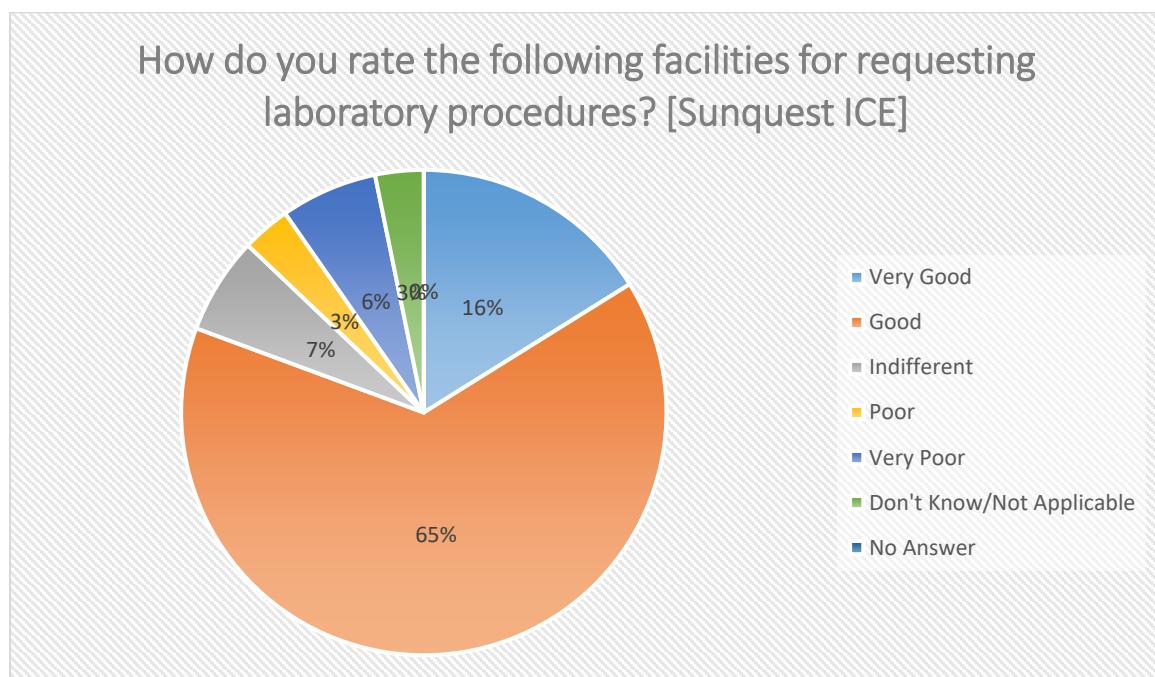


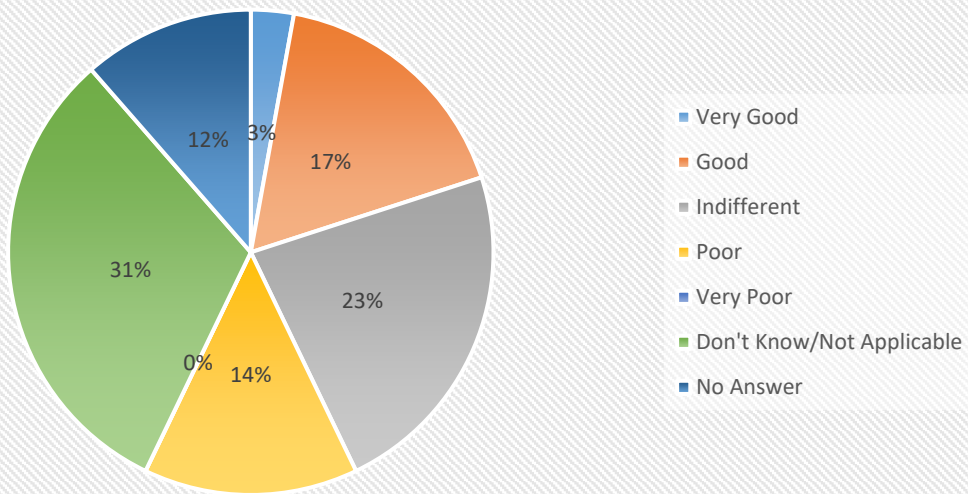
NORTH WEST ANGLIA PATHOLOGY HOSPITAL USER SURVEY 2022

Peterborough City Hospital and Stamford RESULTS

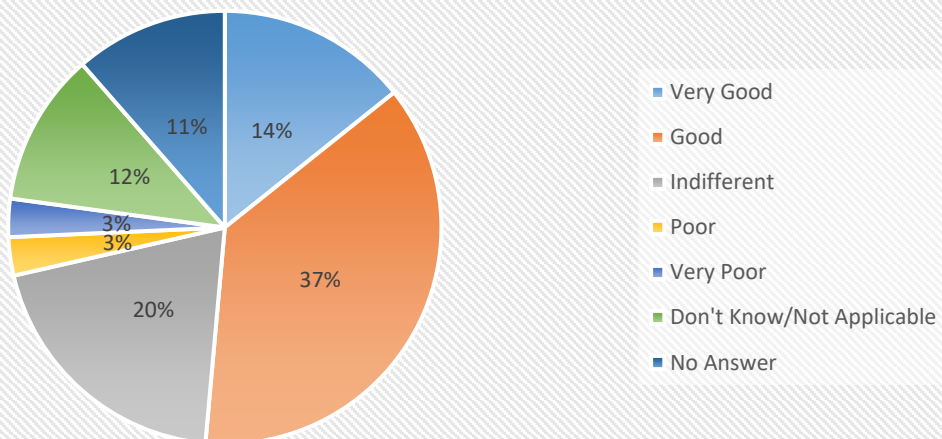
- **Hospital User Surveys** – findings are based upon the 31 responses collected (31 responses from PCH which is a decreased rate of responses 89 responses from Peterborough City Hospital (PCH) users in 2021 over a 5 week period)
 - The Range/repertoire of tests available was rated as good or very good in most of the departments.
 - 39% of respondents rated the provision of consumables to wards and outpatients as good.
 - 37% PCH phlebotomy services was rated as very good or good. Though 7% rated the service as poor with comments regarding less than satisfactory provision at weekends and bank holidays.
 - 71% of respondents for PCH rate the availability of clinical advice as good or very good
 - 64% of respondents rate the availability for non-clinical advice as good or very good at PCH
 - 55% of respondents rated the out of hour's service very good or good a decrease on last year (61%)
 - 26% a significant increase on last year when only 13% of respondents had used the user handbook/Website.
 - Please see below for charts of the specific questions posed.



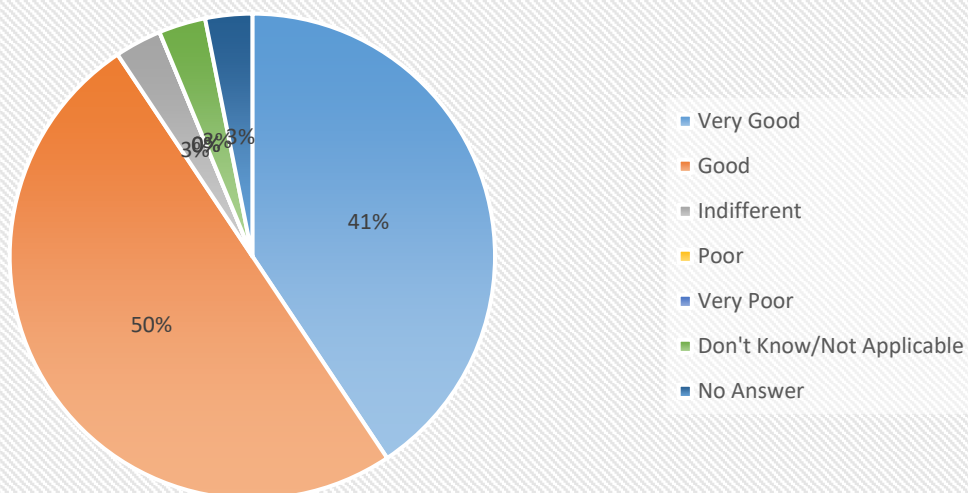
How do you rate the following facilities for requesting laboratory procedures? [Manual Requesting]



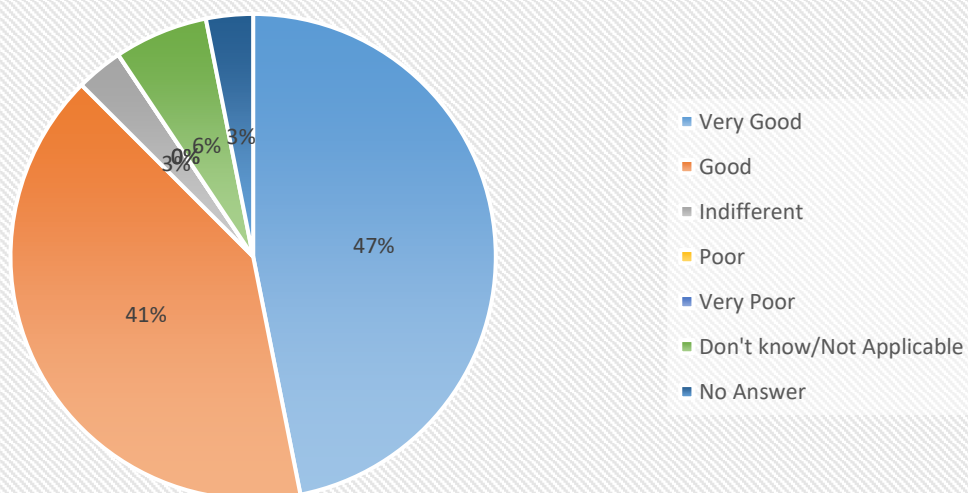
How do you rate the following facilities for requesting laboratory procedures? [Requesting add-on Tests and Verbal Requests]



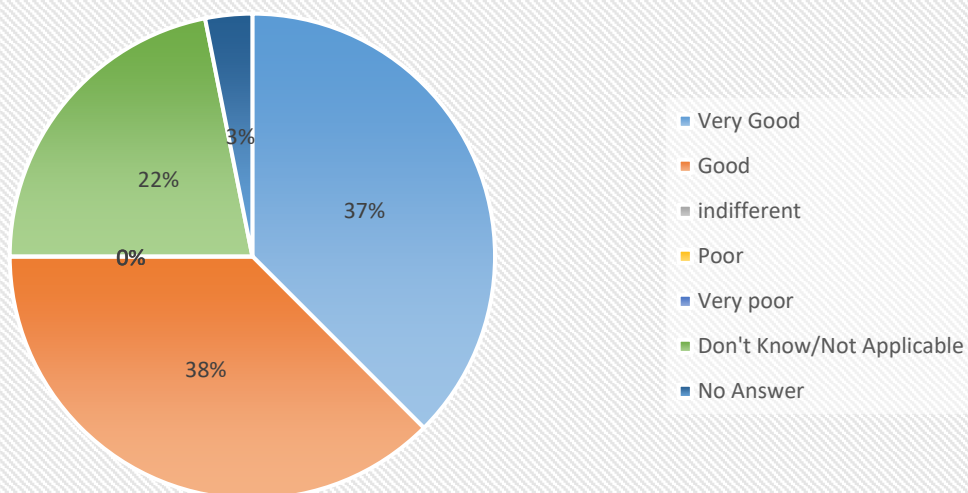
How do you rate the range / repertoire of tests available? (Biochemistry)



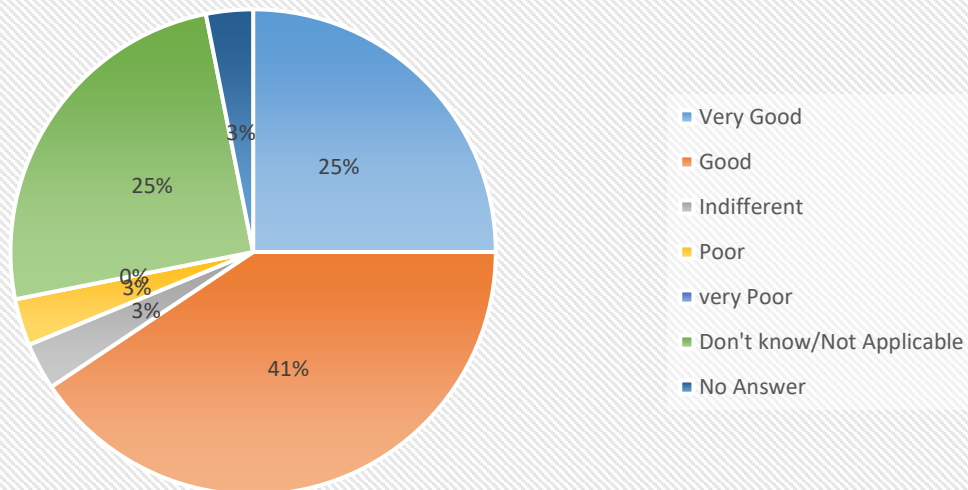
How do you rate the range / repertoire of tests available? (Haematology)



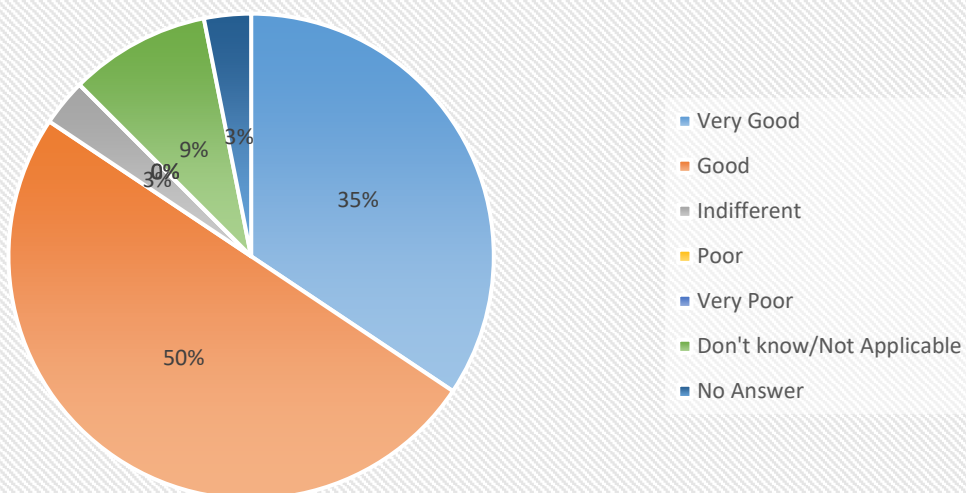
How do you rate the range / repertoire of tests available? (Transfusion)



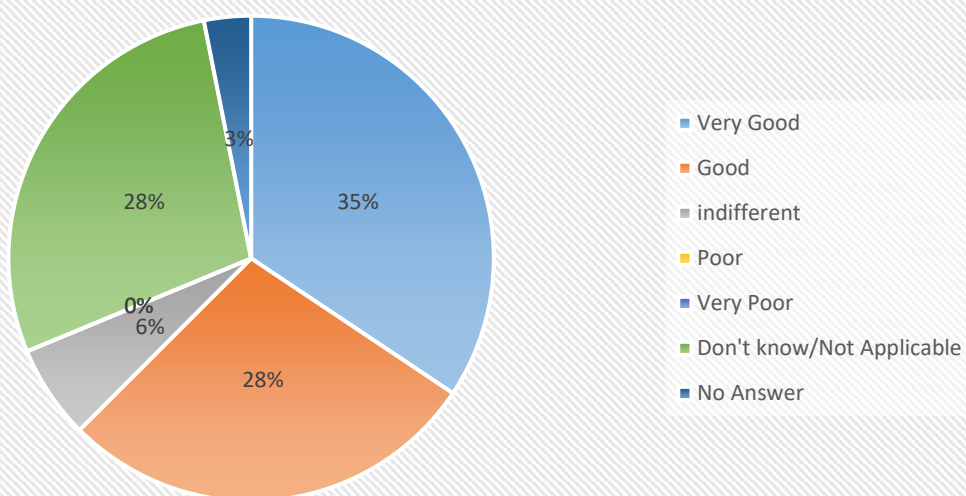
How do you rate the range / repertoire of tests available? (Immunology)



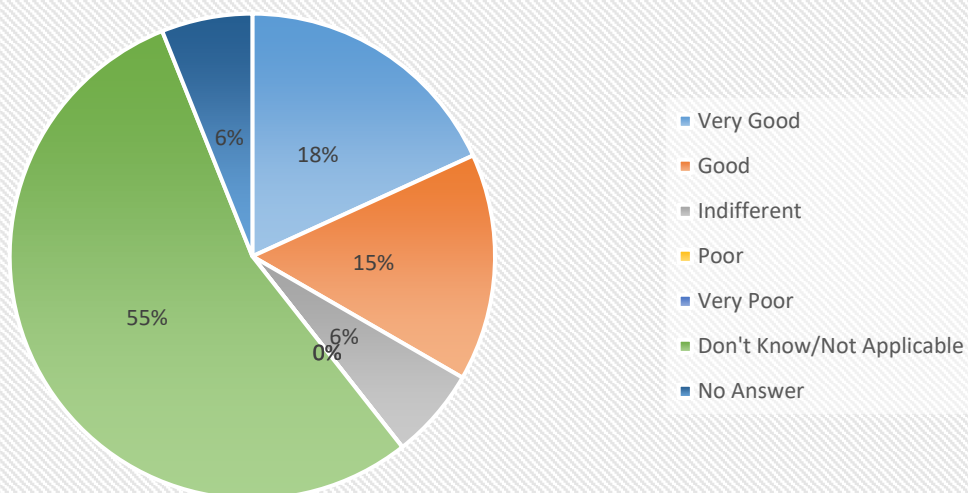
How do you rate the range / repertoire of tests available? (Microbiology)



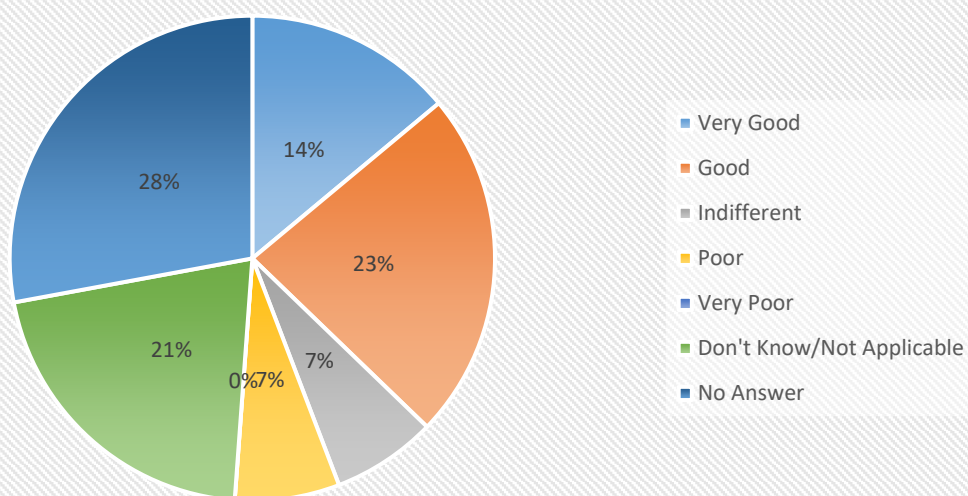
How do you rate the range / repertoire of tests available? (Histology)



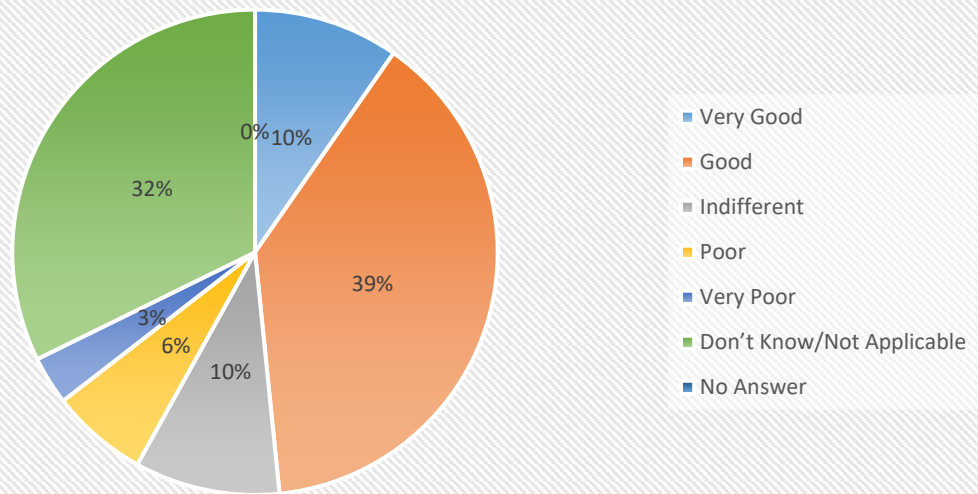
How do you rate the range / repertoire of tests available? (Non-Gynae Cytology)



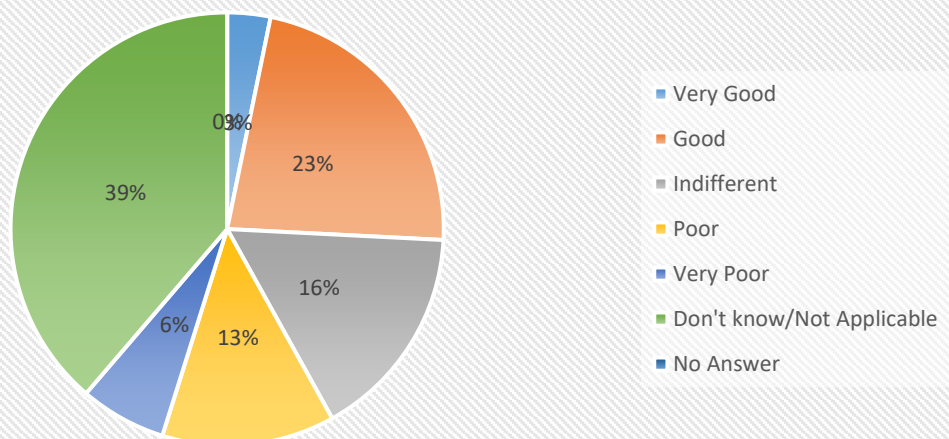
How do you rate the current phlebotomy service provided by pathology?



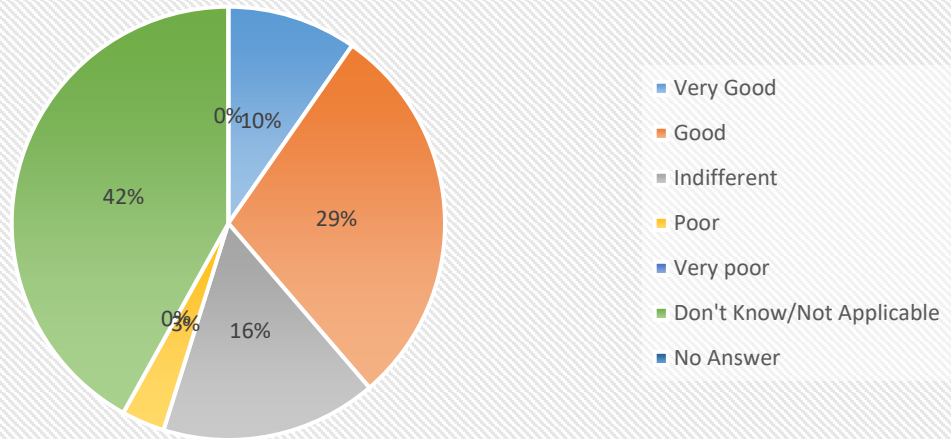
How do you rate the facilities for transport of your specimen? [Air tube System (POD)]



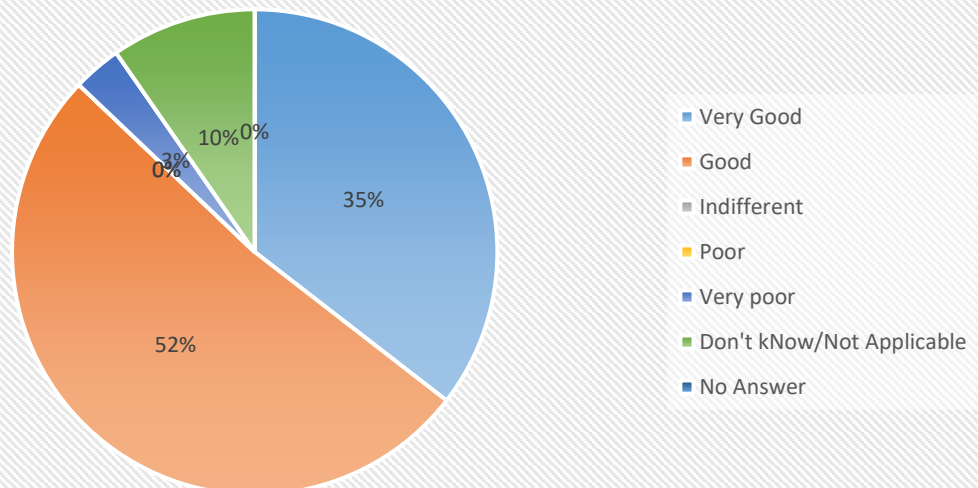
How do you rate the facilities for transport of your specimen? [Portering - Contingency when POD not operational]



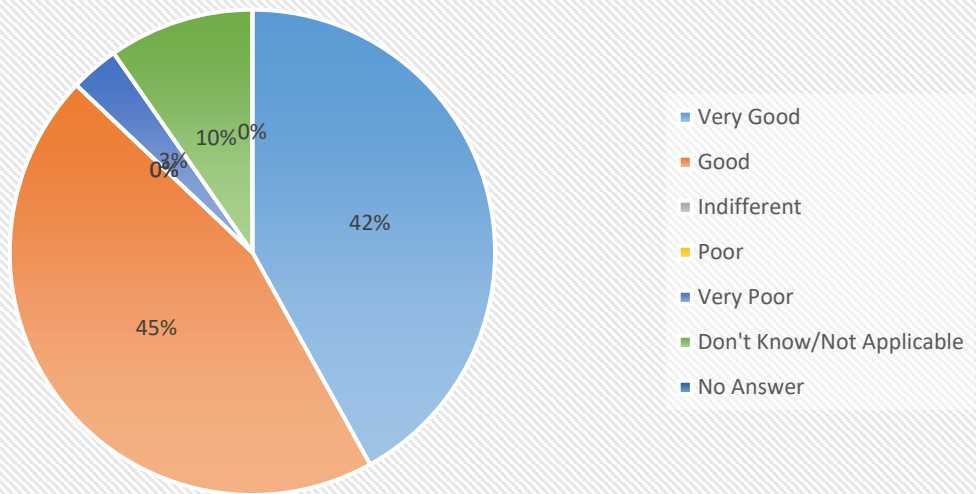
Pathology currently provides consumables to wards and outpatient departments how would you rate this service?



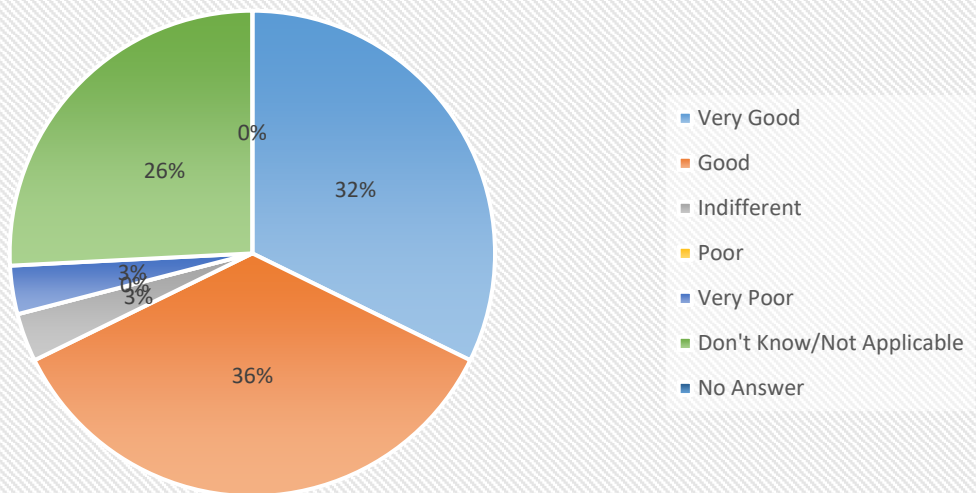
How do you rate the quality of the reports you receive? (Biochemistry)



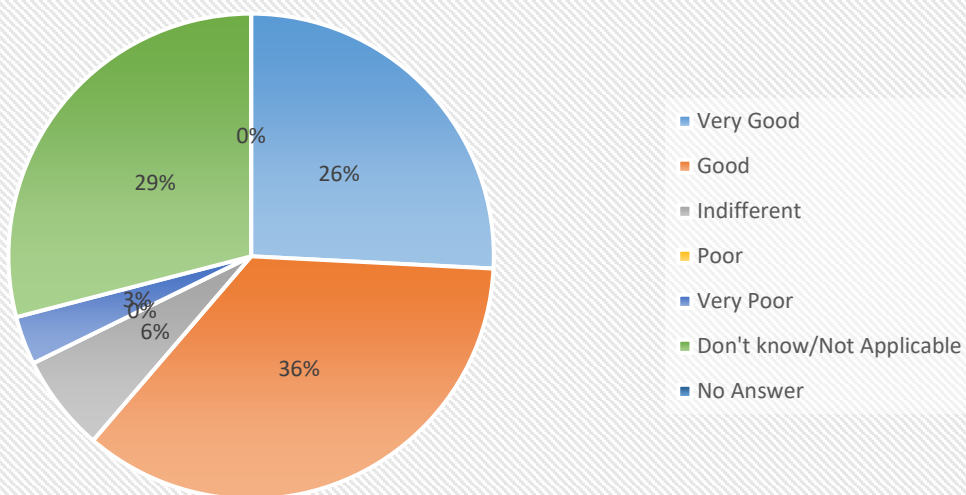
How do you rate the quality of the reports you receive? (Haematology)



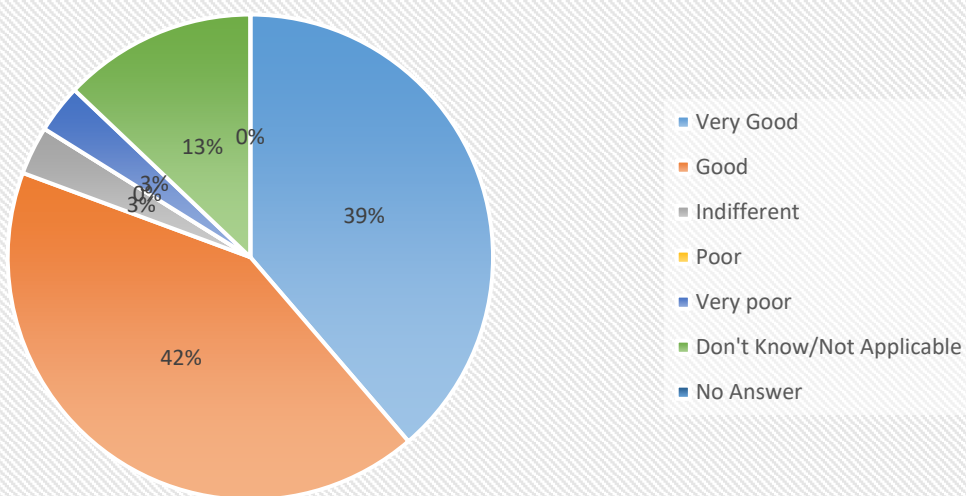
How do you rate the quality of the reports you receive? (Transfusion)



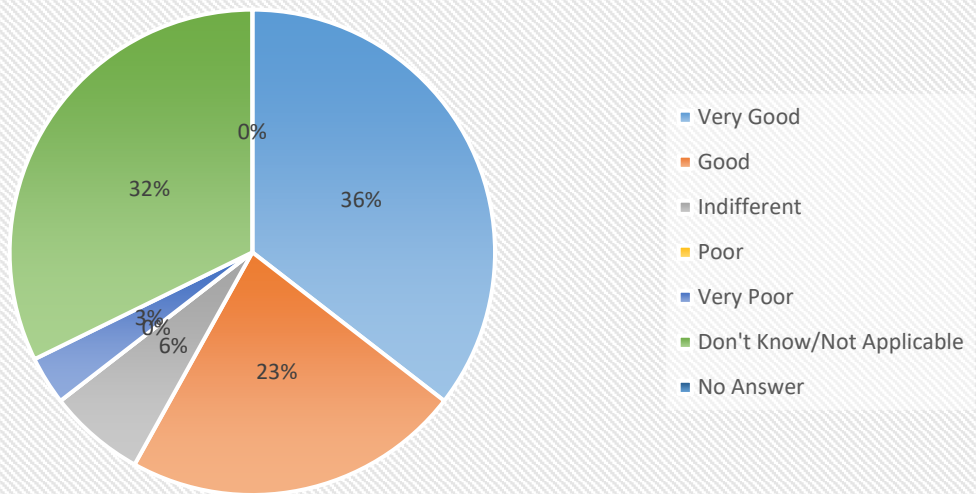
How do you rate the quality of the reports you receive? (Immunology)



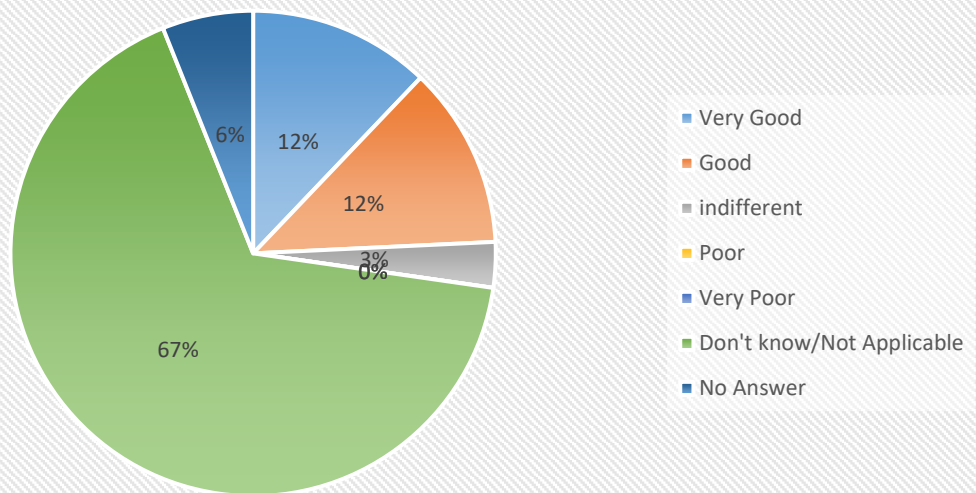
How do you rate the quality of the reports you receive? (Microbiology)



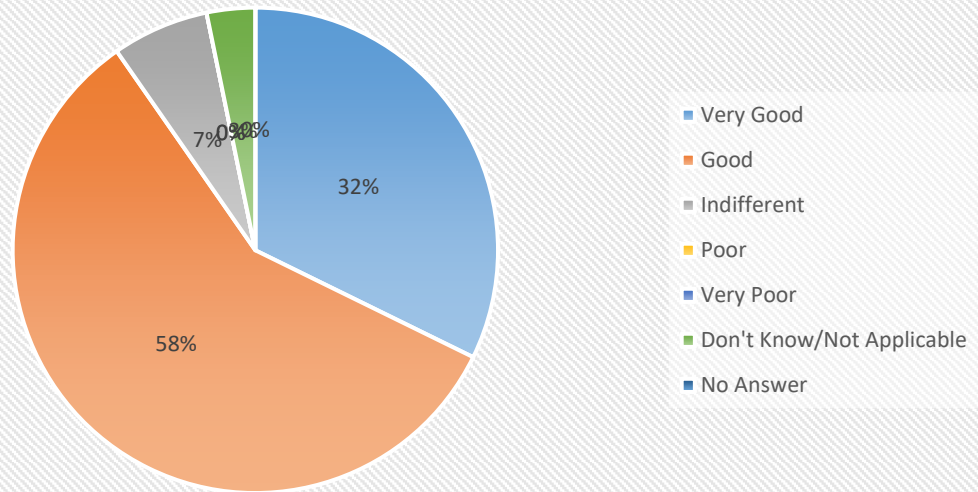
How do you rate the quality of the reports you receive? (Histopathology)



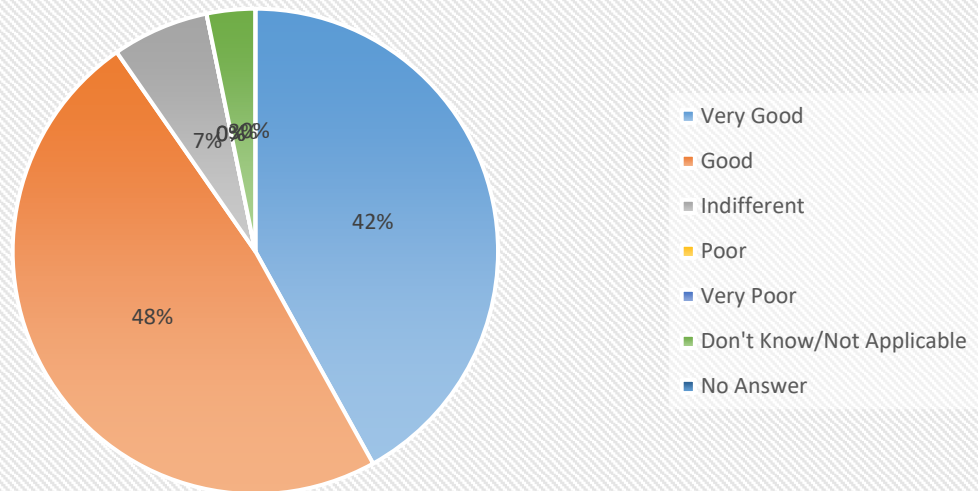
How do you rate the quality of the reports you receive? (Non Gynae Cytology)



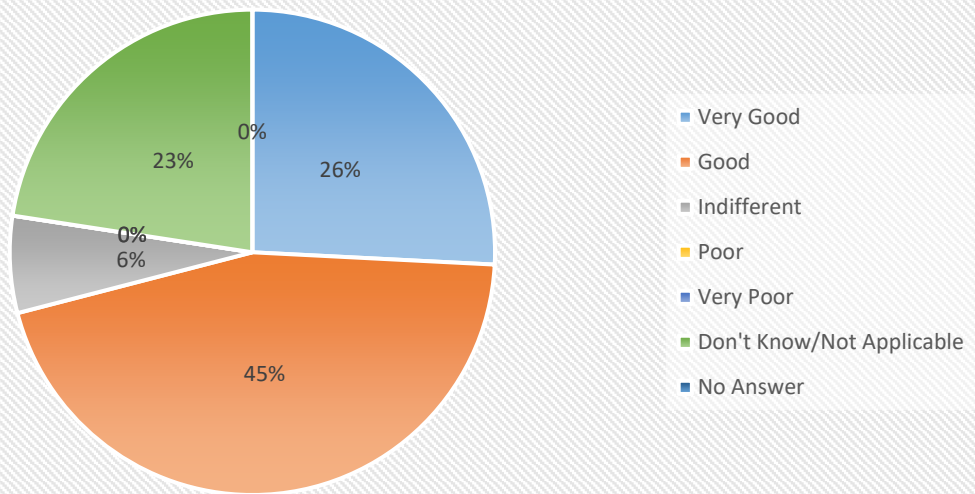
How do you rate the turnaround time for the results you receive? (Biochemistry)



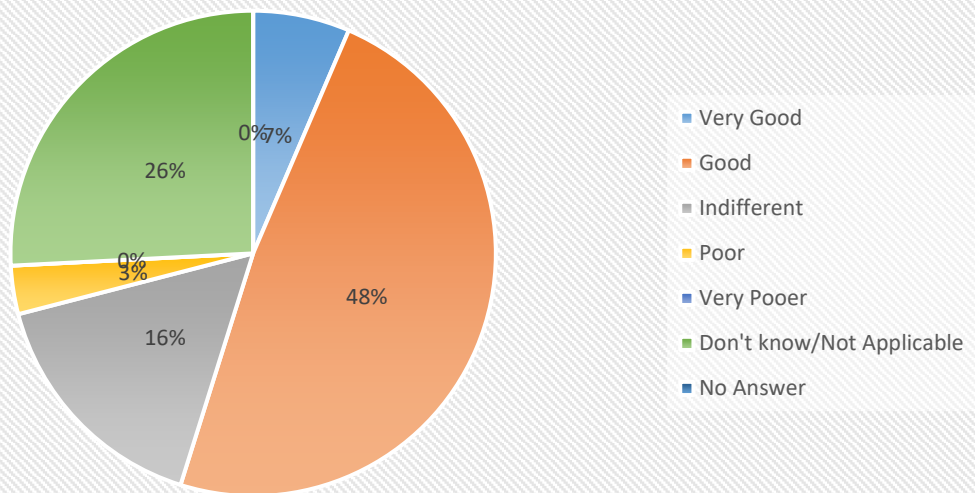
How do you rate the turnaround time for the results you receive? (Haematology)



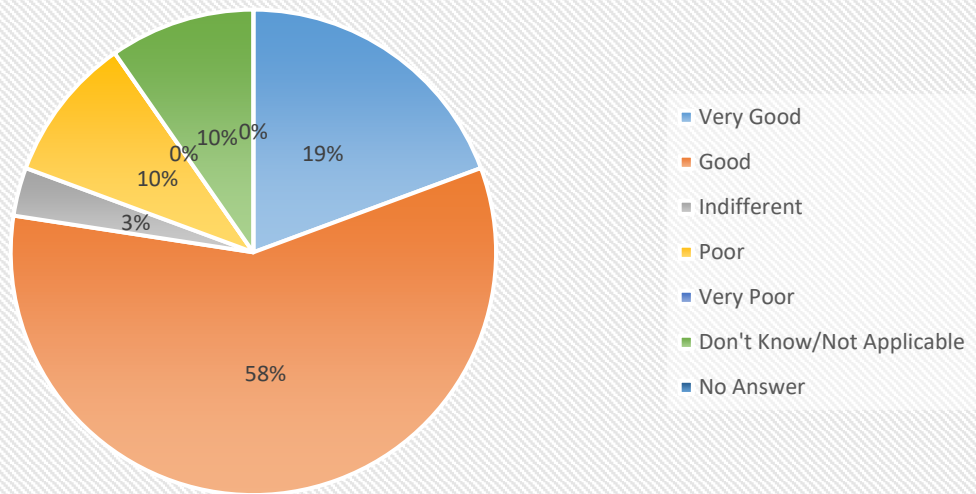
How do you rate the turnaround time for the results you receive? (Transfusion)



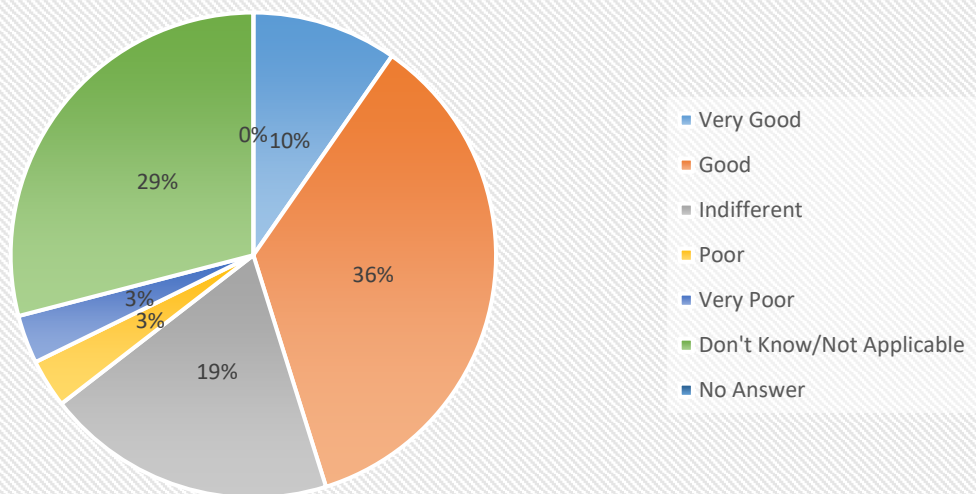
How do you rate the turnaround time for the results you receive? (Immunology)



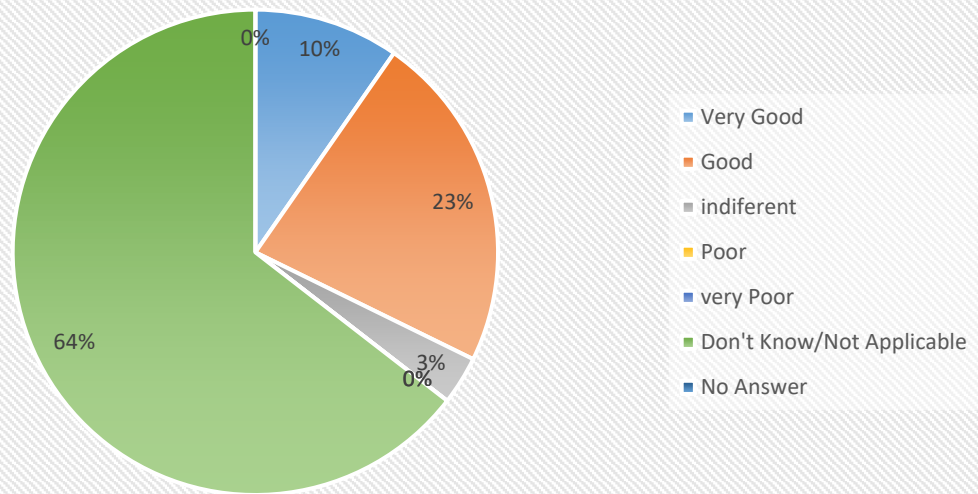
How do you rate the turnaround time for the results you receive? (Microbiology)



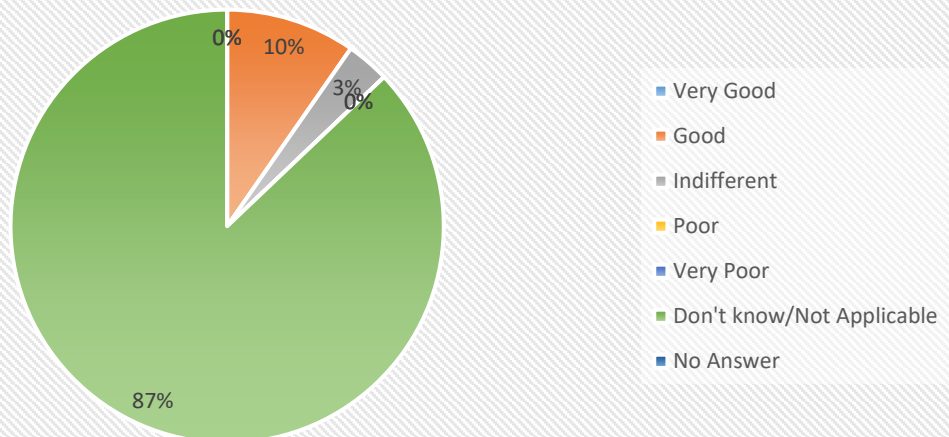
How do you rate the turnaround time for the results you receive? (Histopathology)



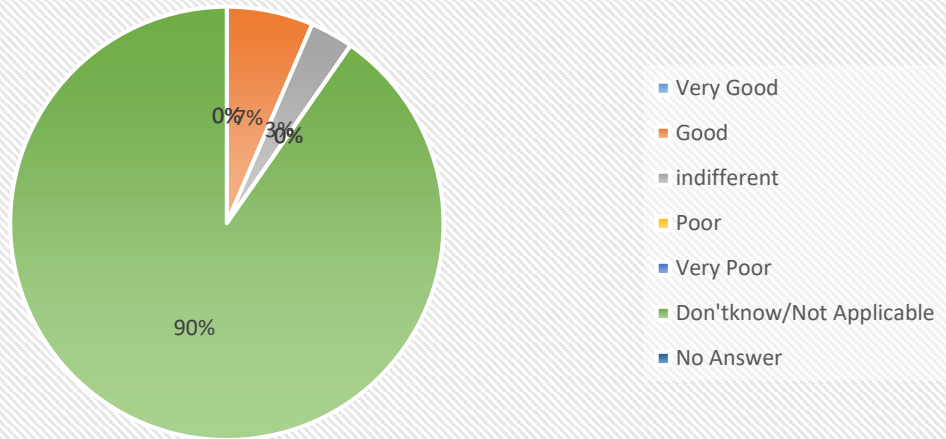
How do you rate the turnaround time for the results you receive? (Non Gynae Cytology)



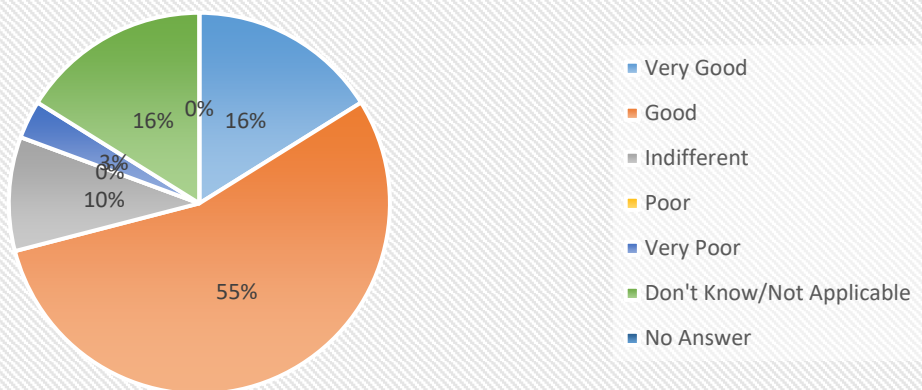
How do you rate the turnaround time for the results you receive? (Ante-Natal New-born screening SCT programme)



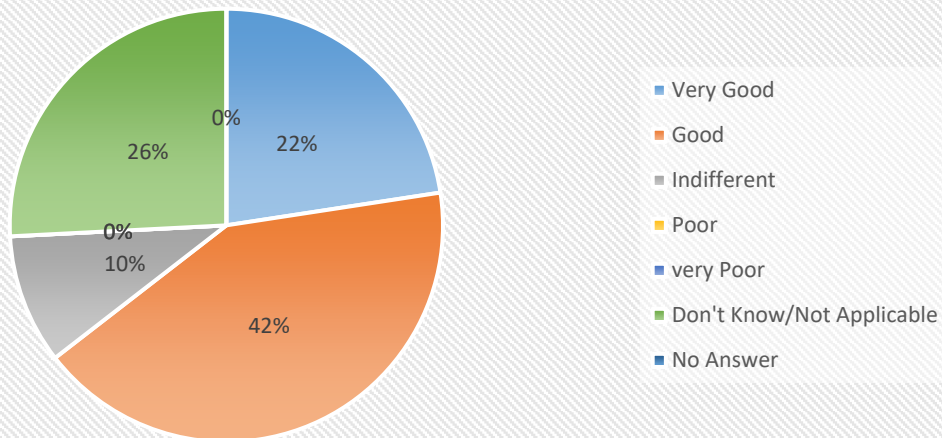
How do you rate the turnaround time for the results you receive? (Ante-natal new born screening programme IDIPS)



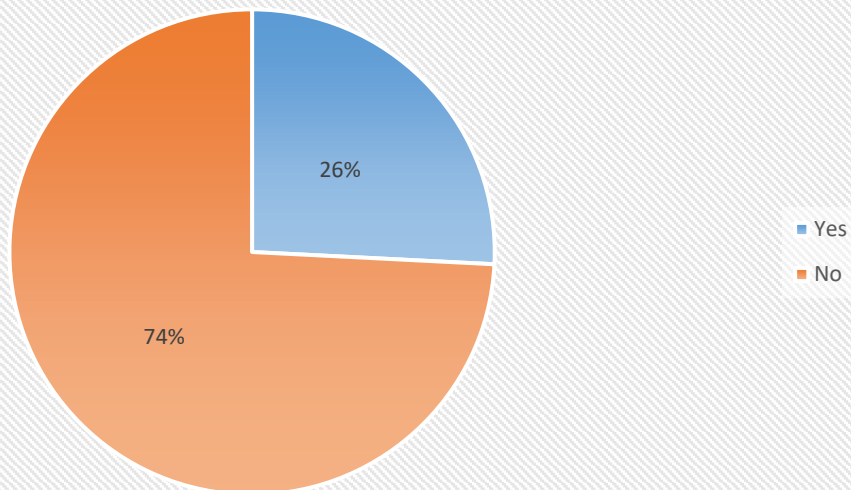
How do you rate the availability of clinical advice provided to you (this may include - assistance with test selection, result interpretation or suggestions for further testing)?



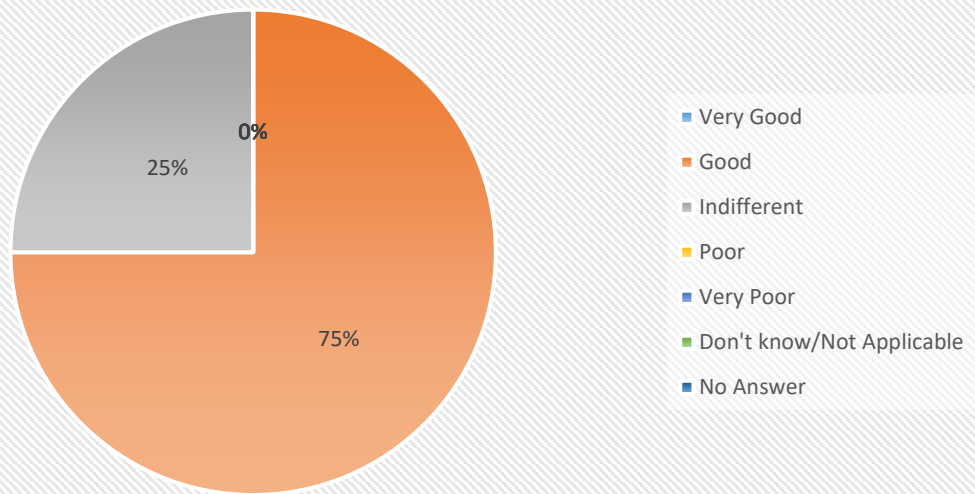
How do you rate the availability of non-clinical advice provided to you (this may include - laboratory related queries)?



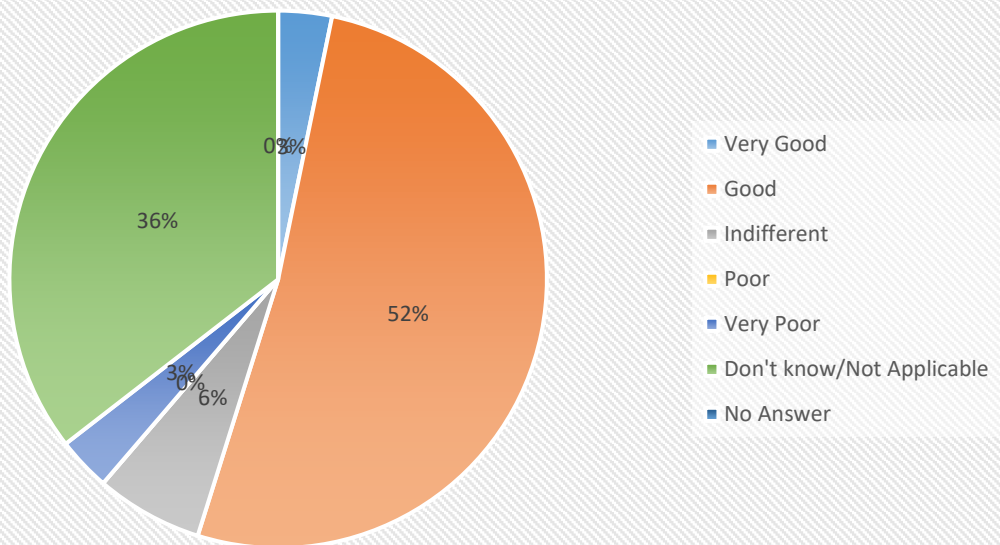
Have you used the website and/or pathology handbook



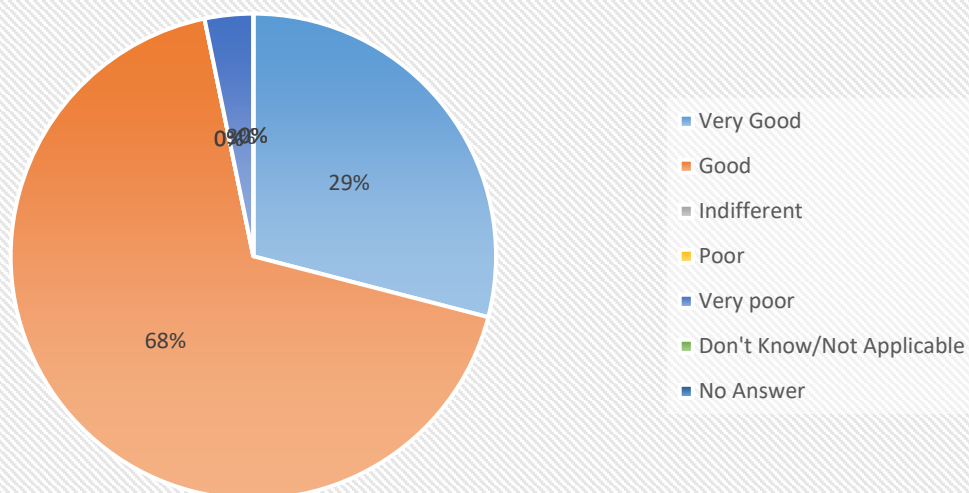
How to do rate the Quality of the information provided via this handbook?



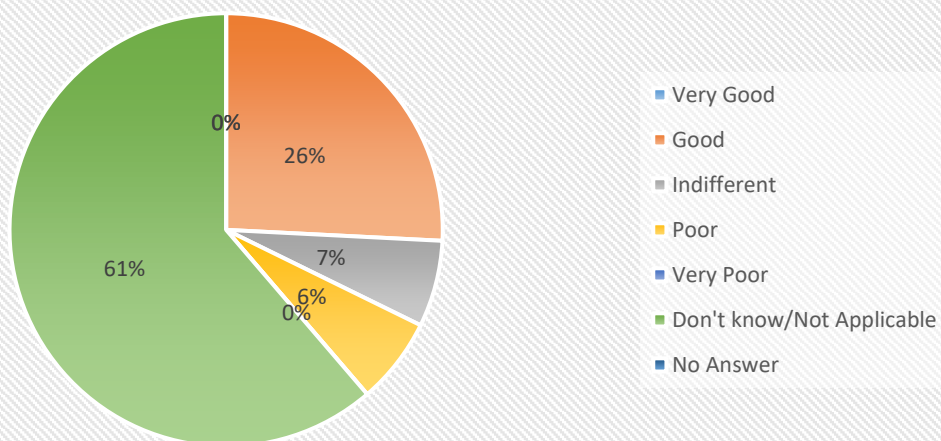
How do you rate the Out of Hours Service Provided?



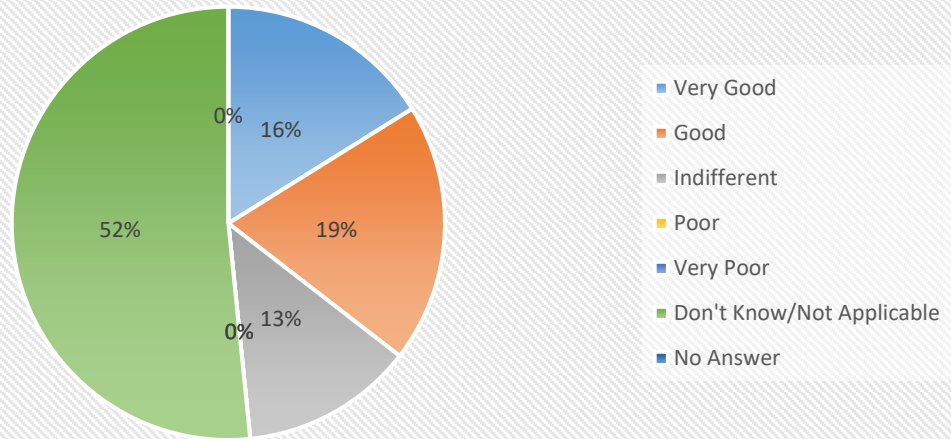
Overall, how do you rate the pathology services offered to you?



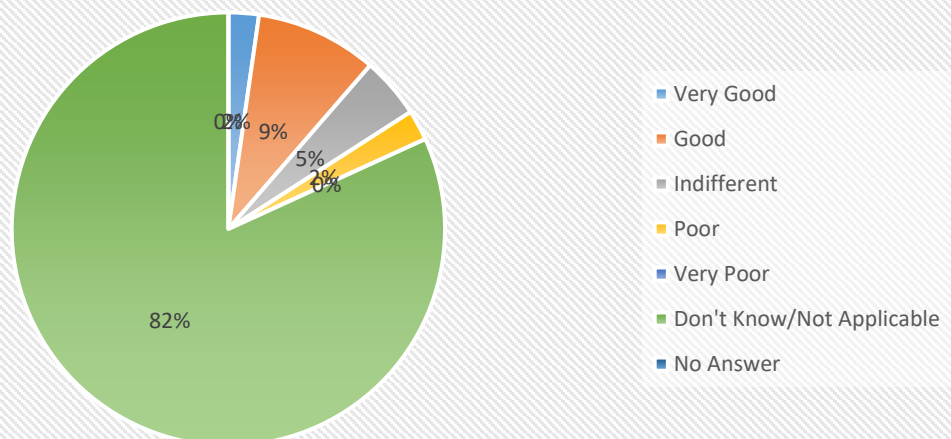
How do you rate the support provided to you by the Point of Care Testing (POCT) Department? (Blood gas analyser)



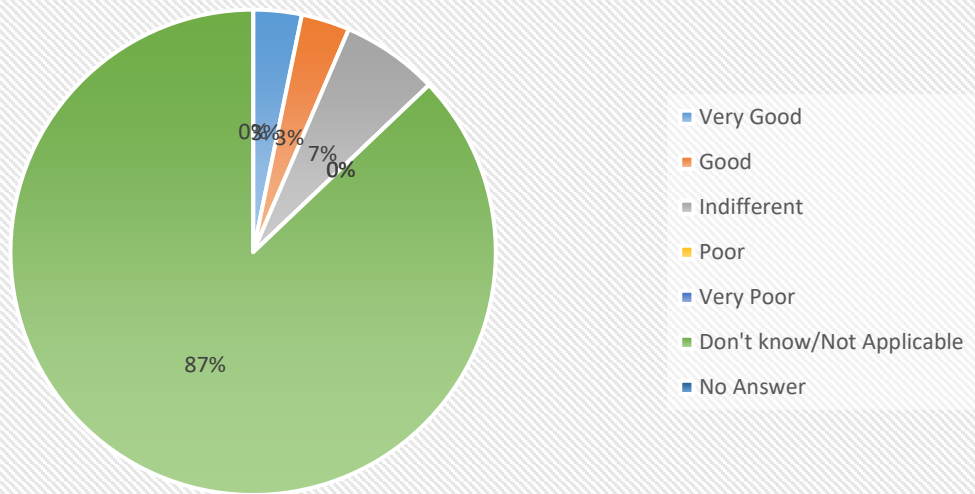
How do you rate the support provided to you by the Point of Care Testing (POCT) Department? (Glucometer)



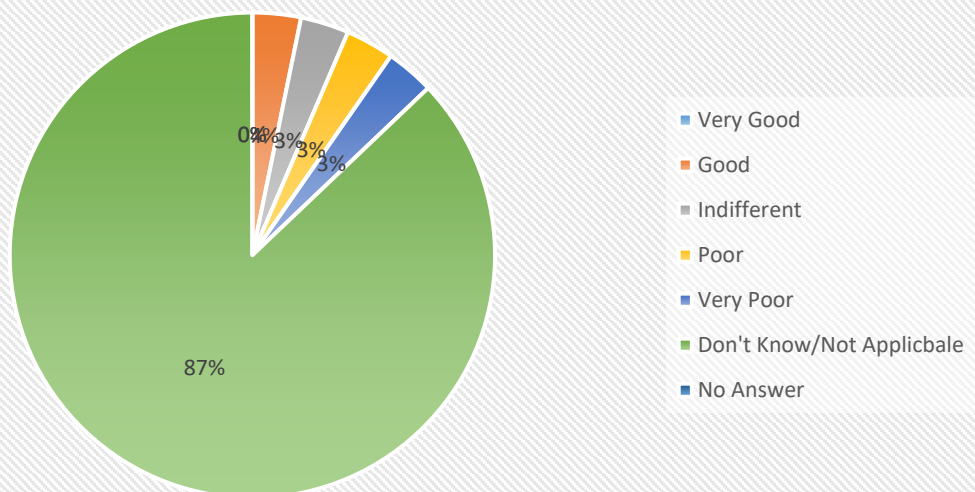
How do you rate the support provided to you by the Point of Care Testing (POCT) Department? (Ketone meters)



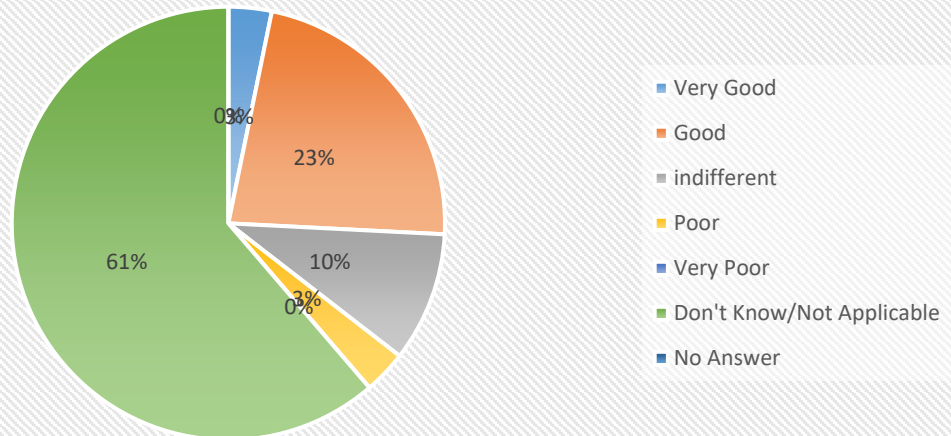
How do you rate the support provided to you by the Point of Care Testing (POCT) Department? (RSV)



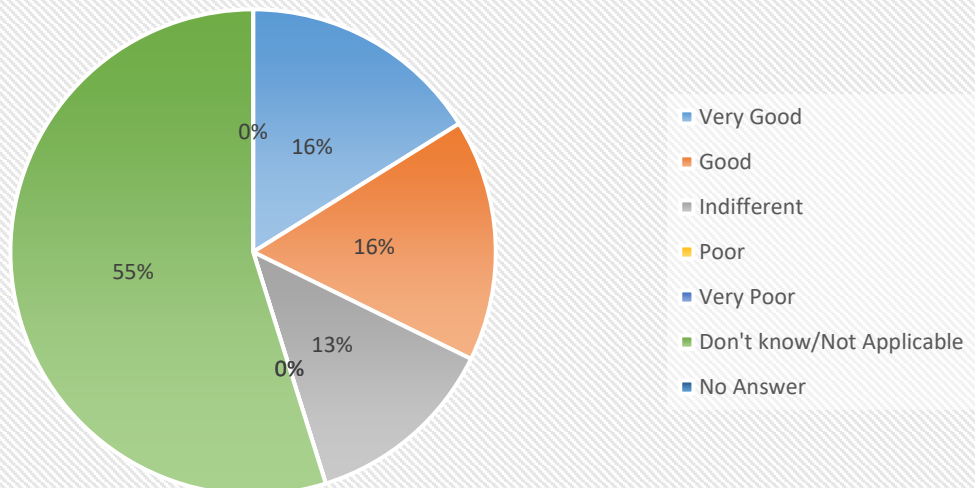
How do you rate the support provided to you by the Point of Care Testing (POCT) Department? (RPI)



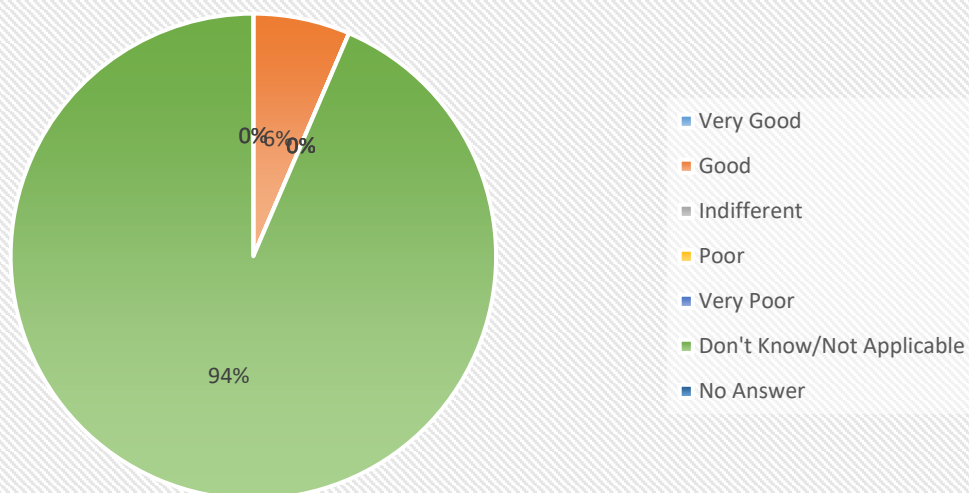
How do you rate the support provided to you by the Point of Care Testing (POCT) Department? [Rapid Covid Testing (Lab Based)]



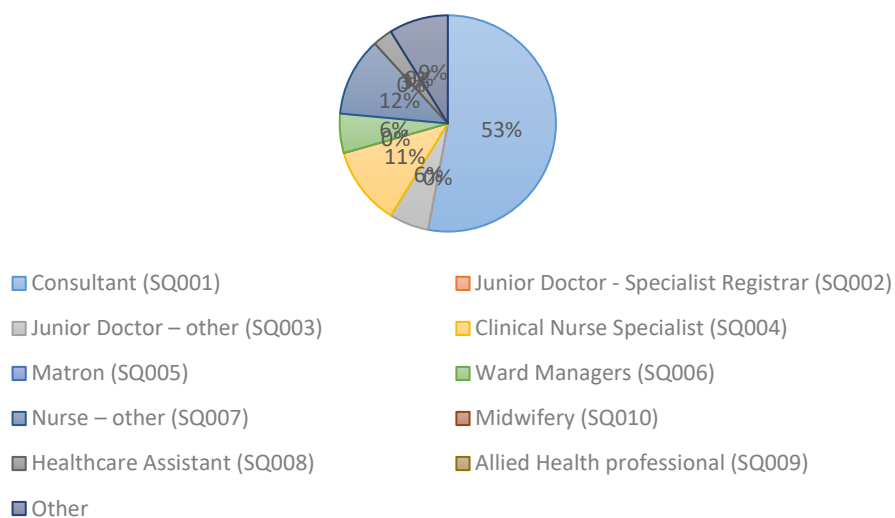
How do you rate the Quality of training provided by the point of care (POCT) team?



How do you rate the Antenatal New born Screening Programme?



Please state your professional group / grade from the following options:



Please see the User Survey 2022 Responses for all of the comments generated by the survey. These have been collated and replied to within the document below.

For reference the combined PCH, HH and Stamford 2021 responses is below;

Thank you 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.