

Microbiology Services Laboratory – User Survey Report 2024



Blood and Transplant

Contents:

Introduction.....	1
Methodology.....	1
Survey Results.....	2
User Survey Comments and MSL responses.....	8
Analysis.....	9
Appendix: Copy of MSL User Satisfaction Survey 2024.....	11

1. 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.

2. Methodology:

The survey was launched on the 31st of July 2024, using Microsoft 365 Forms, with the closing date of the 30^h of September 2024. The link for the survey was emailed to a dedicated group of email address, as well as key individuals. Key individuals were requested to pass on the survey to an appropriate person if they were not the most suitable person to respond. Like last year, just one survey was sent out to all users of MSL services, but this year the survey was open for an additional month to encourage feedback from a greater number of users.

The survey comprised 11 mandatory questions, with the main focus of the survey to seek User opinions on the Laboratory User Guide, turnaround times (TAT), assistance with advice and queries, reporting mechanisms and overall satisfaction. These 11 questions were included in last year’s survey and will allow MSL to gauge if our performance has decreased or increased for each area. Four additional questions, which were optional, asked for specific feedback on the content of the User guide, referral forms, reports and general MSL feedback. The final question allowed for users to leave their contact details for specific feedback to any comments raised.

In order to receive more meaningful responses and feedback to our survey, we included responses that captured either a satisfaction level on a scale of 1 to 5 (with 1 being most dissatisfied and 5 being most satisfied), or specific choice answers (e.g. yes/no or always/most of the time/rarely/never).

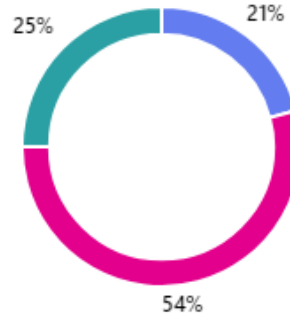
A copy of the survey is included in the Appendix.

Microbiology Services Laboratory – User Survey Report 2024

3. Survey Results:

Q: Please select which section of the Microbiology Services Laboratory (MSL) you use?

- Bacteriology 5
- Virology 13
- Both 6



The survey was sent to 80 User email addresses from 44 different functions/customers: 49 use MSL-Virology services only, 22 use MSL-Bacteriology services only and 9 use both MSL-Virology and MSL-Bacteriology services. Overall, we received responses from 24 Users including, 6/9 of Users that use both labs, 13/49 of MSL-Virology Users and 5/22 of MSL-Bacteriology Users. Compared with last year's survey, we saw an increase in the number of responses from Users of Bacteriology services (3 in 2023) and users of both MSLV and MSLB (3 in 2023).

Q: The Laboratory User guide provides clear and concise information for requesting MSL services?



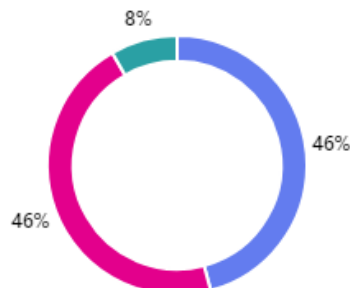
Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
1	0	0	0	0	0	0
2	0	0	0	0	0	0
3	0	0	0	0	1	16
4	3	23	3	60	4	67
5	10	77	2	40	1	16
Responses (total)	13	100	5	100	6	99

*All percentages are rounded to one decimal place, therefore, total % will add up to just below or just over 100% in most cases.

All responders scored 3 or higher for this question. This was an improvement from last year, which is demonstrated by the average score increasing from 4.26 in 2023 to 4.5 this year. Four comments about the User guides were raised, all which were positive. One suggested that the Virology User guide include information that explains what happens when there are delays in processing. MSL response to this comment is detailed in section 4.

Q: The turnaround time meets the needs of our service?

- Always 11
- Most of the time 11
- Some of the time 2
- Never 0



Microbiology Services Laboratory – User Survey Report 2024

Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
Never	0	0	0	0	0	0
Some of the time	1	8	0	0	1	16
Most of the time	6	46	2	40	3	50
Always	6	46	3	60	2	33
Responses (total)	13	100	5	100	6	99

In total, 22/24 responders scored this question as ‘most of the time’ or ‘always’, with two users giving a score of ‘some of the time’. For Virology, more users stated ‘always’ compared with last year, but one user also stated ‘some of the time’, which was not observed in 2023. Users of Bacteriology only or Both labs showed similar performance to last year, with the exception that additional users of both labs stated that TAT met their needs always, which was not seen in 2023.

Q: How satisfied are you with the usefulness of technical and clinical advice provided?



Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
1	0	0	0	0	0	0
2	0	0	0	0	0	0
3	1	8	0	0	1	16
4	1	8	1	20	2	33
5	11	84	4	80	3	50
Responses (total)	13	100	5	100	6	99

All 100% of responders gave this question a satisfaction level of 3 or more. There was an improvement seen for Virology users, who mostly scored this question 5 out of 5. While Bacteriology users demonstrated similar performance to last year. Users of both labs also saw improvements in satisfaction with 50% responders scoring this question 5, but one user consider performance to be average, at 3/5. The overall rating improved from last year by 0.2 points, from 4.47 to 4.67.

Q: How satisfied are you that your email/telephone enquiries are dealt with efficiently and effectively by the laboratory?



Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
1	0	0	0	0	0	0
2	0	0	0	0	0	0
3	2	16	0	0	0	0
4	0	0	1	20	2	33
5	11	84	4	80	4	66
Responses (total)	13	100	5	100	6	99

All 100% of responders gave this question a satisfaction level of 3 or more. There was some improvement in responses from all users, with a shift to the majority of users scoring this question 5/5. This is demonstrated by the overall rate for this question increasing to 4.71 this year, from last years 4.32.

Microbiology Services Laboratory – User Survey Report 2024

Q: How satisfied are you with the ease of use of the referral/request forms?



Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
1	0	0	0	0	0	0
2	0	0	0	0	0	0
3	0	0	0	0	0	0
4	9	69	2	40	4	66
5	4	31	3	60	2	33
Responses (total)	13	100	5	100	6	99

All 100% of responders gave this question a satisfaction level of 4 or more, which is an improvement from last year, when a user scored this question 3/5. In addition, there has been a change in satisfaction, with the majority of users scoring this question 5/5, whereas last year the majority of users scored this question 4/5. This is seen by an increase in overall rating from 4.32 in 2023, to 4.58 in 2024.

We asked our users if they felt anything was missing from the request forms and one user responded that FRM1208 would be better if users could type in the telephone number and email address. This user provided their contact details and MSL have replied directly to them. All Survey comments and MSL responses are detailed in section 4.

Q: Does the portfolio of tests provided meet the needs of your Service?



Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
No	0	0	1	20	0	0
Partially	0	0	1	20	0	0
Yes	13	100	3	60	6	100
Responses (total)	13	100	5	100	6	100

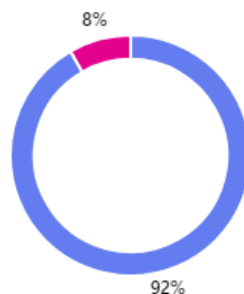
In total, 22/24 responders agreed that our tests meet the Users needs (100% Virology, 100% responders using Both labs). This is a change from last year when 100% Bacteriology Users were happy with the portfolio of tests and one Virology user felt the portfolio tests only partially met their needs.

Unfortunately, we did not include a specific feedback comment about the portfolio of tests in this year's survey to understand why two users were not satisfied or only partially satisfied with the tests provided. However, one user has provided their contact details, so MSL has followed up regarding this question.

Microbiology Services Laboratory – User Survey Report 2024

Q: Are the results in the laboratory report presented in a clear manner?

● Yes	22
● Most of the time	2
● Some of the time	0
● No	0

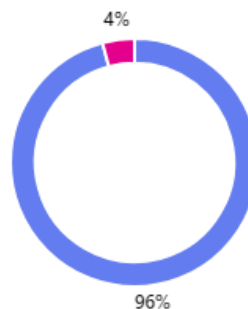


Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
No	0	0	0	0	0	0
Some of the time	0	0	0	0	0	0
Most of the time	0	0	0	0	2	33
Yes	13	100	5	100	4	66
Responses (total)	13	100	5	100	6	99

In total, 22/24 responders replied to this question with yes (89%). This is similar to results for this question last year, except that Virology users are now 100% satisfied with the clarity of reports, whereas an additional user (now two) of both labs feels the reports could be clearer.

Q: Regarding the utility and clarity of the report comments, do you find them: generally clear and helpful, not always clear could be improved, rarely clear needs improvement.

● Generally clear and helpful	23
● Not always clear, could be improved	1
● Rarely clear, needs improvement	0



Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
Rarely clear	0	0	0	0	0	0
Not always clear	0	0	0	0	1	16
Generally clear	13	100	5	100	5	83
Responses (total)	13	100	5	100	6	99

100% Virology only users and 100% Bacteriology only users are satisfied with the utility and clarity of the comments on MSL reports. The majority of users of both labs were also satisfied with this aspect of our service, except for one user who scored the question as 'not always clear, could be improved'. This user also included the following comment, which indicates their concerns 'reports do not always read easily and may contradict controlled docs, especially DAT1256'. Unfortunately this user did not provide contact details for follow up, so MSL requests that management are contacted so we can understand how our reports can be improved. Regarding DAT1256, we can see this is an SCI document and not an MSL document, so we cannot comment on this.

A Virology user also commented that 'A key to what the result comments mean, e.g. I recently had to enquire as to what 'sample inhibitory' meant'. MSL has provided feedback directly to this user and this feedback has been discussed with the team to understand how we can improve. All Survey comments and MSL responses are detailed in section 4.

Microbiology Services Laboratory – User Survey Report 2024

Q: How satisfied are you with mechanisms for reporting results?



Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
1	0	0	0	0	0	0
2	0	0	0	0	0	0
3	2	15	0	0	0	0
4	2	15	1	20	3	50
5	9	69	4	80	3	50
Responses (total)	13	99	5	100	6	100

There was a slight positive shift in scoring for users of Bacteriology and users of both labs, which is seen in an increase in average rating this year of 4.58, from last year's 4.47. However, two Virology users scored this question 3/5, which suggests opinions of the Virology service have changed slightly, as last year Virology users scored this question 4 or 5 only.

Q: Overall, how satisfied are you with the Laboratory's services?



Satisfaction rating	MSL-Virology		MSL-Bacteriology		Both	
	Number responses	% All responders	Number responses	% All responders	Number responses	% All responders
1	0	0	0	0	1	17
2	0	0	0	0	0	0
3	0	0	0	0	0	0
4	3	23	0	0	2	33
5	10	77	5	100	3	50
Responses (total)	13	100	5	100	6	100

In total, 23/24 responders scored this question 4 or higher, suggesting the majority of users are happy with the services provided by MSL. One user of both labs scored this question 1/5 and also included a comment about receipt of samples over Bank holiday weekends, as follows 'The service around bank holiday weekends is poor. You either need a dedicated sample reception, or when Hospital Services receive samples they need to verify date/time samples received and stored, irrelevant of day/time'. As this user provided their contact details, MSL followed up directly with this user and advised they speak with Hospital Services directly and the Colindale Head of Centre. All Survey comments and MSL responses are detailed in section 4.

Microbiology Services Laboratory – User Survey Report 2024

4. User Survey Comments and MSL responses

All comments received as part of this survey are summarised in table 1. Where responders included their contact details, we have emailed them directly to provide customer-specific feedback and also requested additional details in order to inform our services, where relevant. Otherwise, this report will be circulated to all our Users so they can see the survey findings and MSL responses to comments.

Table 1. Summary of User comments/suggestions

Comment received (feedback status in parenthesis)	MSL response
Virology User: Just that the team are always very helpful and understanding when I come to them with unusual asks outside of the typical screening route (positive).	Thank you for your feedback. We are always happy to help where we can and glad to hear you are happy with the service.
MSL user: The service around bank holiday weekends is poor. You either need a dedicated sample reception, or when Hospital Services receive samples they need to verify date/time samples received and stored, irrelevant of day/time (negative).	<p>A similar comment was fed back in the 2023 survey. At the time QA and RCI Colindale were planning to trial a new system for tracking samples into Colindale Centre. Unfortunately, this trial could not go ahead.</p> <p>As the receipt of samples into Hospital Services (HS) is outside of MSL's control, we are limited in what we can do. However, receipt of samples into HS at Colindale was raised by MSL with the Head of Centre in September 2024, who has since had preliminary discussions with other impacted departments at Colindale. MSL recommends that any concerns regarding receipt of samples into Colindale Centre or out of Colindale Centre is raised with the Head of Centre (Rohan Raval), who can take this forward and explain the initial plans to improve the receipting process.</p> <p>We recommend that our users feedback any issues encountered over the Christmas period to ourselves and the Head of Centre, so we can continue to work to improve this process.</p>
Virology user: Reconciliation of sample receipt is not always timely or accurate (negative)	<p>Over the last month we have taken steps to improve the workflow and reconciliation processes on sample reception and hope that our users will start to see improvement.</p> <p>However, we ask that if you continue to have concerns, please contact MSL management to discuss.</p>
Virology user: After downloading the NTMRL form from your website, I am unable to edit the form to complete with the sample request details, even after saving it to my local documents. Is this intentional? (negative/constructive)	We have looked into this and can see that the form does not have text boxes in the contact telephone number or contact email fields. We have raised a request with our QA team to have this amended. The Word version will then be uploaded to the Hospitals website for all users to access.
Virology user: Sometimes the HTLV I NAT takes 3-4 weeks which is longer than we originally anticipated. Occasionally we have to chase the results (negative).	<p>We have reviewed this comment with the molecular team and can provide the following feedback: NAT runs are generally run weekly. In February we experienced a technical issue that delayed HTLV testing for a short period of time, that has now been resolved. On occasion, there may be a delay in testing whilst we await further info or a sample has to be repeated. More recently, we have taken on a new member of staff in molecular, with the aim of reducing our turnaround times. Therefore, we are hopeful that our users will start to see the benefit of this change.</p> <p>If you continue to have concerns about turnaround time, please contact MSL management to discuss.</p>
Virology user: It would be helpful if we were advised of issues with any testing. Communication can be lacking at times when we are awaiting results. We quite often don't get a response if we email and ask for updates on outstanding results. We then phone but get told to email the cases. We understand there can sometimes be delays but it would be really helpful if we were made aware of any delays in order to manager the cases accordingly (negative/constructive)	We apologise for the deficiencies in our communication that you have experienced. We have discussed this with our team and can provide the following feedback: emails are triaged by the responsible individual each day and there are ongoing discussions to improve responses to user queries. Though we aim to respond to emails the same day, we will prioritise those regarding urgent reports in the first instance. Routine results will be reported when finalised, therefore, queries for these will be managed following any urgent report queries. We have created an automated response on the NTMRL inbox to summarise the above.

Microbiology Services Laboratory – User Survey Report 2024

	<p>Though a phone call will get a prompt response from our staff, we always request follow up by email, and if possible, email in the first instance, to ensure we have the correct donor/patient and testing details so that we can provide an accurate response to our user queries.</p> <p>If you continue to have concerns about how email queries are addressed, please contact MSL management to discuss.</p>
MSL user: staff always very helpful when asking for advice (positive)	Thank you for your feedback. We are always happy to advise where we can and glad to hear you are happy with the service.

5. Analysis:

The survey was sent to 80 User email addresses from 44 different functions/customers: 49 use MSL-Virology services only, 22 use MSL-Bacteriology services only and 9 use both MSL-Virology and MSL-Bacteriology services. Overall, the 2024 response rate was higher than that of 2023, with additional responses from MSL-Bacteriology Users and users of both MSL labs.

The User Survey and results have been shared with the department by email and will be shared in the monthly laboratory meetings for January 2025.

Overall, the response to our survey was positive, with favourable responses (satisfaction ≥ 3 or no negative response to choice answers) to 7 of 10 questions regarding our complete service. In addition, we saw an increase in favourable responses compared with last year (see figure below). Of the three questions with less favourable responses, one was regarding the turnaround times being met 'some of the time', one was about the portfolio of tests provided not meeting needs of a user and one was regarding the service provided being scored unsatisfactorily. Where contact details were provided, all users were contacted to discuss these comments further and to understand how MSL can improve.

The feedback we received from our users in the comments section were a mixture of positive (n = 2) and negative (n =5), but the majority was negative. This is to be expected, as we are asking for our users to highlight areas for improvement. Compared with the 2023 survey, we observed a reduction in negative comments, suggesting some improvements to our service, but we also saw comments about repeat issues.

Turnaround times were raised again as an issue, specifically for molecular testing. This is something MSL-Virology are continually working on through process improvements, introduction of new equipment and improved staffing levels. MSL-Virology has observed sustained year on year increases in workload, requiring us to find new ways to manage our manual processes. We have started a new LIMS project in MSL, which we are confident will streamline our processes, allow us to go paper-less and dramatically improve our turnaround times. We hope to see a new LIMS implemented in 2026.

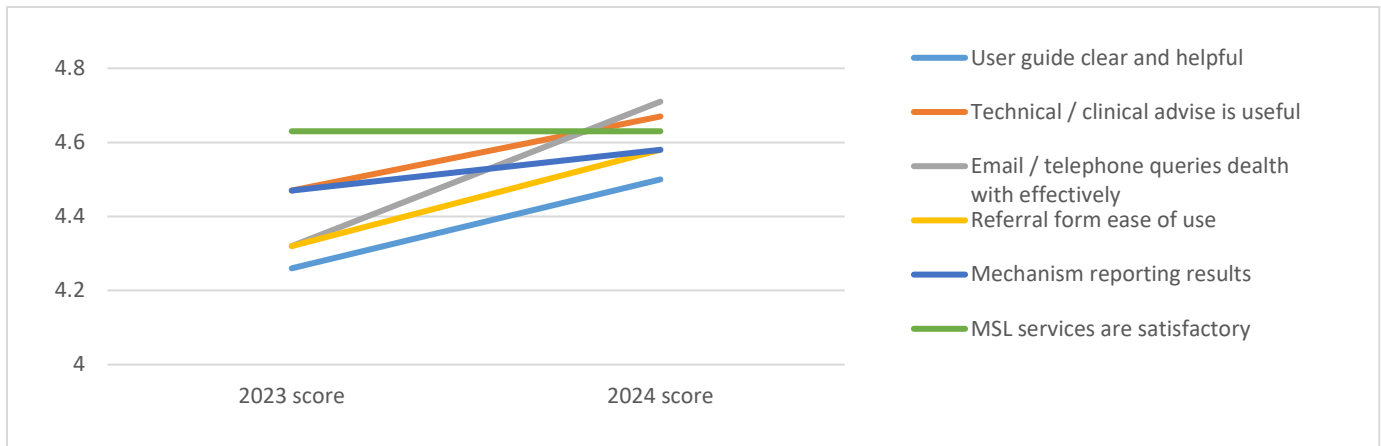
Again, we saw concern about how samples are received into Colindale Centre over long weekends. Unfortunately, this is outside the control of MSL, as it is performed by Hospital Services. All of Colindale Centre, including MSL, are aware of the complexities impacting sample receipt into Hospital Services. This issue has been escalated to the new Head of Centre to find a way forward, but this will take some time and joint input from all affected departments. We encourage all users to raise their concerns about sample receipt into Colindale Centre with the Head of Centre, so that the impact on our users and donors/patients can be fully understood.

We had positive feedback from our users regarding the advice we provide and how we respond to unusual queries. However, a number of users commented on aspects of the MSL sample reception process and delays to testing and how these are communicated. MSL are working to improve these aspects of our processes, through collaboration with QA-direct and streamlining of our reception and reporting processes.

Microbiology Services Laboratory – User Survey Report 2024

If users would like to discuss anything from this report further, then please contact the MSL management team for discussion.

Figure 1: average feedback scores for 2023 and 2024 for key areas of the services provided by MSL



Survey result overview:

- 100% of respondents gave a satisfaction score of 3 or greater for: the usefulness and clarity of the User guides; usefulness of technical and clinical information provided; email/telephone queries are dealt with effectively and efficiently; ease of use of the referral forms; mechanism for reporting results
- 96% of respondents are satisfied with the service provided by MSL and felt report comments were clear and useful
- 92% of respondents felt the portfolio of tests provided meet their needs and reports are clear
- Overall, we observed an increase in number of users completing the survey and an improved response to the majority of survey questions
- Areas for MSL improvement include turnaround times, communicating delays to testing, sample reconciliation, report comments/definitions
- Areas for Colindale Centre improvement include sample receipt into Hospital Services

Microbiology Services Laboratory – User Survey Report 2024

Appendix: Copy of MSL User Satisfaction Survey 2024:

- 1) *Please select which section of the Microbiology Services Laboratory (MSL) you use?*
- 2) *The laboratory user guide provides clear and concise information for requesting MSL services?*
- 3) *Is there any information you think is missing from the User guide that should be added? (optional)*
- 4) *The turnaround times meets the needs of our service?*
- 5) *How satisfied are you with the usefulness of technical and clinical advice provided?*
- 6) *How satisfied are you that your email/telephone enquiries are dealt with efficiently and effectively by the laboratory?*
- 7) *How satisfied are you with the ease of use of the referral/request forms?*
- 8) *Is there any information you think is missing from the referral forms that should be added? (optional)*
- 9) *Does the portfolio of tests provided meet the needs of your service?*
- 10) *Are the results in the laboratory report presented in a clear manner?*
- 11) *Regarding the utility and clarity of the report comments, do you find them: generally clear and helpful, not always clear could be improved or rarely clear needs improvement?*
- 12) *Is there any information you think is missing from the reports that should be added? (optional)*
- 13) *How satisfied are you with the mechanisms for reporting results?*
- 14) *Overall, how satisfied are you with the laboratory's service?*
- 15) *Are there any other comments you have for MSL, including feedback on any of the questions above? (optional)*
- 16) *Please include your contact details if you happy to discuss your responses with MSL and receive personal feedback*