

## HISTOPATHOLOGY DEPARTMENT SURVEY - 2023

The survey was sent out to a range of departments that use the Histopathology Service at The Robert Jones & Agnes Hospital NHS Trust. Staff groups in each department were sent questions relevant to their area and the number of forms received is indicated in the table below.

There was a positive response regarding general issues relating to the Histopathology Department relating to being helpful and dealing with queries with an average of 96%.

It was evident from the survey however that 31% of the responses we had back did not realise there was a generic email for the department, however this is an improvement on the 2022 survey that reported 63% were not aware of the generic email. Along with 67% reporting that they were not aware there was a departmental handbook, this figure was 78% in the 2022 survey.

The responses recorded regarding turnaround time for reports being received was excellent at 100% which is a great improvement on the last survey undertaken when this was reported as 89%.

<b>General issues relating of the Histopathology Department</b>	Relevant question	Yes	%	No	%
Do you find members of the Histopathology Department helpful and approachable?	21	20	95%	1	5%
Is the Histopathology Department readily contactable?	21	20	95%	1	5%
Do you find the efficiency of members of the Histopathology Department adequate with dealing with your queries?	21	21	100%	0	0%
Do you find the attitude of members of Histopathology Department adequate when dealing with your queries?	21	20	95%	1	5%
Are you aware of the generic departmental email rjah.histology@nhs.net?	26	18	69%	8	31%
<b>Clinical issues relating to the Histopathology Department</b>					
Does Histopathology meet all your clinical/service requirements? If no please comment below.	27	26	96%	1	4%
Do you find Histopathology reasonably flexible around your out of hours demands?	19	18	95%	1	5%
Are you aware that there is a Histopathology User Handbook?	24	8	33%	16	67%
Are you satisfied with the turnaround times for receiving reports?	26	26	100%	0	0%
Do you find paper reports useful?	28	25	89%	3	11%
<b>Referral Hospitals : Specific issues relating to histopathology material and reports</b>					
Does the service meet your clinical requirements? If no, please comment below.	26	24	92%	2	8%
Are you satisfied with the turnaround times for receiving reports?	26	26	100%	0	0%

Do you receive email copies of report in a timely fashion?	20	17	85%	3	15%
If you have requested return of material, are we complying with your request to your satisfaction?	14	13	93%	1	7%

**Chart key**

>80%	Good result
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***Below are comments received relating to the questions above:***

*In reference to receiving reports "Should come directly to the referrer"*

*"I would like to thank the team for providing continuous support over the decades for fabulous histopath service."*

*"Receiving paper copy of histopath result important as otherwise not aware of results if just uploaded to EPR."*



The Robert Jones and Agnes Hunt  
Orthopaedic Hospital  
NHS Foundation Trust