

# Microbiology Services Laboratory – User Survey Report 2022



**Blood and Transplant**

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**Introduction:**

Microbiology Services Laboratory (MSL) is committed to a process of on-going evaluation and improvement to ensure that the services provided by the Laboratory meet the needs and requirements of users. In order to monitor user experience and satisfaction levels MSL undertakes a User Satisfaction Survey each year. It aids in highlighting departmental strengths and weaknesses and provides an opportunity for service users to discuss areas for service improvement and any other comments.

**Methodology:**

The survey was launched on the 13<sup>th</sup> of September 2022 using Microsoft 365 Forms with the closing date of the 14<sup>th</sup> of October 2022. In order to obtain feedback based on each MSL section’s specific services, the survey was divided into two datasets, one for MSL - Bacteriology and one for MSL - Virology. The link for the survey was emailed to a dedicated group email address as well all key individuals. Key individuals were requested to pass on the survey to the appropriate person if they were not the most suitable person to respond. The survey comprised of 12 questions with the main focus of the survey to seek user opinions with regards to the Laboratory User Guide, turnaround times (TAT), assistance with advice and queries, reporting mechanisms and overall satisfaction. Questions 10 & 11 provided users with opportunity to include any comments, suggestions or recommendations they had with regards to development and improvement. MSL has measured satisfaction level on a scale of 1 to 5, with 1 being most dissatisfied and 5 being most satisfied. A copy of the survey is included in the Appendix.

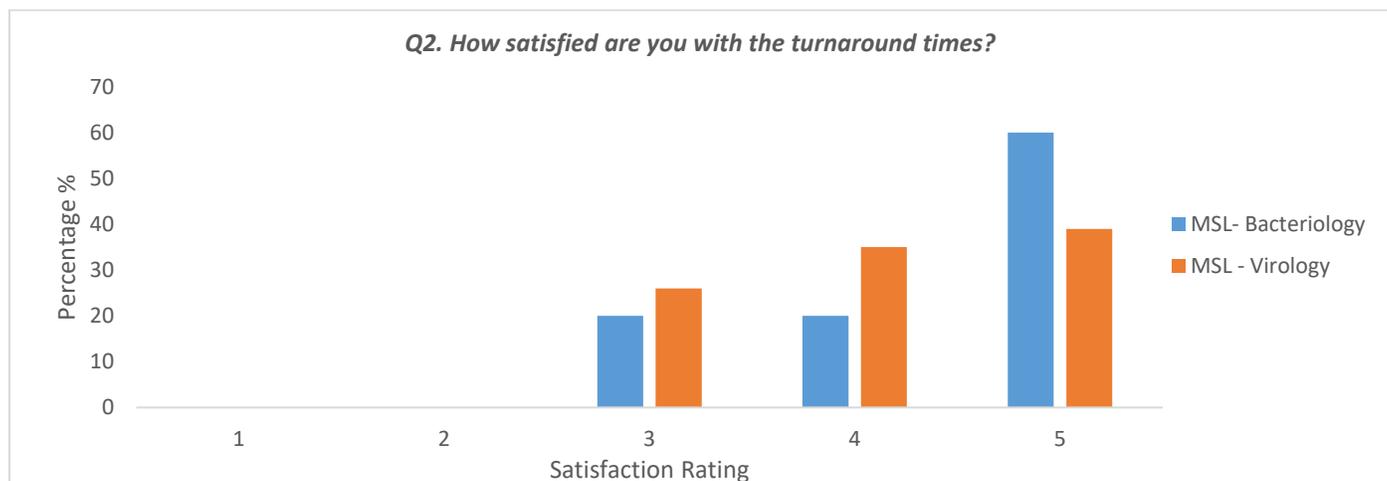
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## Survey Results:



Satisfaction Rating	MSL - Bacteriology		MSL - Virology	
	Score	Percentage %	Score	Percentage %
1	0	0	1	5
2	0	0	1	5
3	1	20	0	0
4	1	20	8	36
5	3	60	12	54
<b>Responses</b>	5		22	

100% of MSL - Bacteriology and 90 % of MSL - Virology respondents gave a satisfaction score of 3 or above for Q1. Two low ratings were noted for MSL – Virology; however, these users did not provide comments nor any contact details. Also, it was noted that one service user did not answer this question, perhaps it was not relevant to their role.

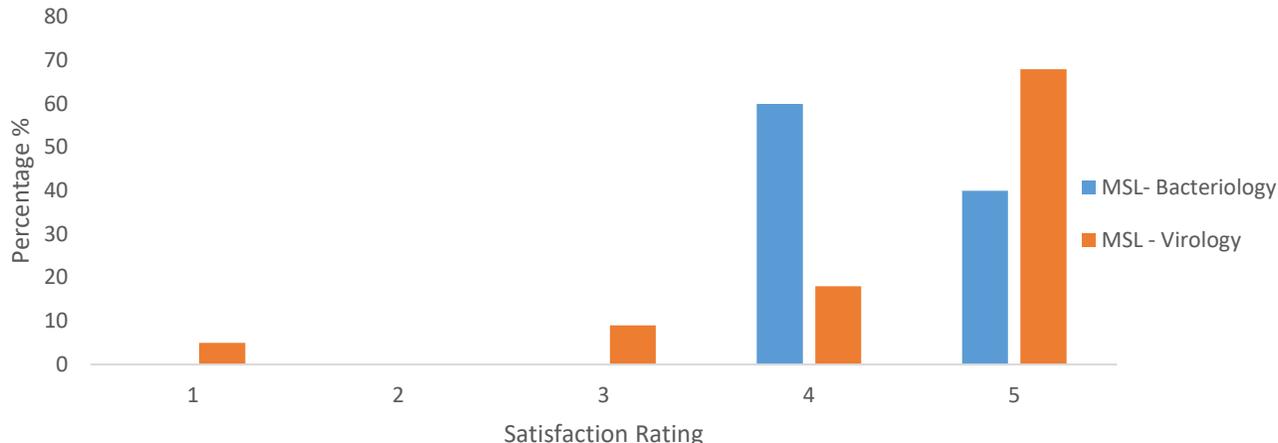


Satisfaction Rating	MSL - Bacteriology		MSL - Virology	
	Score	Percentage %	Score	Percentage %
1	0	0	0	0
2	0	0	0	0
3	1	20	6	26
4	1	20	8	35
5	3	60	9	39
<b>Responses</b>	5		23	

100% of MSL - Bacteriology and 100 % of MSL - Virology respondents gave a satisfaction score of 3 or above for Q2.

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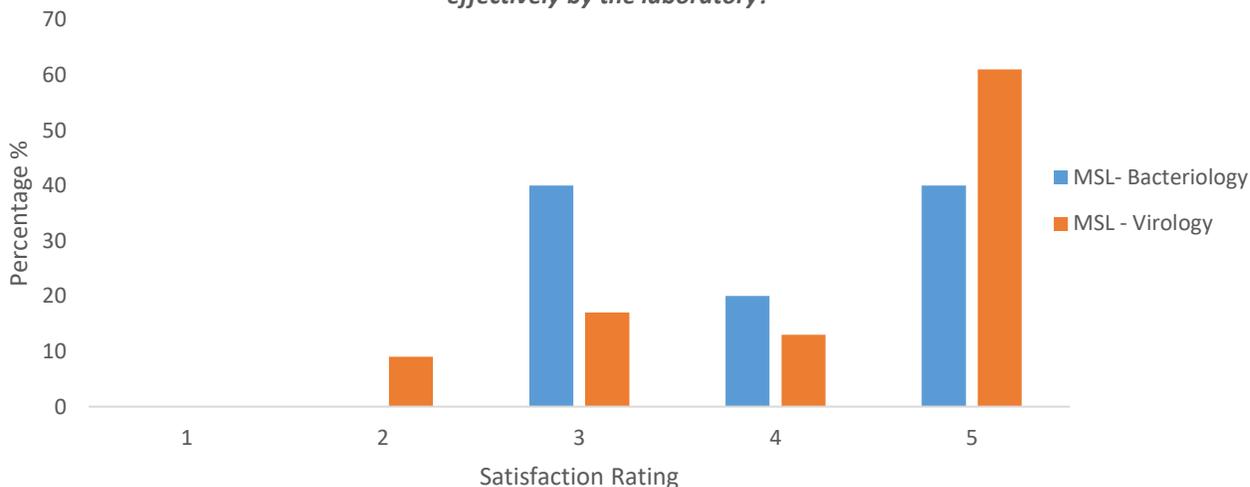
**Q3. How satisfied are you with the usefulness of technical advice provided?**



Satisfaction Rating	MSL - Bacteriology		MSL - Virology	
	Score	Percentage %	Score	Percentage %
1	0	0	1	5
2	0	0	0	0
3	0	0	2	9
4	3	60	4	18
5	2	40	15	68
<b>Total Responses</b>	5		22	

100 % of MSL - Bacteriology and 95 % of MSL - Virology respondents gave a satisfaction score of 3 or above for Q3. One MSL - Virology service user was dissatisfied; however, they did not provide any comment and nor any contact details. Also, it was noted that one service user did not answer this question, perhaps it was not relevant to their role.

**Q4. How satisfied are you that your email/telephone enquiries are dealt with efficiently and effectively by the laboratory?**

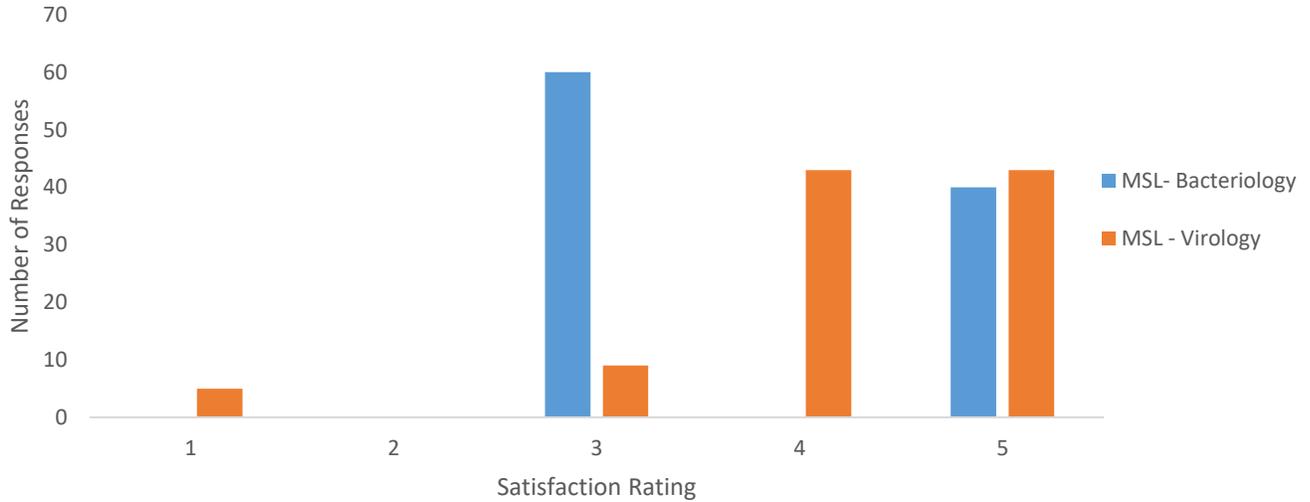


Satisfaction Rating	MSL - Bacteriology		MSL - Virology	
	Score	Percentage %	Score	Percentage %
1	0	0	0	0
2	0	0	2	9
3	2	40	4	17
4	1	20	3	13
5	2	40	14	61
<b>Responses</b>	5		23	

100 % of MSL - Bacteriology and 91 % of MSL - Virology respondents gave a satisfaction score of 3 or above for Q4. Two MSL - Virology service users were dissatisfied with the way email/telephone enquiries are dealt with and one of the users did provide feedback as to why they were dissatisfied.

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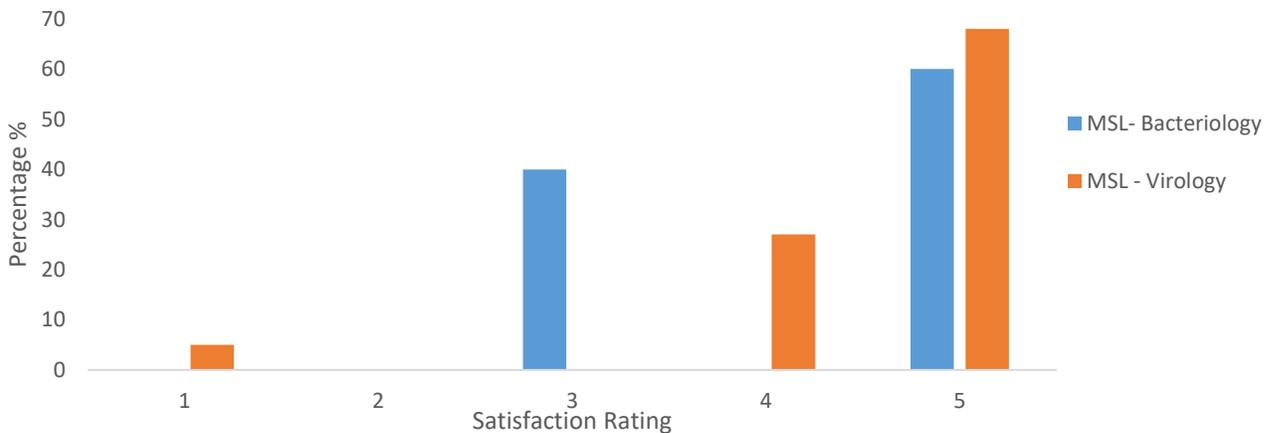
**Q5. How satisfied are you with the ease of use of the referral/request form?**



Satisfaction Rating	MSL - Bacteriology		MSL - Virology	
	Score	Percentage %	Score	Percentage %
1	0	0	1	5
2	0	0	0	0
3	3	60	2	9
4	0	0	9	43
5	2	40	9	43
<b>Responses</b>	5		21	

100 % of MSL - Bacteriology and 95 % of MSL - Virology respondents gave a satisfaction score of 3 or above for Q5. One MSL - Virology service user was dissatisfied; however, they did not provide any comment and nor any contact details. Also, it was noted that two service users did not answer this question, perhaps it was not relevant to their role.

**Q6. How satisfied are you with the repertoire of tests/investigations provided by the laboratory?**

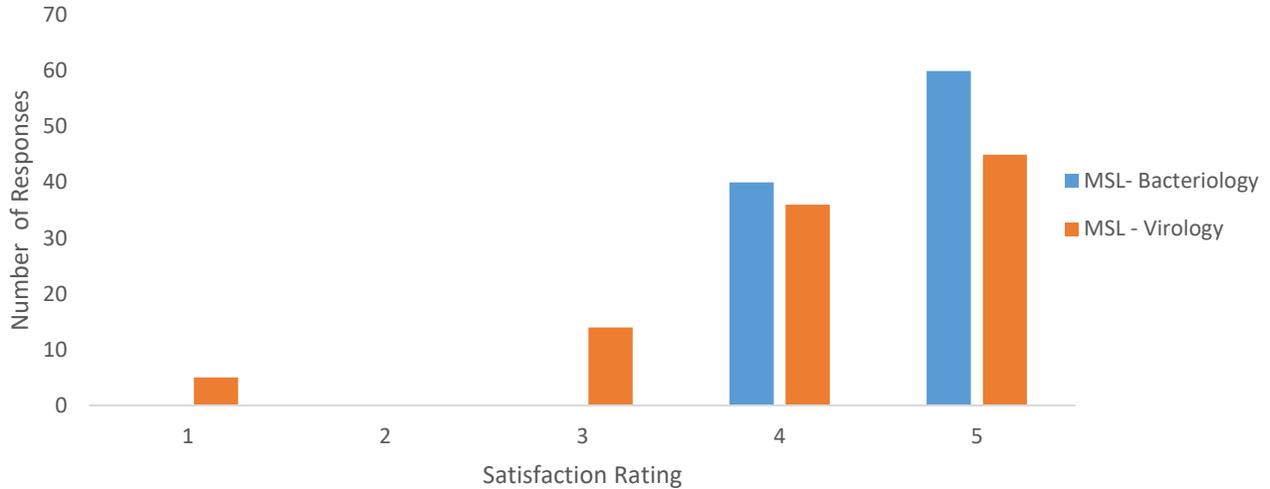


Satisfaction Rating	MSL - Bacteriology		MSL - Virology	
	Score	Percentage %	Score	Percentage %
1	0	0	1	5
2	0	0	0	0
3	2	40	0	0
4	0	0	6	27
5	3	60	15	68
<b>Responses</b>	5		22	

100 % of MSL - Bacteriology and 95 % of MSL - Virology respondents gave a satisfaction score of 3 or above for Q6. One MSL - Virology service user was dissatisfied; however, they did not provide any comment and nor any contact details. Also, it was noted that one service user did not answer this question, perhaps it was not relevant to their role.

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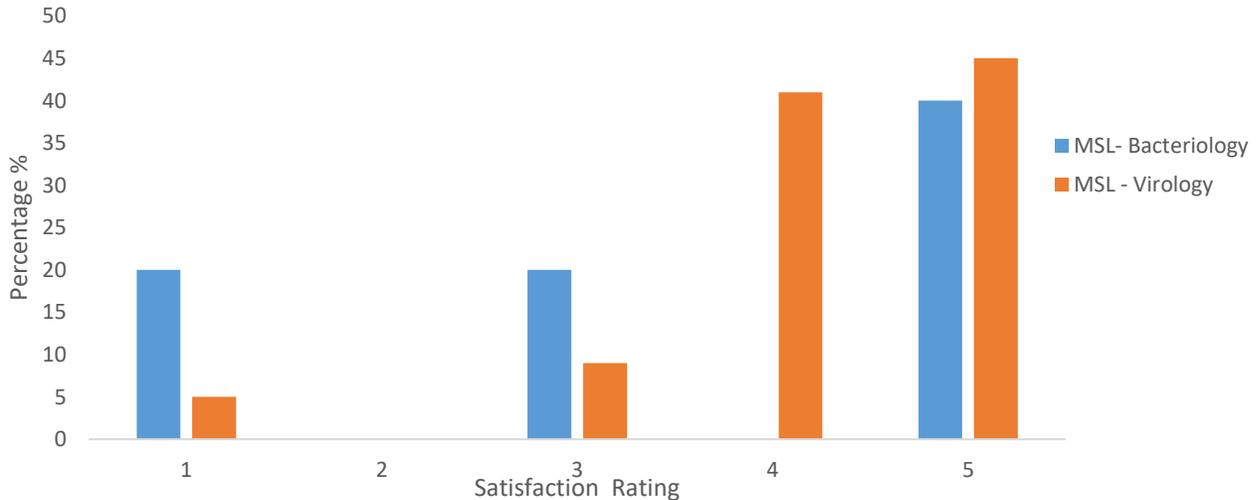
**Q7 How satisfied are you with the interpretive comments provided on the report?**



Satisfaction Rating	MSL - Bacteriology		MSL - Virology	
	Score	Percentage %	Score	Percentage %
1	0	0	1	5
2	0	0	0	0
3	0	0	3	14
4	2	40	8	36
5	3	60	10	45
<b>Responses</b>	5		22	

100 % of MSL - Bacteriology respondents gave a satisfaction score of 4 or above for Q7. 95 % of MSL - Virology respondents gave a satisfaction score of 3 or above for Q7. One MSL - Virology service user was dissatisfied; however, they did not provide any comment nor any contact details. Also, it was noted that one service user did not answer this question, perhaps it was not relevant to their role

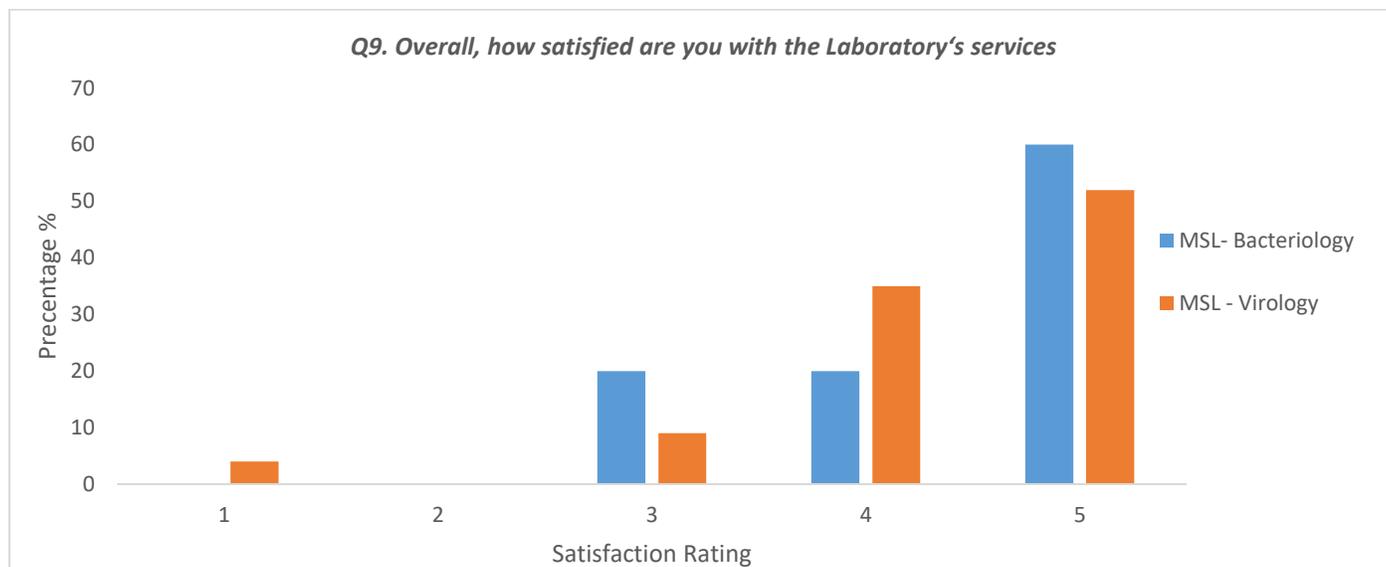
**Q8. How satisfied are you with mechanisms for reporting results?**



Satisfaction Rating	MSL - Bacteriology		MSL - Virology	
	Score	Percentage %	Score	Percentage %
1	1	20	1	5
2	0	0	0	0
3	1	20	2	9
4	0	0	9	41
5	2	40	10	45
<b>Responses</b>	4		22	

60 % of MSL - Bacteriology and 95 % of MSL - Virology respondents gave a satisfaction score of 3 or above for Q8. One MSL - Virology service user was dissatisfied; however, they did not provide any comment and nor any contact details. There was also one MSL - Bacteriology service user that was dissatisfied and feedback was provided as to why they were dissatisfied. Also, it was noted that one service user did not answer this question, perhaps it was not relevant to their role.

## Microbiology Services Laboratory – User Survey Report 2022



Satisfaction Rating	MSL - Bacteriology		MSL - Virology	
	Score	Percentage %	Score	Percentage %
1	0	0	1	5
2	0	0	0	0
3	1	20	2	9
4	1	20	8	35
5	3	60	12	52
<b>Responses</b>	5		23	

100 % of MSL - Bacteriology and 96 % of MSL - Virology respondents gave a satisfaction score of 3 or above for Q9. One MSL - Virology service user was dissatisfied; however, they did not provide any comment and nor any contact details.

Questions 10 and 11 gave the respondents the opportunity to provide feedback on any specific aspect of the services provided. Most of the feedback was complimentary and there were some useful suggestions made. Question 12 allowed respondents to submit their contact details if they were happy to be contacted by MSL to discuss their survey responses. Table 1 shows a summary of the comments/suggestion received.

**Table 1. Summary of user comments/suggestions:**

Positive	Negative	Suggestions
There is occasionally the need to chase results for our patients but overall, this is a good service and the requirement for a quick TAT is understood for our donor patients.	Ideally HEV results would not be sent through to the DFCS in large batches but rather as and when the result is received as this causes a bottleneck in our processes.	Only one comment on the referral/request form would be to include a section to provide details for invoicing such as purchase order numbers.
The service received to date has been great and the teams have all been very helpful in answering queries.	Users should be able to look up / report results e.g., MSL could utilize Sp-ICE <a href="https://hospital.blood.co.uk/diagnostic-services/sp-ice/">https://hospital.blood.co.uk/diagnostic-services/sp-ice/</a>	It would be useful if the covering email for results always contained sample number (sometimes, it only contains the local NTMRL/MSL reference).
I always find that your team is amazing. Results are always provided in a timely manner.	n/a	We often courier samples that often don't seem to make it from the reception desk to the lab in a timely fashion. Perhaps this could be looked at.
The lab meets our requirements satisfactorily.		A faster TAT on CMV confirmations would be good.
Excellent service. Staff are really helpful.		

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## **Analysis:**

The survey link was emailed to 17 MSL - Bacteriology and 46 MSL - Virology users. The response rate for MSL - Bacteriology was 29% and for MSL - Virology was 50%. Overall, the 2022 response rate was better in comparison to that of 2021 and the survey results feedback were very positive. All feedback has been shared with the department in the monthly laboratory meetings for December and January.

However, the satisfaction rating is slightly lower than last year. For MSL - Virology this was due to a low rating given by one customer for all the questions. It was also noted that one other service user was dissatisfied with the information provided within the MSL - Virology user guide. Both service users did not provide any comments/suggestion to explain why they were dissatisfied. In addition, it was noted that one service user did not answer Question 5 and a second service user did not provide any answers for Questions 1, 3, 6, 7 and 8; perhaps it was not relevant to their role or missed in error. For MSL - Bacteriology one service user did not answer Question 8. In the future, perhaps the survey can be designed to notify the respondents if a question is left blank and if possible, to give a reason as to why this was the case i.e., not applicable to their role.

A comment was made by an MSL - Virology user for the referral/request form to include a section about invoicing such as a purchase order number. MSL needed further clarification regarding this comment, but unfortunately it was not possible to engage directly with this service user as no contact details were provided.

Furthermore, a comment was submitted by an MSL - Virology internal user about CMV confirmations' turnaround times. It was fed back to the user that MSL - Virology will be validating a new assay used for CMV confirmatory serology and it is anticipated that this will decrease the TAT. A suggestion was made by the same user regarding the inclusion of G number identifiers in emails reporting results to service users. MSL responded that due to the large number of reports generated and emailed, and the numerical size and complexity of the G number identifiers, it is not possible at this time to provide this information. There would be a high risk of incorrect data being entered and it would require a lot of manual input.

Another suggestion was made by an MSL - Virology internal user regarding the reporting of HEV results. It was fed back to the user that all screening is performed in bulk batches using automated equipment as this is more efficient and reduces the turnaround times. As the testing is performed on large batches of samples, the automated transfer of results to Pulse is also performed in large batches. The whole process is optimised for efficiency and accuracy to ensure a high standard of testing.

A suggestion was made by an MSL - Virology external user about the transportation of samples to the laboratory. It was fed back to the service user that out-of-hours courier deliveries (to the correct NHSBT address) are received in Hospital Services (HS). Deliveries are stored at an appropriate temperature and either delivered to the laboratory by porters by 8am the next working day or collected daily by laboratory staff from HS. Further information regarding "Despatch of Samples to MSL – Virology" can be obtained from INF1060 MSL - Virology user guide, section 5.4. This was discussed and the latest MSL - User guide was emailed to the service user with an invitation to discuss the matter in more detail over a Teams meeting if needed. It was concluded in order to meet some regulatory requirements, the customer started using an alternative courier and this might have created some delays in MSL - Virology receiving the sample in a timely manner. There was a monitoring process put into place by MSL for a period of time during which no further issues were identified.

For MSL – Bacteriology, one internal service user was dissatisfied with the mechanism of reporting results and made a comment that MSL should utilise the use of "Sp-ICE". The user was contacted via email and informed that MSL recognises the benefits and importance of a digital reporting LIMS and so this has been added to the projects pipeline within Blood Supply. However, decisions on major projects such as these are made at the senior organisational level. We have escalated this finding to the Microbiology Services Senior Team.

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## **Survey result overview:**

- 100% of respondents gave a satisfaction score of 3 or greater for MSL turnaround times.
- 100% of MSL- Bacteriology & 96% of MSL- Virology respondents gave a satisfaction score of 3 or greater for the overall services provided by the laboratory.
- 100% of MSL- Bacteriology & 95% of MSL- Virology respondents gave a satisfaction score of 3 or greater for the repertoire of tests/investigations provided by the laboratory.

## **Appendix: Copy of MSL User Satisfaction Survey 2022:**

1. *The Laboratory User Guide provides clear and concise information for requesting MSL services*
2. *How satisfied are you with the turnaround times?*
3. *How satisfied are you with the usefulness of technical advice provided?*
4. *How satisfied are you that your email/telephone enquiries are dealt with efficiently and effectively by the laboratory?*
5. *How satisfied are you with the ease of use of the referral/request form?*
6. *How satisfied are you with the repertoire of tests/investigations provided by the laboratory?*
7. *How satisfied are you with the interpretive comments provided on the report?*
8. *How satisfied are you with mechanisms for reporting results?*
9. *Overall, how satisfied are you with the Laboratory's services?*
10. *Any comments arising from the above questions can be added below.*
11. *Do you have any suggestions/recommendations on how you would like the laboratory's services to be improved?*
12. *As part of MSL commitment to improvement of our services we may wish to contact you to discuss some of your comments and scores. If you are happy to be contacted, please provide name, email address and contact number.*