

User Survey Report for Sickle Cell and Thalassaemia Screening Laboratory User Survey 2024-2025 (UHBW)



University Hospitals
Bristol and Weston
NHS Foundation Trust

Document Reference: LF-HAEM-UHBW-SC&ThalUsersurvey2024-2025

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. During this period the Lab is also transitioning to the new 15189:2022 standards and is being incorporated into routine practice including SCT screening.

The Sickle Cell and Thalassaemia Screening Laboratory User Satisfaction survey was carried out by University Hospitals Bristol and Weston NHSFT (UHBW) for the Trust between 10th November 2024 to 21st January 2025.

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. Users of University Hospitals Bristol and Weston NHSFT Laboratory Services (UHBW) 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. The survey was available to all the users in the Trust. Specific site feedback will be taken on board.

In total, 10 responses to the survey were received, self-identified as coming from the following groups:

Role	Responses
Midwives BRI	7
Midwives WGH	3

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”
2. 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?
3. The closing statement to users asked for any other comments they wish to make about the service provided by the Haematology laboratory at UHBW. (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

User Survey Report for Sickle Cell and Thalassaemia Screening Laboratory User Survey 2024-2025 (UHBW)



University Hospitals
Bristol and Weston
NHS Foundation Trust

Document Reference: LF-HAEM-UHBW-SC&ThalUsersurvey2024-2025

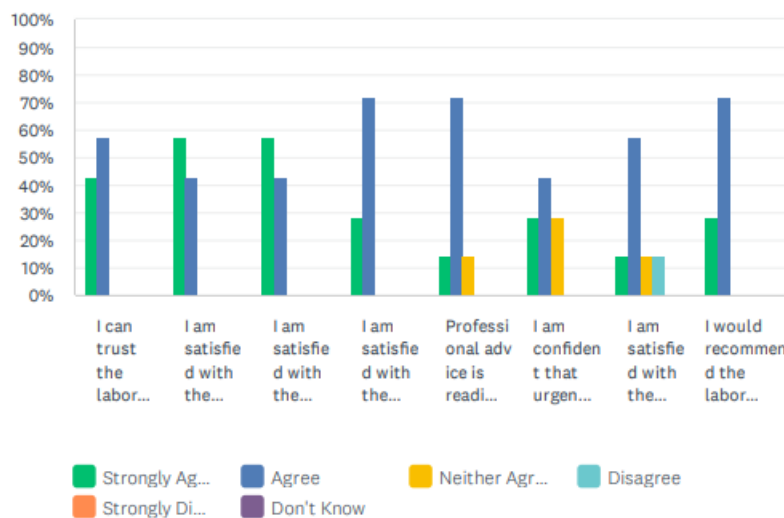
Results

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

BRI site:

Q2 Please rate the following statements:

Answered: 7 Skipped: 0



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
I can trust the laboratory to provide results/reports when I need them	42.86% 3	57.14% 4	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7
I am satisfied with the quality of professional advice that I receive from the laboratory	57.14% 4	42.86% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7
I am satisfied with the quality of reports that I receive from the laboratory	57.14% 4	42.86% 3	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7
I am satisfied with the level of detail contained in the Family Origin Questionnaire (FOQ) request on ICE	28.57% 2	71.43% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7
Professional advice is readily available from the laboratory when needed	14.29% 1	71.43% 5	14.29% 1	0.00% 0	0.00% 0	0.00% 0	7
I am confident that urgent/unexpected results will be promptly communicated	28.57% 2	42.86% 3	28.57% 2	0.00% 0	0.00% 0	0.00% 0	7
I am satisfied with the communication pathways between the laboratory and its users	14.29% 1	57.14% 4	14.29% 1	14.29% 1	0.00% 0	0.00% 0	7
I would recommend the laboratory service to a colleague	28.57% 2	71.43% 5	0.00% 0	0.00% 0	0.00% 0	0.00% 0	7

User Survey Report for Sickle Cell and Thalassaemia Screening Laboratory User Survey 2024-2025 (UHBW)



University Hospitals
Bristol and Weston
NHS Foundation Trust

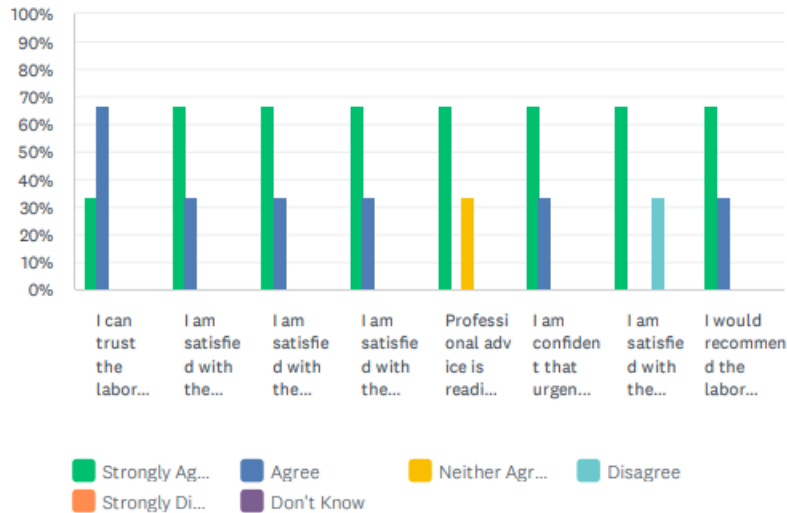
Document Reference: LF-HAEM-UHBW-SC&ThalUsersurvey2024-2025

Answered: 7. Skipped: 0.

WGH site:

Q2 Please rate the following statements:

Answered: 3 Skipped: 0



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	DON'T KNOW	TOTAL
I can trust the laboratory to provide results/reports when I need them	33.33% 1	66.67% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
I am satisfied with the quality of professional advice that I receive from the laboratory	66.67% 2	33.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
I am satisfied with the quality of reports that I receive from the laboratory	66.67% 2	33.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
I am satisfied with the level of detail contained in the Family Origin Questionnaire (FOQ) request on ICE	66.67% 2	33.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
Professional advice is readily available from the laboratory when needed	66.67% 2	0.00% 0	33.33% 1	0.00% 0	0.00% 0	0.00% 0	3
I am confident that urgent/unexpected results will be promptly communicated	66.67% 2	33.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
I am satisfied with the communication pathways between the laboratory and its users	66.67% 2	0.00% 0	0.00% 0	33.33% 1	0.00% 0	0.00% 0	3
I would recommend the laboratory service to a colleague	66.67% 2	33.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3

Answered: 3. Skipped: 0.

User Survey Report for Sickle Cell and Thalassaemia Screening Laboratory User Survey 2024-2025 (UHBW)



University Hospitals
Bristol and Weston
NHS Foundation Trust

Document Reference: LF-HAEM-UHBW-SC&ThalUsersurvey2024-2025

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.

BRI site:

Statement	Percentage Satisfied (Strongly Agree to 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"	100%	0%	0%	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"	100%	0%	0%	ACHIEVED
"Professional advice is readily available from the laboratory when needed"	100%	0%	0%	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"	86%	14%	0%	NOT ACHIEVED
"I would recommend the laboratory service to a colleague"	100%	0%	0%	ACHIEVED

User Survey Report for Sickle Cell and Thalassaemia Screening Laboratory User Survey 2024-2025 (UHBW)



University Hospitals
Bristol and Weston
NHS Foundation Trust

Document Reference: LF-HAEM-UHBW-SC&ThalUsersurvey2024-2025

WGH site:

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"	100%	0%	0%	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"	100%	0%	0%	ACHIEVED
"Professional advice is readily available from the laboratory when needed"	100%	0%	0%	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"	67%	33%	0%	NOT 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?

BRI Site:

2 Skipped.

5 Responses:

1. I am ok with it
2. Unknown
3. I think it is already efficient
4. .
5. Highlight in red if action needed

WGH Site:

1 Skipped.

2 Responses:

1. No way
2. Nothing

How might the electronic Family Origin Questionnaire be improved?

BRI Site:

6 Skipped.

4 Responses:

1. I am Ok with it
2. Remove the question asking for partners hospital number, we would never ask a partner for this detail and the information should be easily found using name and DOB
3. I am used to it now but if you edit some of the form, you have to re-enter country of origin for both parents for some reason. Otherwise, is ok.
4. Quicker in some way?
5. For it not to click off the questions you have clicked on if you have missed something off the screen.

WGH Site:

1Skipped.

2 Responses:

1. Don't know enough about the process to comment
2. I think that this is clear

How might the results delivery service be improved?

BRI Site:

3 Skipped.

4 Responses:

1. Alright as it is
2. None
3. The results come through as soon as the labs have completed their tests, they also inform the screening team of important results. I have no suggestions how that can be improved.

WGH Site:

1Skipped.

2Responses:

1. They can't
2. Colour coded results/requests to differentiate virology from transfusion clearly

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

BRI Site:

3 Skipped.

4 Responses:

1. Always happy to help with enquiries
2. No
3. Many thanks
4. A way in which you can view a list of your recent lab results

WGH Site:

1 Skipped.

2 Responses:

1. None
2. Neonatal sbr's in Weston always processed promptly

User Survey Report for Sickle Cell and Thalassaemia Screening Laboratory User Survey 2024-2025 (UHBW)



University Hospitals
Bristol and Weston
NHS Foundation Trust

Document Reference: LF-HAEM-UHBW-SC&ThalUsersurvey2024-2025

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

BRI Site:

6 Skipped.

2 Responses:

1. No
2. No

WGH Site:

1 Skipped.

2 Responses:

1. None
2. Neonatal sbr's in Weston always processed promptly

Laboratory Responses and Suggested Actions

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

BRI Site:

Comment	Laboratory Response/Action
<ol style="list-style-type: none">1. I am ok with it2. Unknown3. I think it is already efficient	Thank you.
<ol style="list-style-type: none">4. Highlight in red if action needed	Unsure what part of the process would benefit from being highlighted in red? The lab email results out when action is needed.

WGH Site:

Comment	Laboratory Response/Action
<ol style="list-style-type: none">1. No way2. Nothing	Thank you

How might the electronic Family Origin Questionnaire be improved?

BRI Site:

Comment	Laboratory Response/Action
I am Ok with it	Thank you
Remove the question asking for partners hospital number, we would never ask a partner for this detail and the information should be easily found using name and DOB	Having more patient identifiers available decreases the risk for error and helps identify patients on the system quicker. Names are often misspelled for example.
I am used to it now but if you edit some of the form, you have to re-enter country of origin for both parents for some reason. Otherwise, is ok.	Unfortunately this is a limitation of the ICE/FOQ build and is unable to be changed.
Quicker in some way?	
For it not to click off the questions you have clicked on if you have missed something off the screen.	

WGH Site:

Comment	Laboratory Response/Action
<ol style="list-style-type: none"> 1. Don't know enough about the process to comment 2. I think that this is clear 	Thank you.

How might the results delivery service be improved?

BRI Site:

Comment	Laboratory Response/Action
<ol style="list-style-type: none"> 1. Alright as it is 2. None 3. The results come through as soon as the labs have completed their tests, they also inform the screening team of important results. I have no suggestions how that can be improved. 	Thank you.

WGH Site:

**User Survey Report for Sickle Cell and Thalassaemia
Screening Laboratory User Survey 2024-2025 (UHBW)**



University Hospitals
Bristol and Weston
NHS Foundation Trust

Document Reference: LF-HAEM-UHBW-SC&ThalUsersurvey2024-2025

Comment	Laboratory Response/Action
They can't	Thank you.
Colour coded results/requests to differentiate virology from transfusion clearly	Unfortunately this is a limitation of the ICE/IT build and is unable to be changed.

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

BRI Site:

Comment	Laboratory Response/Action
<ol style="list-style-type: none"> 1. Always happy to help with enquiries 2. No 3. Many thanks 	Thank you
<ol style="list-style-type: none"> 4. A way in which you can view a list of your recent lab results 	Unsure how the lab can provide this service. Perhaps a localised IT system issue.

WGH Site:

Comment	Laboratory Response/Action
<ol style="list-style-type: none"> 1. None 2. Neonatal sbr's in Weston always processed promptly 	Thank you

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

BRI Site:

Comment	Laboratory Response/Action
<ol style="list-style-type: none"> 1. No 2. No 	Thank you

WGH Site:

Comment	Laboratory Response/Action
<ol style="list-style-type: none"> 1. None 2. Neonatal sbr's in Weston always processed promptly 	Thank you

Conclusion and Summary

The results of this Sickle Cell and Thalassaemia Screening user survey reflects the high quality service provided by Haematology laboratory across both sites 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. The only target we did not meet was for “I am satisfied with the communication pathways between the laboratory and its users” and this is based on one 1 negative answer from each site. It remains best practice to communicate results to the Screening Coordinators of the relevant Delivery Trust via email as stated in our SOP. It is likely this response refers to tests outside of the SC&T screening programme.

The FOQ does continue to be problematic for some users. The FOQ section is aligned with the NHS Sickle Cell and Thalassaemia Screening Programme Family Origin Questionnaire as a direct copy. The nature of the drop down boxes being compulsory is a limitation of the ICE system. We appreciate that it can be time consuming and frustrating if the data is lost but the ICE FOQ has to accommodate the requirements of the NHS Sickle Cell and Thalassaemia Screening Programme Family Origin Questionnaire.

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 2025-2026, 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 Haematology Laboratory Manager Alex MacPhie alexander.macphie@uhbw.nhs.uk who will be happy to respond to any feedback.

If you prefer, please contact the Head of Service Adrian Brown adrian.brown@uhbw.nhs.uk.