

## BERKSHIRE AND SURREY PATHOLOGY SERVICES

### GP Surgery Feedback Survey Summary Report 2016

#### Introduction

BSPS is contractual joint venture between Ashford and St Peter’s Hospital NHS Foundation Trusts, Frimley Health Foundation Trust, the Royal Berkshire Hospitals NHS Foundation Trust and the Royal Surrey County Hospital NHS Foundation Trust. BSPS provides pathology services to four NHS Trusts through a Managed Network and surrounding community GPs prior to November 2016 when the organisation merged Pathology services at the Royal Berkshire Hospitals NHS Foundation Trust (RBH) to form Berkshire and Surrey Pathology Services (BSPS). The following provides feedback from the assessment of user satisfaction across practices across Buckinghamshire, Berkshire, Hampshire, Middlesex and Surrey prior to the 2016 merge with Pathology services at the RBH.

#### Survey Objectives

One of the key objectives for the Berkshire and Surrey Pathology Services (BSPS) is to continue to improve the quality of the service we provide to our users. As a pathology service provider it is important that we are made aware of the areas where we need to develop our services and those where we continue to do well. The User Survey is one of the mechanisms for obtaining information on how our service is viewed by GPs.

#### Survey Format

The 2016 SPS GP Surgery Feedback on Pathology Services was produced in two formats, a printed ‘postcard’ and electronically using Survey Monkey. Postcards were distributed to GP practices Buckinghamshire, Berkshire, Hampshire, Middlesex and Surrey in addition to email communications with a link to the electronic form on ‘Survey monkey’.



Figure 1: GP Survey Postcard



## Responses

Site	Cards received with comments	Positive Comments %	Negative Comments %	Promoter Score
Berkshire	40	82.5%	2.5%	80%
Buckinghamshire	23	35%	61%	-26%
Hampshire	27	37%	14%	23%
Middlesex	85	61%	12%	49%
Surrey	161	61%	6%	55%
No Location entered	13	31%	38%	7%
Survey Monkey	23	46%	10%	39%
<b>ALL SPS</b>	<b>372</b>	<b>59%</b>	<b>12%</b>	<b>47%</b>

## Summary of Positive Feedback

County	Comment	Score
Berkshire	<u>Good Service</u> Your staff are always pleasant, really helpful, never a problem	<u>10</u>
Buckinghamshire	<u>Good Service</u> Excellent service with friendly staff	<u>10</u>
Hampshire	<u>Good Service</u> Excellent service	<u>10</u>
Middlesex	<u>Transport</u> Collections are always on time	<u>10</u>
Surrey	<u>Transport</u> Reliable, regular collection by the most pleasant couriers, nothing is too much trouble, please relay our thanks to the drivers	<u>10</u>
Berkshire	<u>Transport</u> Very Helpful, friendly drivers/ couriers - If we request them to wait a few minutes they are more than happy to. Prompt service	<u>10</u>
Buckinghamshire	<u>Results Line</u> Always very helpful if phoned, quick results with queries, Cytology staff work miracles.	<u>10</u>
Hampshire	<u>Results Line</u> Friendly staff and prompt when responding to requesting including phone queries	<u>10</u>
Middlesex	<u>Results TAT</u> Results Comes Quickly helpful staff when needed	<u>10</u>
Surrey	<u>Results TAT</u> Efficient Service with rapid results	<u>10</u>

## Summary of Service Improvement Opportunities

<u>County</u>	<u>Comment</u>	<u>Score</u>
Berkshire	<u>Phlebotomy</u> Patients are sometimes turned away by Phlebotomy if they do not bring a paper copy of the blood request form as they claim they cannot access the electronic Pathology request.	<u>6</u>
Buckinghamshire	<u>Consumables</u> We do not always receive our supplies on time/ and sometimes there has been questioning of our order which seems inappropriate	<u>5</u>
Buckinghamshire	<u>Consumables</u> Not Adequate notice given when processes change. Order process unclear no clear instructions for sample bags.	<u>5</u>
Buckinghamshire	<u>Consumables</u> No chlamydia swabs when requested ordering procedure. Changing clinical bags and swabs.	<u>5</u>
Hampshire	<u>Results Line</u> Results line is always busy	<u>6</u>
Hampshire	<u>Results Line</u> Results line is always busy	<u>4</u>
Middlesex	<u>Consumables</u> Stores service not very efficient, when ordering bottles, etc. Do not arrive on time always delays.	<u>5</u>
Middlesex	<u>Lost Sample</u> Samples constantly getting lost	<u>0</u>
Surrey	<u>Consumables</u> Don't always receive the quantities that we order.	<u>5</u>
Surrey	<u>Abnormal Result</u> Abnormal results not clear enough, e.g. campylobacter not reported as advised.	<u>5</u>

## Conclusion

The findings from the 2016 BSPS GP Survey report presented a 30% response. As suggested in our proposed process we required a minimum response rate of 33%. It was felt as the response rate was below the minimum proposed requirement and as a consequence overall statistical analysis and interpretation would be deemed not to be of sufficient depth or breadth to provide assurance that all service users views have been captured.

## Proposed Survey Improvements

- Online Survey to be created and used instead of hard copy.
- Section on the new 2017 survey to ensure the GP Surgery add their practice name.
- Survey formatted to ensure no question is missed. The survey can not be submitted if fields are missing.
- More specific questions need to be asked to gain a better understanding of the quality of service.
- Update and improve process for identifying customer values and communicating these within and outside of the organisation.

- Maintain and improve customer satisfaction to reduce risk of business loss.
- Maintain and improve customer satisfaction for retention of business.
- Maintain and improve customer satisfaction for satisfied users.
- Improve BSPS Pathology Services to patient care.
- Focus group needs to be established by the BSPS Quality Department for the creation, execution, delivery and data analysis of the next survey.

**A full transcript of the survey is available on request from Elaine Inglis, BPS Lead Quality Manager**

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