

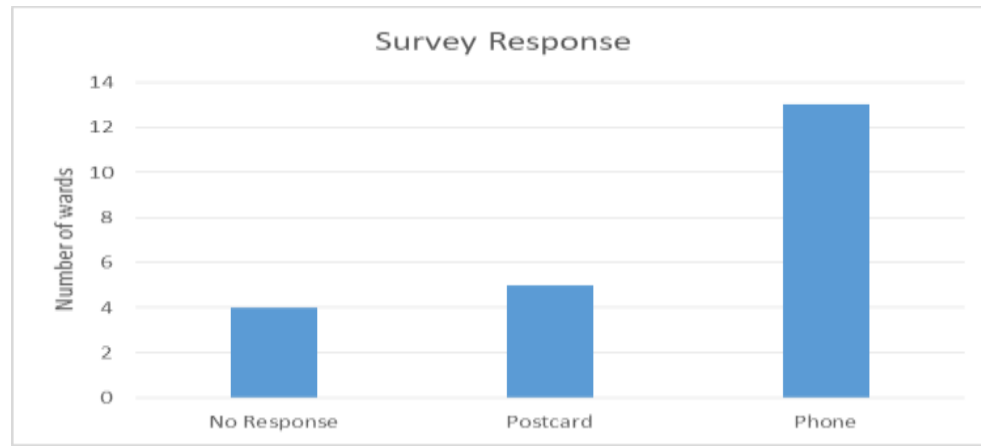
**User Survey Report**

**SCOPE**

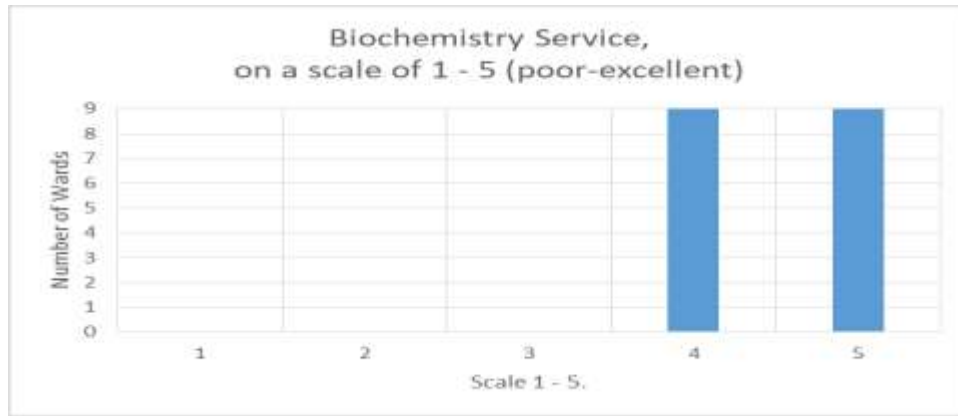
- What: 'We Are Listening Postcard' – 3 Questions
- When: 4<sup>th</sup> May – 28<sup>th</sup> May – post-covid shielding
- Who: Clyde Acute Wards, 21 wards = total of 57 surveys

**RESULTS**

**Response**



**Scoring**



**Comments**

<b>Positive</b>	<b>Negative</b>
Service works well for intensive care. No issues of concern to report.	If a result needs added on to bloods, could it be done over the phone? Rather than having to write down the required details via pod.
Yes. If we pod bloods – quite rapid results. We get results phoned back when required. Someone was trying to find a cardiac patient. In OPD – good that you investigate & get to the bottom of it.	I sometimes feel that more staff, particularly at weekends would speed up the process when we have to call the lab.

Yes. For add-on's - staff Are helpful	Add-ons over the phone Instead of paper would be Useful as we are busy.
Yes. We can add on Tests with no hassle.	No –Add on's over the Phone or via Trackcare?
Yes. TAT is good Compared to other Places I've worked.	Quicker results but I know we have a 2hr turnaround time agreed & that's fine.
Yes. More Than happy	No lab service overnight –Taxi's delayed, can take 2hr before we get. Between 7-8pm is a Nightmare. Results. We are looking for More POCT services – Meeting with Margaret O'Rourke being organised.
Quick response to Fitting ABG machines (Donna). Friendly staff	
Yes. Prompt & friendly.	
Staff @ VOL are lovely & extremely helpful.	

**CONCLUSION**

- Overall – very positive!
- 'Postcard' method = Poor Response – follow up phone calls helped as users were put on the spot.
- This feedback will be given to staff – along with congratulations & thanks, via QPulse distribution (QF-CBIO-29), Lab Brief & Morning huddle.

Add-On comments

- 2x Positive 'Add on' comments – no hassle, helpful staff.
- 3x Negative 'Add on' comments – would prefer to do by phone, compared to writing out a form.

As per **ISO 5.4.3 Request form information** - *The laboratory shall have a documented procedure concerning verbal requests for examinations that includes providing confirmation by request form or electronic equivalent within a given time.*

There is an ongoing Clyde project to receive Add on requests by email – this has been well received in other GG&C Sectors. This has been delayed through IT set up of a generic mailbox account.

- Discussed at Clyde Management Meeting (09/06/21)
  - 1) 1x User suggested Trackcare had an Add on system – Dr IJ was able to confirm this has been discussed at IT meetings & the Add on functionality requires the purchase of separate software.
  - 2) IRH Oncology say they have an agreed 2hr TAT with the department – this has not been formally agreed by Biochemistry (unofficial local agreement?)
  - 3) VOL are looking into more POCT services? – TNI was mentioned – Dr IJ said the answer would be no as there is no reliable TNI POCT testing kit available.