

NORTH WEST ANGLIA PATHOLOGY HOSPITAL USER SURVEY 2025

RESULTS

- **Hospital User Surveys** – findings are based upon the 41 responses collected (59% PCH, 35% HH).
 - The Range/repertoire of tests available was rated as good or very good in most of the departments across both sites.
 - The provision of consumables to wards and outpatients at both sites were rated as good or very good.
 - The quality of reports across the departments was rated as good or very good.
 - The turnaround for the Antenatal newborn programme IDPS/SCT was rated as good.
 - Both HH and PCH phlebotomy services rated as very good or good with 7% rating the service as poor.
 - The availability of clinical advice was rated as good or very good (50%) across both sites with 8% stating poor.
 - The availability for non-clinical advice was rated as good or very good across both sites.
 - Turnaround times for reports was variable across all departments.
 - The support provided by POCT was rated as good or very good across both sites.
 - Awareness of the Handbook and website was low. Those that were aware 75% stated the quality was good.
 - Out of hours service was rated as Good with 12% stating the service was poor.
 - Overall, across both sites over 83% rated the pathology service provided as good or very good.

In terms of service improvement, we plan to:

Pan-pathology –

To review clinical advice contacts improvements in telephone enquiry line.

To review Phlebotomy provision.

Review TAT out of hours and contact to key personnel

We are currently working on a new improved website for our users and will be working on promoting our handbook/website.

Thankyou once again for taking the time to participate in this survey – please feel free to contact me via the details below should you have any further query associated with this survey or to discuss any other issue associated with the pathology service.