

Pathology Department

PCH Pathology GP User Survey 2021 - Response to Survey Comments

COMMENT	
Sample collection	Pathology Response
Q- How do you rate the sample collection service provided? 1-recent issues appear to have been resolved with the help of a MS Teams meeting 2- results comes back as sample older than 8 hrs 3- samples often delivered 8 hrs late or even 24 hrs late which is a cause for concern and also some samples not processed b's they are either overfilled or under-filled. Why does this matter? If it's that important there is education need for sample takers. It's frustrating when urgent test like D-dimer is not reported as sample under-filled. 4- Good service 5- One of the couriers is very helpful and understands if the samples are ready but one can be very rude	Some analytes (particularly potassium) are affected by the age of the sample, and as such are not reported if there is a delay in sample receipt. The transport is a 3rd party contractor a review will be made of the run routes to look into reducing the delay from sample being taken to being processed. GP surgeries are encouraged to dispatch samples to the laboratory at the earliest possible opportunity to avoid sample quality being adversely affected. Overfilled/Under-filled samples are a problem for coagulation samples (Sodium citrate green top blood tube) because there is a specific level on the tube for the ratio of blood to sodium citrate, if under-filled (short sample) this would give rise to a falsely longer clotting time and indicate a clotting problem when there may not be one and over-filled blood tube samples also affect the ratio of blood to sodium citrate and can mask a clotting issue in both cases the sample is rejected as the result obtained would be invalid. For Biochemistry tests if the sample is short (under-filled) it is rare that the laboratory cannot perform all of the tests required, if the sample is particularly short (maybe a paediatric sample) then you can indicate on the request form the order of priority of tests to ensure those most important are analysed first. The couriers are not directly employed by the Trust and part of a third party contract however this will be reported back to the provider. However should you wish to change the pickup time this can be requested via emailing pathology on nwangliaft.pathology@nhs.net or calling on (01733) 678468



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	GSG Feedback:- All the drivers have to adhere to values and they should never be rude or unhelpful. If this should happen again, then please contact Darin Bone on (01733) 376241 or via email on Darin.Bone@gsggrp.com and this will be investigated. GSG would instigate an investigation and take the necessary action including disciplinary action should it be required.
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COMMENT	
Pathology Website	Pathology Response
Q- How do you rate the usefulness of the information provided via this site? 1-Good in general on occasion cannot always find the answer	Please feel free to contact us if you are unable to find the information that you require. Pathology contact numbers are available on our website http://www.pch-pathlab.com/cms extension numbers are also provided below in the responses.



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COMMENT	
User Handbook	Pathology Response
Q Is there anything else that you would like to see in the handbook? 1- more specific detail/guidance	Please feel free to contact us if you are unable to find the information that you require. Pathology contact numbers are available on our website http://www.pch-pathlab.com/cms extension numbers are also provided below in the responses.



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COMMENT	Pathology Response
Communication Q- - How do you rate the communication between the Trust and practice? 1-A recent meeting with the Pathology reception manager has helped our working relationship and to resolve some issues the practice had with samples being returned un-useable 2-helpful if I call the lab for advice 3-Needs to be prompt to avoid delays in deciding patient management 4-Labs are very helpful but difficult getting through to discuss supplies and ordering. A lot of time wasted continuously trying to resolve issues. Different people whom you speak with tell you different things or give different instructions. Frustrating and leaves me constantly chasing supplies; in particular being told to order 'little and often' as issues with getting more than 1 delivery a week. Nothing is resolved long term. Patients left waiting for referrals as no FIT bottles. Chasing up missing items that are on the despatch note as delivered; not delivered and being told to put another order in for them. The practice manager has now over the last few days become involved to try and resolve issues so we'll wait and see what occurs. Also many items regularly 'out of stock' when trying to order - understand this may be due to Covid related issues. We see a lot of patients face to face and over the phone and a high number of tests are therefore requested - particularly of late we have had to limit the number of swab tests requested due to a regular shortage of transwabs 5-Usually find things out opportunistically rather than being told in advance	The Pathology Online ordering site http://shop.pch-pathlab.com/ For all routine consumables ordering the website should be used to place orders. The online site will have the most up to date stock level will also be on the website. There are times when some of the stock will be out of stock, but the website is being update to allow orders to be placed, but a notification will be issued to state the item is currently on back order so there will be a delay. If there are any urgent Orders or anything needs to be discussed regarding the ordering site then please contact Pathology Enquiries on (01733) 678468 or via email nwangliaft.pathology@nhs.net to discuss. Communications are sent out via the CCG from the Trust.



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COMMENT	
Communication Cont.	Pathology Response
Q- How do you rate the communication between the Trust and practice? 1-Very difficult to speak to the lab or the office - answerphone	The office contact number for administration is- 01733 678468 or via email nwangliaft.pathology@nhs.net The number for consumables/ordering is- 01733 67- Ext 8468/8199 or via email nwangliaft.pathology@nhs.net The laboratory specimen reception manager number is-01733 678199 or via email nwangliaft.pathology@nhs.net Core hours are- 0900-1700 Monday-Friday
COMMENT	
Stamford phlebotomy	Pathology Response
Q- Are you aware of the opening times of the Stamford Phlebotomy clinic? 1-don't use it 2- we would not use this as to far to travel	Stamford opening times are 0830-1700 with a cut of 1630 for GP samples to allow those already in the queue to have their samples taken before the final courier collection at 1700



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COMMENT	Pathology Response			
Phlebotomy				
Q-Do you have any specific comments about phlebotomy services?				
1-We have had a communication with lab regarding some rejected samples.				
2-can you put long Covid GP panel on ICE, please? As this is now being used more and there is a set of bloods that long Covid clinic is requesting. thank you				
3-need quicker turnaround time when requesting users to be added to ICE, especially locum gps, practice nurses				
4-no info on how our patients can access them				
5-Satisfactory so far				
6-In general they are good and patients are happy with the service wait time etc.				
7-obtaining stock would be the only problem that we have.				
	FBC	LFT	HbA1c	protein
	Blood film	Bone profile	TSH	electrophoresis
	U&E	Calcium	Ferritin	D-dimer
	ESR	B12	Coeliac screen (anti TTG)	urine dipstix
	CRP	folate	CK	
	ECG also required +/- CXR			
	For new users to be added onto ICE requesting-			
	There is not currently functionality for patients to view their results via the NWAFT result viewer (ICE), however some GP surgeries have made results available via their own systems.			
	Stock- The number for consumables/ordering is- 01733 67- Ext 8468/8199			



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COMMENT	
Paediatric phlebotomy service would you be interested?	Pathology Response
1-Yes definitely interested, basic phlebotomy, probably only 1-2 patients a week 2-Yes definitely 3-Full activity 4-won't affect my workload 5-we are closer to PCH so send children there for their blood test 6-yes- probably 2-3 patients a week	Stamford phlebotomy are considering a paediatric service and will inform you via the CCG if and when the service is made available. Thank you for your comments this will help us in understanding the likely demand for the service.

COMMENT	
Pathology services in general	Pathology Response
Q- Pathology services in general	The Consultant chemical pathologist is available on- Ext. 8436 (Secretary core hours only)



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- 2- Difficult to get hold of specialist to discuss patients
- 3- we had an incident of results not being passed down to the surgery electronically and therefore go missing/unchecked which was detrimental to patient's health
- 4- Clear advice about who to call when for advice
- 5- Connection with bloods done at Hinch (and Addies if at all possible)
- 6- Ability for all patients to see own result and not just renal patients
- 7- Why do we get a notification about DXA (no report) via ICE then a letter with the results? 2 documents to action/file
- 8- Why do we get multiple copies of x-ray results (worse example was 6 identical copies)
- 9- Why no reference range for SHBG?
- 10- How can we easily get T3 levels w/o asking for permission from endocrinology each time?
- 11- How can I get b12/folate levels done to monitor Rx in less than 190 days?

The Consultant Microbiologist is available on- Ext. 8436 (Secretary core hours only)

The Consultant immunologist is available on- Ext. 8436 (Secretary core hours only)

The Consultant haematologist is available on-Ext. 8428/8429 (Secretary core hours only)

The consultant cellular pathologists are available on the following extension numbers

Name	Position	Personal Secretary	Telephone Number
Dr. Lukasz Adamczyk	Consultant Histopathologist	Holly Underwood	7812
Dr. Liz Astall	Consultant Histopathologist	Lisa Ewles	7809
Dr. David Bailey	Consultant Histopathologist	Holly Underwood	7812
Dr. Paidamwoyo Gwiti	Consultant Histopathologist	Gemma Brown	7802
Dr. Ashraf Ibrahim	Consultant Histopathologist (departmental lead)	Lisa Ewles	7809
Dr. Suzy Lishman	Consultant Histopathologist	Gemma Brown	7802
Results/ General Enquires			7802/ 7809/7812



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	Please feel free to contact the laboratory either via telephone (01733678468) or email (nwangliaft.pathology@nhs.net) or via the IT service desk in cases of missing reports, the cause can then be investigated. There is not currently functionality for patients to view their results via the NWAFT result viewer (ICE), however some GP surgeries have made results available via their own systems. DXA and X-Ray results are not the remit of pathology. Reference ranges for SHBG are provided on reports with the exception of patients who are under 20y/o, for whom reference ranges are not available for the methods used. Details of reference ranges are available via the department's handbook (http://www.pch-pathlab.com/cms/?q=test-rep-shbg). FT3 is generally only required in specific clinical circumstances, and is added on in the laboratory based on TSH results, patient history and the clinical information provided. If further tests (such as FT3) are required these can be requested by contacting the laboratory (peh-tr.chemimm@nhs.net) providing indications for the request. Repeat measurement of vitamin B12 and folate is not generally indicated in patients with vitamin B12 and folate deficiency (https://cks.nice.org.uk/topics/anaemia-b12-folate-deficiency/), but if required can be requested by contacting the laboratory (peh-tr.chemimm@nhs.net).
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