

## North Glasgow Biochemistry Ward User Survey 2023

In May 2023, the Biochemistry Dept. sent out a questionnaire to medical colleagues in the wards within the North Sector. This survey was carried out to assess the satisfaction level of our users with the service provided by the laboratory and identify potential areas for improvement.

The North Glasgow Biochemistry team would like to take this opportunity to thank everyone that took the time to complete this survey. Your feedback is truly appreciated and will be used to help us improve our service. Please feel free to contact us if you have any further requests or queries.

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### **Main findings**

The questionnaire was sent centrally and distributed to clinical colleagues in wards, therefore the total number of staff to which this survey was distributed is not clear. Nonetheless, feedback was provided by 35 respondents. The feedback was overall positive for majority of the services provided by the Biochemistry Dept., including the selection of tests available, information resources, IT systems and the advice provided by the Biochemistry team. 100% of the respondents acknowledged that the laboratory provides clear, concise and useful advice and reports critical results in a timely manner. Additionally, 85.7% of respondents were overall happy with the Biochemistry Laboratory service.

It was noted that a significant proportion of our colleagues were not happy with the arrangements for specimen collection and transport (62.8%). This has likely impacted turnaround times, for which 37.1% of respondents were unhappy with.

### **Pod system**

A large number of respondents raised concerns regarding the pod system and its unreliability. In the meantime, the pod system has been inspected and issues identified. As far as the Biochemistry Dept. is aware, these have now been solved. Hopefully this will facilitate transport of samples and delivery of paper requests for add-ons (as appropriate).

### **Procedure to request urgent blood tests**

Regarding the procedure to request urgent blood tests, please refer to the laboratory handbook. Available at <https://www.nhsggc.scot/downloads/north-glasgow-clinical-biochemistry-service-user-handbook/>.

## **NHS sustainability commitment**

Some of our respondents raised concerns regarding the amount of plastic bags we use for specimen transport. We understand this has an associated environmental impact and the laboratory is looking at ways of becoming more environmentally friendly with the help of our Sustainability team. You can find out more here: <https://www.nhsggc.scot/about-us/sustainability/>.

Unfortunately, at the moment, the sealed plastic bags are the best option we have to carry individual specimens, as these are better suited for infection control. Furthermore, by maintaining specimens separated by patient and department it helps reduce sample mix-up. Lastly, if several samples are carried together in one specimen bag, there is a risk of cross-contamination from leakage, which can result in sample rejection. We are always looking at ways to reduce our burden on the environment, therefore if you have any suggestions, please do not hesitate to get in touch with the Sustainability team at [Sustainability.Team@ggc.scot.nhs.uk](mailto:Sustainability.Team@ggc.scot.nhs.uk).

## **Paper add-ons**

A significant proportion of respondents raised concerns regarding paper add-ons for existing specimens. The primary point raised was the possible delay in getting results back, which would delay patient care.

In response to the survey, the laboratory has extended telephone add-ons to wards 50 and 51. Telephone add-ons are now available to; A/E, AAU, wards 50 & 51.

The Biochemistry Dept. is grateful to our colleagues for raising these issues and we always try to provide the best possible service. The aim of switching to paper forms was to streamline laboratory procedures and free biomedical staff time. This way, our technical colleagues can dedicate more time to sample analysis and, subsequently, issue results in a timely manner. We know that at GRI this is a relatively new practice. However, other departments in NHSGGC where this practice has been implemented for longer, it appears to work successfully. We hope to reach the same level of success locally.

## **NSE in NHSGGC**

Some users suggested that would be useful to access NSE levels from a GGC laboratory. However, this is a service that is running as a pilot and not routinely. The NSE service is managed by NHS Lanarkshire, therefore it is not possible to offer access to NSE levels from a NHSGGC laboratory. If you have any queries regarding this service, you can contact the Biochemistry team at NHS Lanarkshire on [lanarkshire.biochemist@lanarkshire.scot.nhs.uk](mailto:lanarkshire.biochemist@lanarkshire.scot.nhs.uk).

## **Vancomycin and gentamycin turnaround times**

The survey feedback indicated that some of our users were dissatisfied with the turnaround time for vancomycin and gentamycin tests. At the time this survey was carried out, the Biochemistry Dept. had technical issues with these tests, therefore these had to be sent off-site for analysis, which incurred higher turnaround times. In the meantime, the Biochemistry Dept. has worked to resolve these issues, which has significantly improved the turnaround time for vancomycin and gentamycin. We would like

to take this opportunity to apologise for the inconvenience caused and thank you for your patience while we improve our services.