



## Oxford University Hospitals

NHS Foundation Trust

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### User Survey Feedback Response

Thank you to all those that complete our user survey, we had a response rate of 15.3%. Below is a summary of the survey's findings. The figures in brackets denote results from the 2023 survey.

		Poor	Unsatisfactory	Satisfactory	Good	Excellent	Satisfactory or above
1	Please rate the information provided by the Oxford Immunology Laboratory: assay repertoire, sample requirements, clinical utility and contact information.	0% (0%)	0% (0%)	27.7% (27.7%)	42.6% (43.4%)	29.8% (37.7%)	100% (96.2%)
2	Please rate the Oxford Immunology Laboratory email and phone support service available to users.	2.1% (0%)	2.1% (5.7%)	19.1% (20.7%)	36.2% (34.0%)	40.4% (39.6%)	95.7% (94.3%)
3	Please rate the Oxford Immunology Laboratory with regards to technical assay support offered	0% (0%)	0% (1.9%)	23.4% (24.5%)	52.2% (52.8%)	20.8% (20.8%)	100% (98.1%)
4	Please rate the Oxford immunology Laboratory regarding clinical interpretation support offered.	0% (0%)	0% (5.6%)	32.3% (22.2%)	38.7% (30.5%)	29.0% (31.7%)	100% (94.4%)
5	When comparing us to other referral laboratories that you work with, please rate our turnaround times offered.	6.4% (5.7%)	12.8% (13.2%)	46.8% (35.8%)	23.4% (35.9%)	10.6% (9.4%)	80.9% (81.1%)
6	When comparing us to other referral laboratories that you work with, please rate our test costs offered.	0% (0%)	0% (8.0%)	47.1% (36.0%)	47.1% (32.0%)	5.9% (24.0%)	100% (92.0%)
7	Please rate the overall quality of the Oxford Immunology laboratory service provided to you	0% (0%)	4.3% (5.7%)	27.7% (17.0%)	42.6% (43.4%)	25.5% (34.0%)	95.7% (94.4%)

Overall, our User Survey results show that majority of our users are satisfied with our service with turnaround times being the main concern, **however 19.2% (18.9% in 2022) of our users are unsatisfied with our turnaround times.**

**Concerns around extension to some of our turnaround times was raised the survey.**

**Our Response:**

Over the past 12 months we have continued to have difficulties with our turnaround times, with some of our assays. Turnaround times are monitored in the department by the Laboratory Manager monthly. A non-conformity is raised and investigated each time there has been a breach in the target.

There was a concern regarding how our turnaround times are measured. To clarify, our turnaround times are measured from the time the sample arrives in the laboratory, and not when it is booked onto our Laboratory Information Management System (LIMS)

Furthermore, a new system has been implemented for workload monitoring which encompasses turnaround times and activity. This aids in monitoring workflow, status and delivery.

We are aware that there is room for improvement regarding notifying our users regarding delays to our service and when these are released, they can be found as letters on our website under 'Announcements'.

Additionally, we are an NPEX user, and we encourage as many of our other users to make use of this system. It allows the direct transfer of patient test requests and results between laboratory information systems improving turnaround times.

- Please visit our [Immunology Home Page](#)
- Or click the link for more information on [NPEX](#)
- Or, if you wish to start NPEX testing with us contact us on: [immunologylab.enquiries@ouh.nhs.uk](mailto:immunologylab.enquiries@ouh.nhs.uk)

**Electronic test requesting, reporting, and receiving results.**

**Our response:**

As we have outlined before in previous survey responses, we do not currently have reliable ability to proactively email reports directly from our laboratory information system. We can email individual reports, upon specific retrospective request, from our secure immunologylab.enquiries@ouh.nhs.uk account to other email accounts, and in line with the DCB1596 secure email standard. Oxford University Hospitals NHS foundation Trust with the domain name ouh.nhs.uk is on the list of accredited organisations. We are able to email results to any of the locations held within this database.

Ideally email is the best mode of communication for contacting us regarding missing or delayed reports, but the process can be very time consuming and labour intensive, which can result in additional delays.

As stated in previous years, we are an NPEX user, and we encourage as many of our other users to make use of this system. It allows the direct transfer of patient test requests and results between laboratory information systems improving turnaround times.

- Click the link for more information on [NPEX](#)

## **OUH result reports**

### **Our response:**

As has been mentioned earlier we are in the process of developing and implementing our new LIS (Winpath Enterprise) and we have identified during the process that our reports will need to be clearer and more concise. Our scheduled 'Go-Live' date is imminent, and we hope that these changes will address this problem, but until this point, we ask for your patience as large-scale IT changes to reports are currently put on hold whilst we implement this new LIS.

There was a response concern the style of the reports issued, and these will be different on when we transition over to WinPath Enterprise.

## **Responsiveness to correspondence**

### **Our response:**

This year, there has been positive feedback regarding our level of service and the assays we perform, with feedback on the prompt, efficient and professional responses from our team. This is something that we strive to continue and improve our performance and support.

Over the last 12 months we have improved our training of staff and triage system for email enquiries. We would always encourage our users to email at [Immunologylab.enquiries@ouh.nhs.uk](mailto:Immunologylab.enquiries@ouh.nhs.uk). Although, urgent queries should still be telephoned to: 00 44 (0)1865 225995.

**Oxford Immunology Team**