

Medical Laboratories – Requirements for Quality and Competence ISO 15189:2012

4.14.3 Assessment of user Feedback

The laboratory shall seek information relating to user perception as to whether the service has met the needs and requirements of users. The methods for obtaining and using this information shall include cooperation with users or their representatives in monitoring the laboratory's performance, provided that the laboratory ensures confidentiality to other users. Records shall be kept of information collated and actions taken.

Dear User

We are pleased to provide feedback regarding our analysis of our annual Histopathology User Survey 2019. The survey is a useful tool in gauging how well we are perceived to be performing as a department within the Trust. Below you will find a table with information collated from all of the responses we received in the 2019 survey; there was a positive response regarding general issues relating to the Histopathology Department. The 2020 survey will be released late-2020.

	General issues relating to the Histopathology Department	YES	NO	N/A
1.	Do you find members of the Histopathology Department helpful and approachable?	23	1	7
2.	Is the Histopathology Department readily contactable?	21	2	8
3.	Do you find the efficiency of members of Histopathology Department adequate when dealing with your queries?	24	1	5
4.	Do you find the attitude of members of Histopathology Department adequate when dealing with your queries?	20	1	9
5.	Are you aware of the generic departmental email riah.histology@nhs.net ?	3	27	0

	Clinical issues relating to the Histopathology Department	YES	NO	N/A
6.	Does the Histopathology Department meet all your clinical/service requirements? If no please comment below	29	2	0
7.	Do you find the Histopathology Department reasonably flexible around your out of hours demands?	14	4	13
8.	Are you aware that there is a Histopathology Department User Handbook?	5	26	0
9.	Are you satisfied with the turnaround time for receiving reports	29	1	1
10.	Do you find paper reports useful?	28	3	0

	Referral Hospitals: Specific issues relating to histopathology material & reports.	YES	NO	N/A
11.	Does the service meet your clinical requirements? If no, please comment below.	23	1	5
12.	Are you satisfied with the turnaround times for receiving reports?	23	0	6
13.	Do you receive email copies of reports in a timely fashion?	8	3	16
14.	If you have requested return of material; are we complying with your request to your satisfaction?	7	1	19

Actions taken against additional comments/responses

The feedback we have received this year has been positive and encouraging with approximately 72% of the returns content with the overall service we offer and 96% satisfied the service meets their clinical requirements with 100% satisfied with our turnaround times. The two points of the survey, points 5 and 8, we have tasked our department to address. In this respect, to have a full understanding of the service we offer, the working hours of the department and our pathologist team, we would ask all users to view our new User Manual available on our web pages. This manual also contains all contact details for the department, including our generic email address. The external web pages have been live as of October 2019 and the internal web pages are under review with planned changes in 2020.

Summary

The majority of the responses and the individual comments to individual questions have been very encouraging and positive with little criticism. Overall our department is confident of providing a service that fits the needs of the users and delivers on our Quality Commitment.