE build took place in November 2020 and as a result a small number of improvement actions were identified to ensure the electronic FOQ exactly matches the paper version. These change requests have been submitted and are due to be implemented soon.

**Acknowledgements**

We appreciate the time taken by our users to complete the survey. We continue to seek other means of feedback where possible. We are continually reviewing the service we provide to our users and continually seeking to improve wherever possible, despite the growing financial challenge. We will take the feedback we have gained from this survey and use it to focus our efforts.

We are grateful to all those who took the time to respond to our User Survey and we hope that we will be able to address the issues you have raised so that filling in the questionnaire was time well spent. We will be repeating the Sickle Cell and Thalassaemia Screening User survey in 2021, to re-assess our performance and monitor any improvement.

If you want to feedback on the Action plan, or you did not get an opportunity to complete the User Survey and want to provide feedback regarding our services please contact the Blood Sciences Automation Laboratory Manager and Quality Manager Mark Nicholas Mark.Nicholas@uhbw.nhs.uk

who will be happy to respond to any feedback.

If you prefer, please contact the Head of Service Elizabeth Worsam Elizabeth.worsam@uhbw.nhs.uk