

HODS User Satisfaction Survey

**Haemato-oncology Diagnostic Service (HODS)
Cheshire & Merseyside Cancer Network
Liverpool Clinical Laboratories**

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Aim

- To identify the perceptions of the users with regards to their experience while using the service in key areas of delivery
- To understand and discuss the output from the survey and create improvements over the next twelve months

Method

A Survey Monkey questionnaire was submitted to all users of the service. The questions covered key areas of service delivery:

- Are you satisfied with the service overall?
- What do you think of the Testing Repertoire?
- Are you satisfied with TATs?
- How good is the communication from HODS?
- How do you rate the quality of the reports?
- How would you rate the MDTs including the pre-MDT summaries?
- How would you describe your experience with HODS?

Measures of satisfaction

The measures of satisfaction (as below) for each question were collected and analysed:

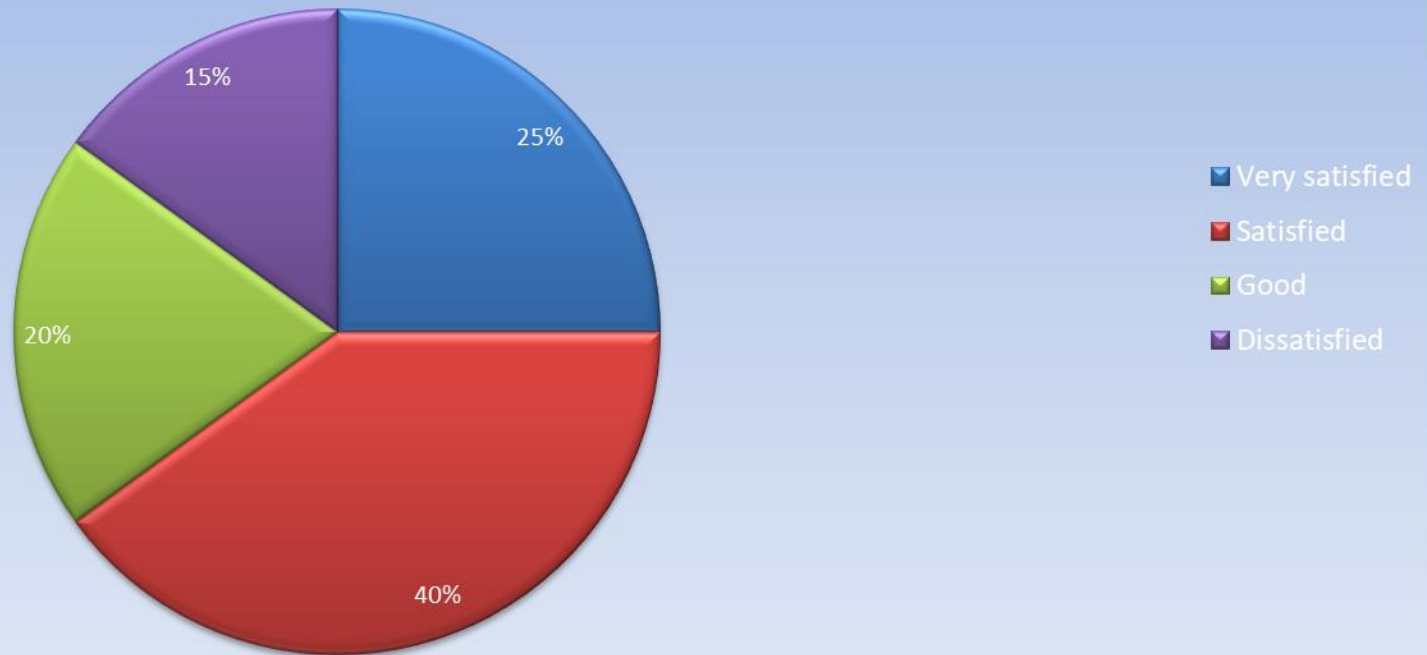
- Very satisfied/Excellent
- Satisfied/Good
- Neither satisfied nor dissatisfied
- Dissatisfied/Poor

Results

- The survey was submitted to a total of 40 users
- Responses were received from 21 users and the data were collated and analysed

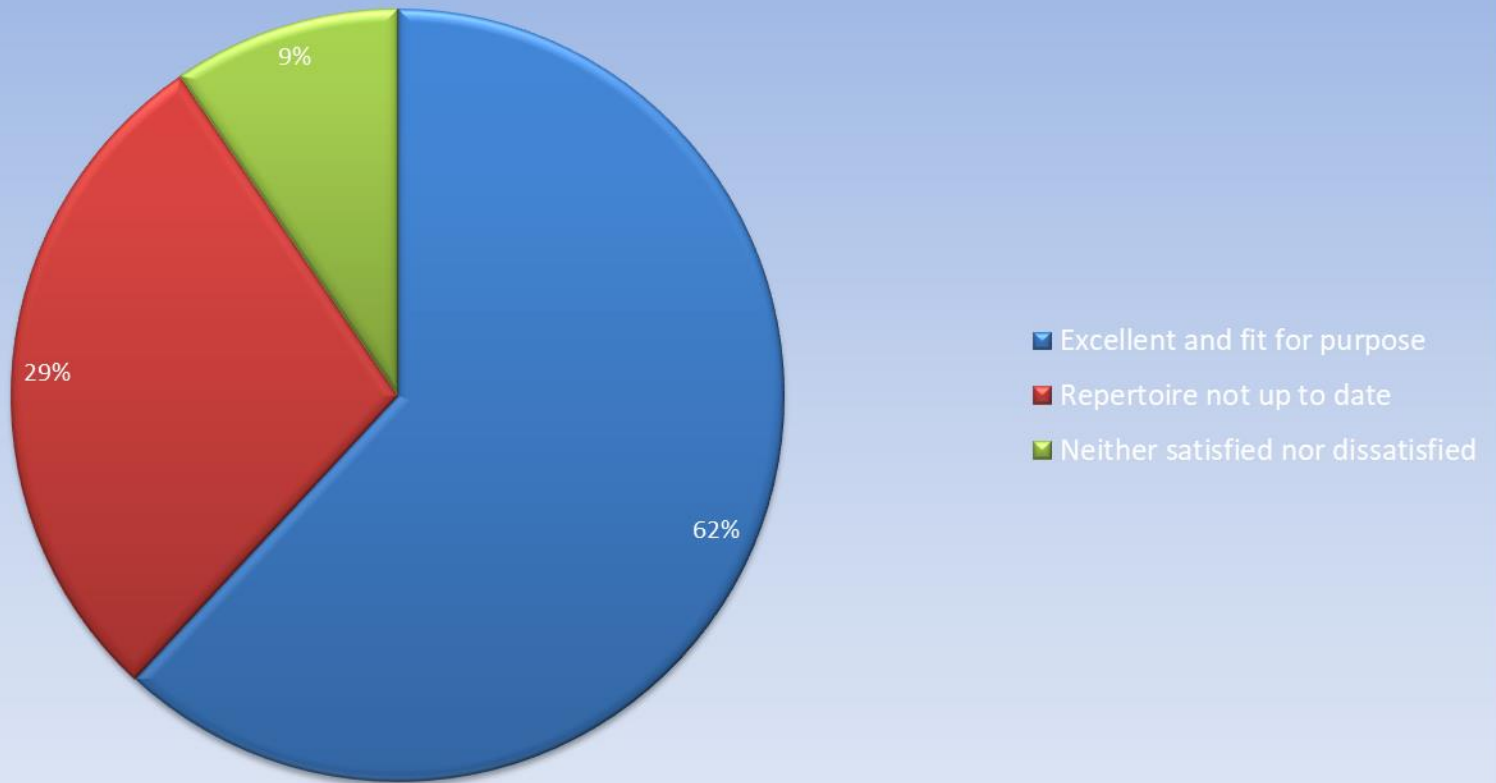
	Are you satisfied with the service overall?	What do you think of the Testing Repertoire?	Are you satisfied with TATs?	How good is the communication from HODS?	How do you rate the quality of the reports?	How would you rate the MDTs including the pre-MDT summaries?
Very satisfied	5	13	2	9	6	12
Satisfied	12		12	9	13	
Neither satisfied nor dissatisfied	0	2	0	0	0	4
Dissatisfied	4	6	7	3	2	5
Total	21	21	21	21	21	21

Are you satisfied with the service overall?



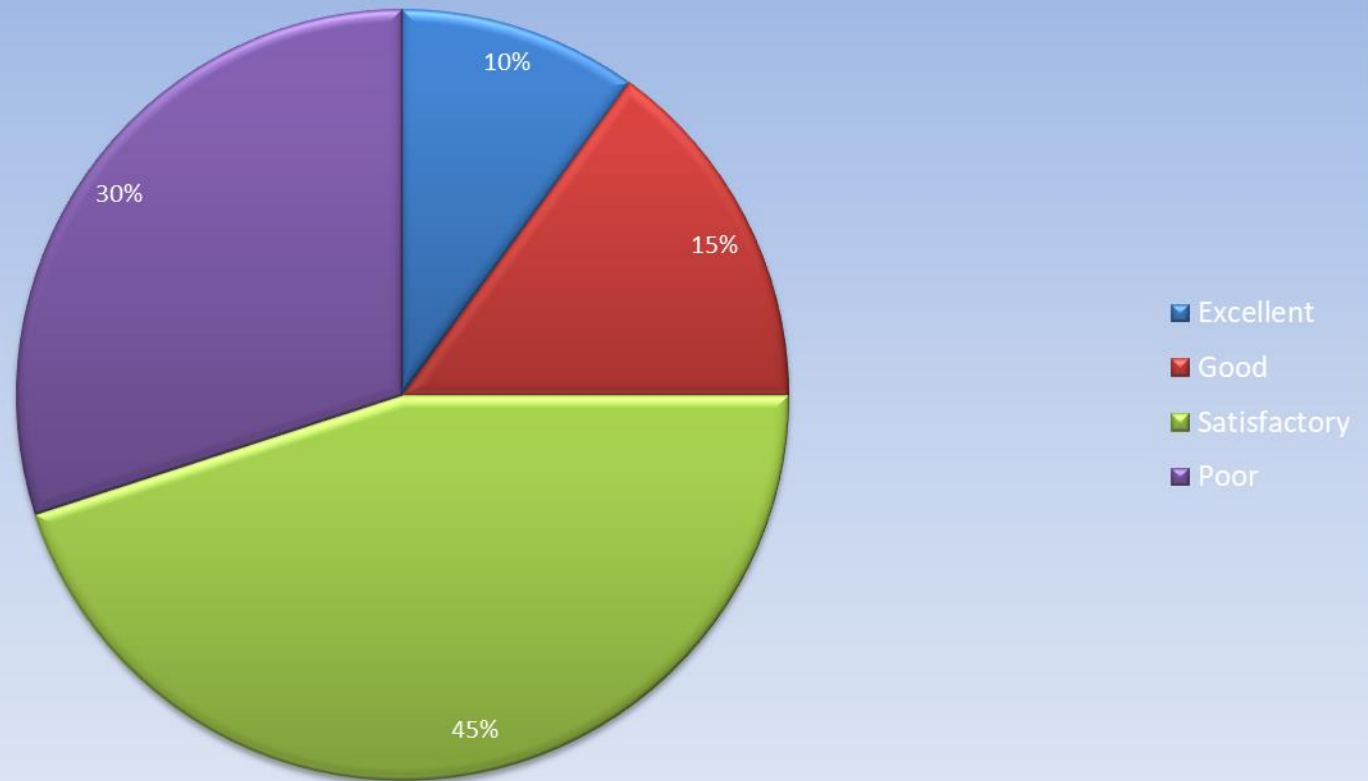
Dissatisfied 4 out of 21 responders (including one with a comment of poor TATs)

What do you think of the Testing Repertoire?



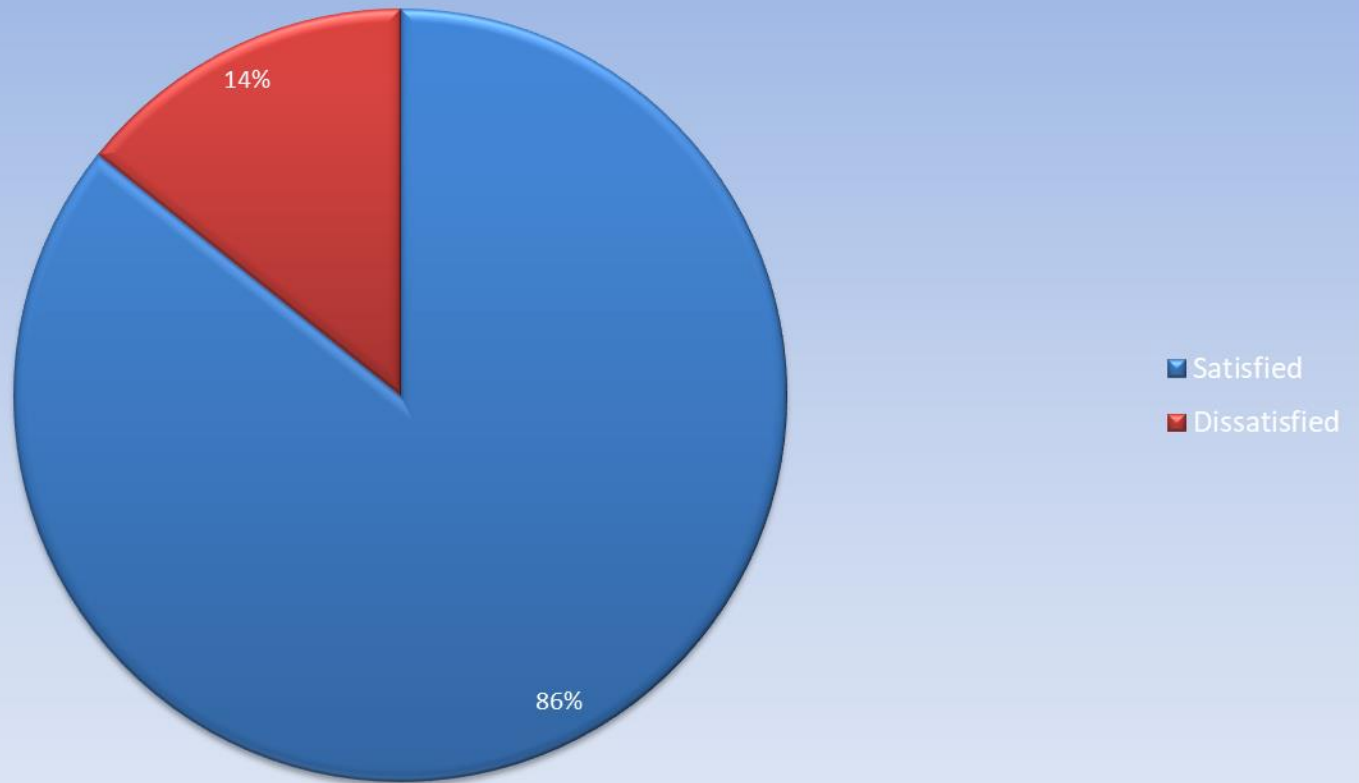
- The repertoire is not equivalent to other centres in the country

Are you satisfied with TATs?

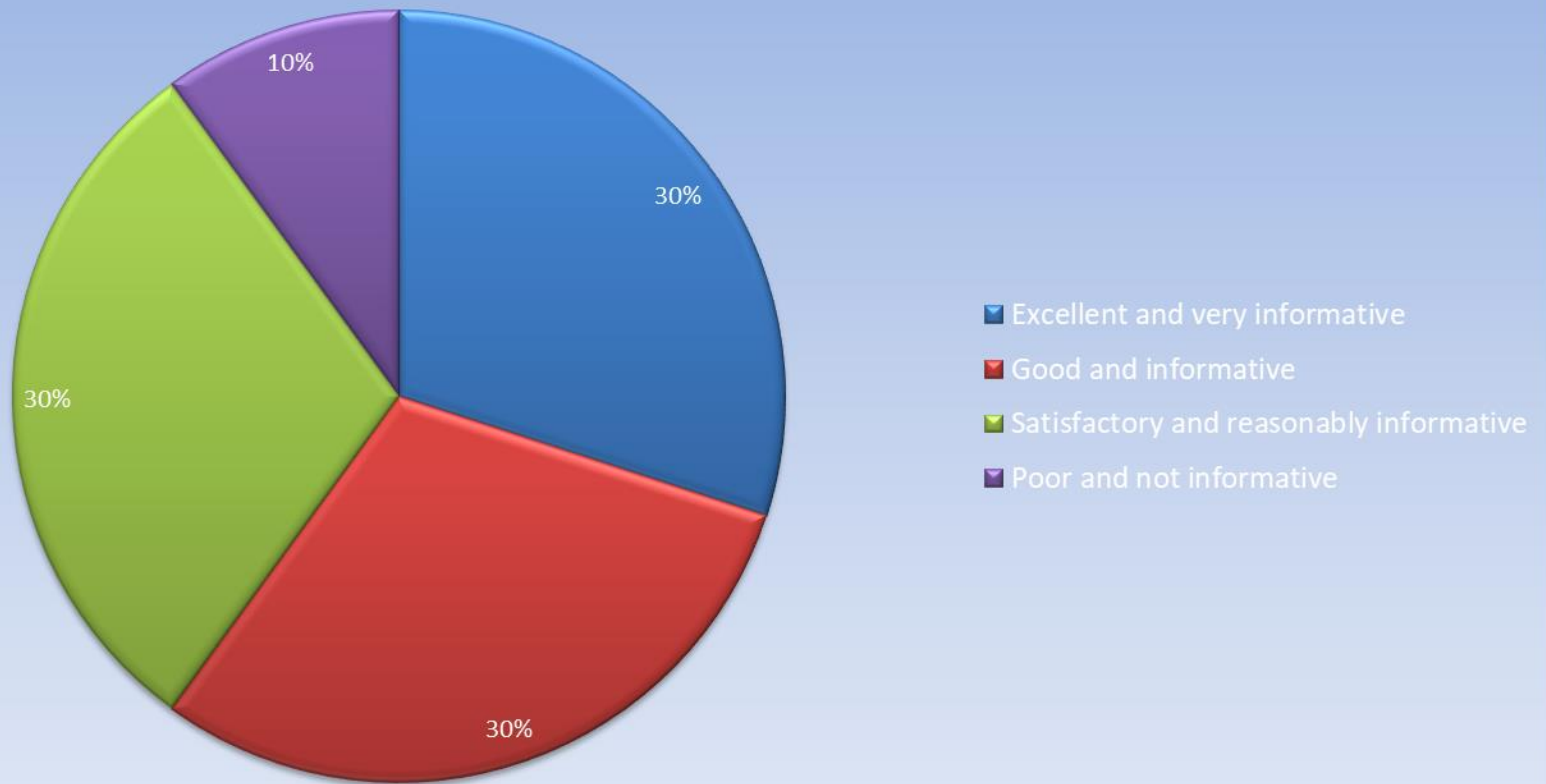


Lack of results for clinical appointments

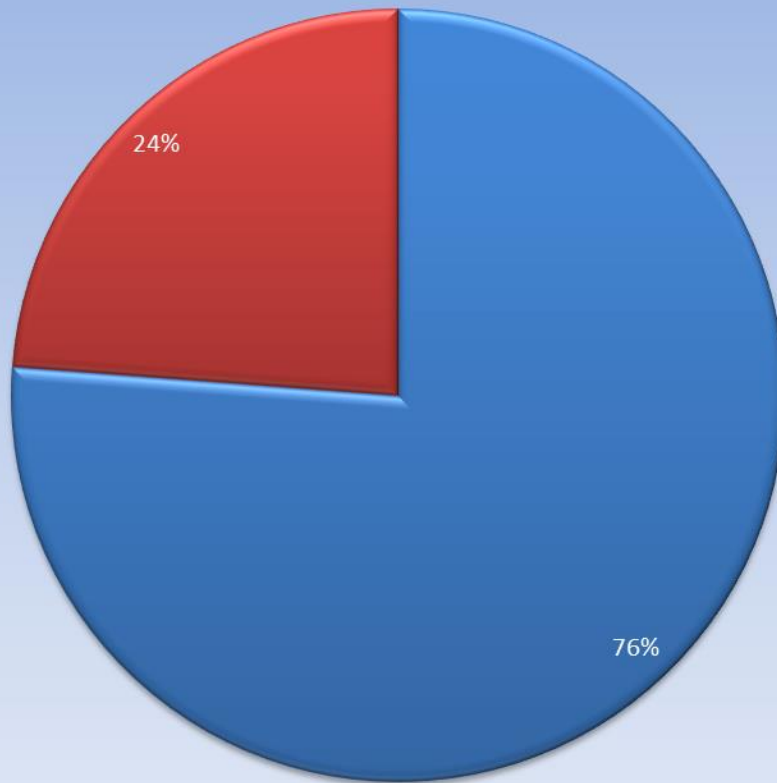
How good is the communication from HODS?



How do you rate the quality of the reports?



How would you rate the MDTs including the pre-MDT summaries?



■ The summaries and MDT discussions are excellent and provide the relevant information

■ The MDTs lack relevant information

Cumulative Results

Are you satisfied with the service overall?

Satisfied - **85%**

Dissatisfied – **15%**

What do you think of the Testing Repertoire?

Excellent and fit for purpose – **62%**

Repertoire not up to date – **29%**

Are you satisfied with TATs?

Satisfied - **70%**

Dissatisfied – **30%**

How good is the communication from HODS?

Satisfied – 86%

Poor – 14%

How do you rate the quality of the reports?

Satisfied - 90%

Dissatisfied – 10%

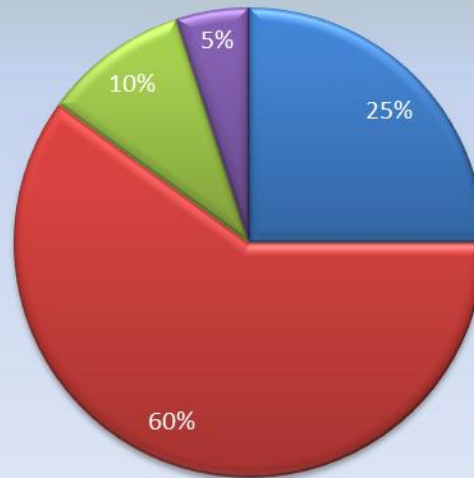
How would you rate the MDTs including the pre-MDT summaries?

Satisfied - 76%

Dissatisfied – 24%

Overall, please choose one of these options, which most appropriately describes your experience of HODS:

- The service is excellent and on par with the best services in the UK. The results are timely, the testing is exhaustive and up to date and all the staff are extremely responsive and address queries promptly.
- The service is a good service but there is much room for improvement in terms of turnaround time and testing repertoire. Communication is good but can improve further.
- The service is satisfactory and requires a huge amount of improvement
- The service is poor and no results are available, creating patient safety issues on a regular basis.



Conclusions

- User satisfaction is high ranging from with regard to service delivery, TAT & Quality of reports as well as MDT delivery
- *85% of the users are satisfied with the **overall service***
- *90% of the users are satisfied with the **quality of the reports***
- *90% of the users were satisfied with the **communication of results***
- There is room for improvement in TATs, MDT delivery as well as testing repertoire

Areas of planned improvement

TAT

- Histology – transfer of work in-house to HODS will improve this in six months time
- Molecular – Molecular work has gone up by 35% in the last 12-18 months. Improved staffing and new technology will correct the TATs in 6-12 months
- Integrated reports – Once TAT of individual tests improve overall integrated TAT will improve

MDT delivery

- Better streamlined MDT summaries across all MDT meetings
- Improved TAT will improve timely clinical availability of results and better completion of cases for MDT

Testing repertoire

- Immunohistochemistry – New equipment has been procured and an additional repertoire of 25 new antibodies to bring the service up to date with international standards (LB to update)
- Molecular - Lymphoma NGS panel is in the final stage of validation (LW to update)

Referral slides and
block(s)

- Delivered by a courier or mail parcel
- Arrival time: 24 hours- 10 days

Case registration and
slides preparation
for further work-up

- 24 hours

Review and further
work-up request by
consultant (special
stains, IHC, FISH, etc.)

- 24 hours

IHC
Cytogenetics
Clonality

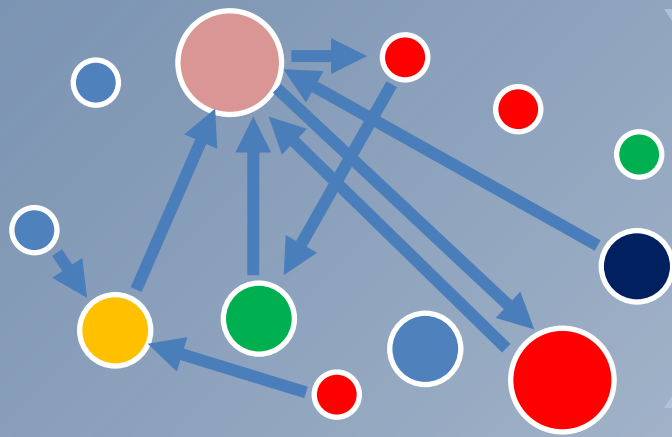
- 24-48 hours
- 2- 8 weeks
- 2 weeks

Slides review (including
IHC) and diagnosis

- 24-48 hours

Joint review
MDT discussion

- Less than 5% require re-review of the case between aspirate and trephine samples (48 hours)

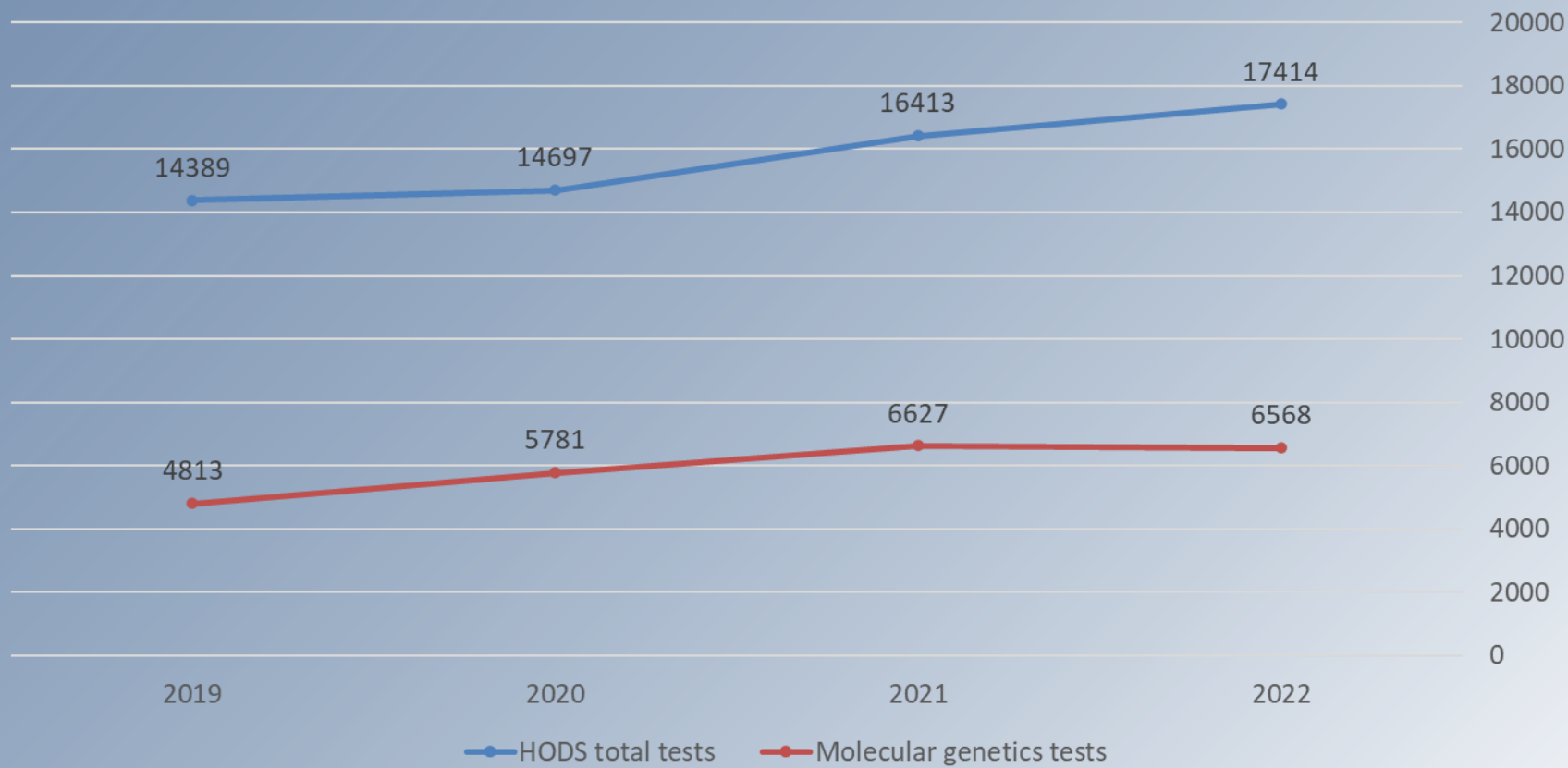


Sample pathway

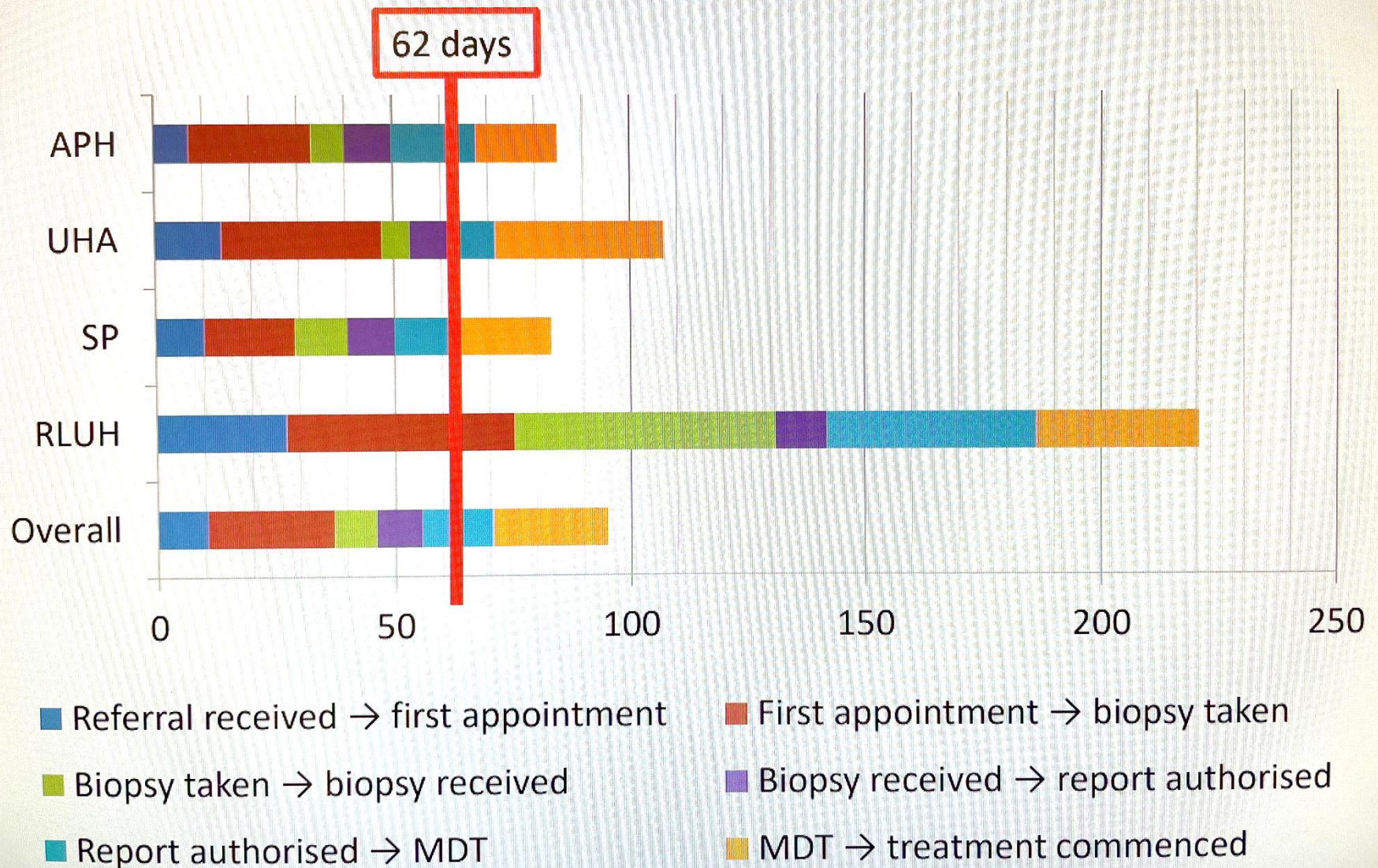


HODS workload

Chart Title



Average pathway



Sample pathway

What takes the longest time? (days)

- First appointment → biopsy taken **26.6**
- MDT → treatment commenced **24.4**
- Report authorised → MDT **14.9**
- Referral received → first appointment **10.5**
- Biopsy received → report authorised **9.7**
- Biopsy taken → biopsy received **8.9**
- Treatment commenced on day **75.6**

