

Liverpool Clinical Laboratories User Satisfaction Survey 2013

We are pleased to report that the laboratories continue to provide a high quality service to users across the various sectors of the health service.

96.8 % of those who took part in the survey said they would recommend our laboratories to a colleague. This is a 6.3% increase on the previous year.

We would like to thank everyone who took part in the survey and in particular for all the individual comments and suggestions on how we could make further improvement to the services we provide to users.

To view some of the comments and our responses, please [click here](#).

Reminder:

The lab handbook which contains up to date information for users can be accessed via the Trust intranet, the internet for external users and through ICE.

You saidClinicians should be able to know when a sample has been received and tests are being processed - this will help save money and prevent duplication.

The new interface to ICE which is under test at the moment has “status tracking” and updates ICE when the sample is accepted into the lab and in progress. This works on the same principle as status updates with Radiology requests.

You said.....ICE can be slow to update at times.

A new interface ICE interface is under test which sends the results instantaneously without the current 10 minute or so delay. There is a faster interface under development which is designed for high volume reporting but maintaining speed.

You said.... ICE reporting should be reviewed regularly to ensure all functions work (e.g graphs)

This is now being done

You said... The results delivery service could be improved by going paperless and allowing users to request electronically

The labs would love to stop printing paper reports and are now 80% paperless. The labs have worked very hard at trying to get areas to be paperless but there are still a few areas that wish to retain paper copies.

You said.... When the POD System is not working, porter service is quite delayed or sometimes difficult to contact to collect blood samples to take to lab

.....When any part of the system has broken down, porters place signs on all the stations with instructions to follow. If there is a full system failure, hospital porters are used and should be contacted on ext 2010 to pick up emergency samples. A delay should only occur when the fault is first found and should not be more than one hour.

A survey of the pneumatic tube system was carried out by the suppliers, Quirepace in April 2013. A number of recommendations were made and were considered by Estates. The purchase of critical spares to be kept by Estates, replacement of pods and Velcro bands and the replacement of one of the main diverters in Haematology will hopefully improve the reliability of the system.

Some of the comments relating to how the Phlebotomy service could be improved.

.....Phlebotomy services totally inadequate, Trainee doctors often having to shore up gaps in service.

.....Poor phlebotomy cover on medicine wards in the last few months, sometimes providing none at all but only notifying the doctor at lunch. This causes big delays in obtaining results and the extra work load can prove difficult on some wards.

.....There is significant disparity between phlebotomy services on different wards within the same hospital, a high quality uniform service would be good.

.....Phlebotomy services should extend into early evening to cover afternoon clinics. Need dedicated weekend phlebotomy service to relieve pressure on ward nurses.

.....Phlebotomy early in the morning and during weekends to facilitate clinical work and decision making about discharge etc. At the moment phlebotomy comes late and is erratic which does not help patient flow.

The responsibility for the phlebotomy service at RLBUHT (previously under split management) is now under the sole management of the laboratory. Together with changes in working pattern, the filling of current vacancies and a better understanding of the phlebotomy needs and requirements across the hospital, we are confident that most of the issues raised by users will be addressed.