

NORTH WEST ANGLIA PATHOLOGY GP USER SURVEY 2025

- **GP User Surveys** – findings are based upon the 33 responses collected.
 - The requesting and collection facilities were rated as very good or good.
 - Range/repertoire of tests available was rated as good or very good in all the departments.
 - Communication was rated average – main concerns raised around getting responses via the phone but when was able to get to a pathology staff member they are very helpful.
 - 70% of respondents had used the handbook/website. 71% found the handbook/website useful.
 - 75% of respondents found the communication between the Trust and practices as good or very good.
 - 90% would recommend the pathology services to a colleague.
 - Quality of the services provided was rated as very good or good across all pathology disciplines.
 - In terms of service improvement – the following comments were logged:
 - Pan-pathology –
 - Improved Sample collection times:
We regularly review delivery times with practices.
 - Improvements to Website/handbook:
More regular updates and additional clinical information. The team are working on updating the website/handbook on a regular basis.
 - Implementation of Near patient labelling system:
The team is working on implementing near patient labelling.
 - Better delivery of consumables:
The team are currently auditing the consumable delivery service.

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.