

# User survey 2021

## **Introduction**

WRGL undertakes a survey of its users every 2 years to assess aspects of the service that are working well and aspects where users believe there could be improvements made. A survey was due to be distributed in spring 2020, but this was delayed twice due to the ongoing pressures faced by the NHS in the face of the covid-19 pandemic.

SmartSurvey was used to create a survey with a series of questions about aspects of the genetics service. The report distribution lists set up within the lab were utilised to e-mail a link to the survey to users.

In total, the survey was sent to 87 e-mail addresses and 34 completed responses were returned with a response rate of 39%.

## **Results**

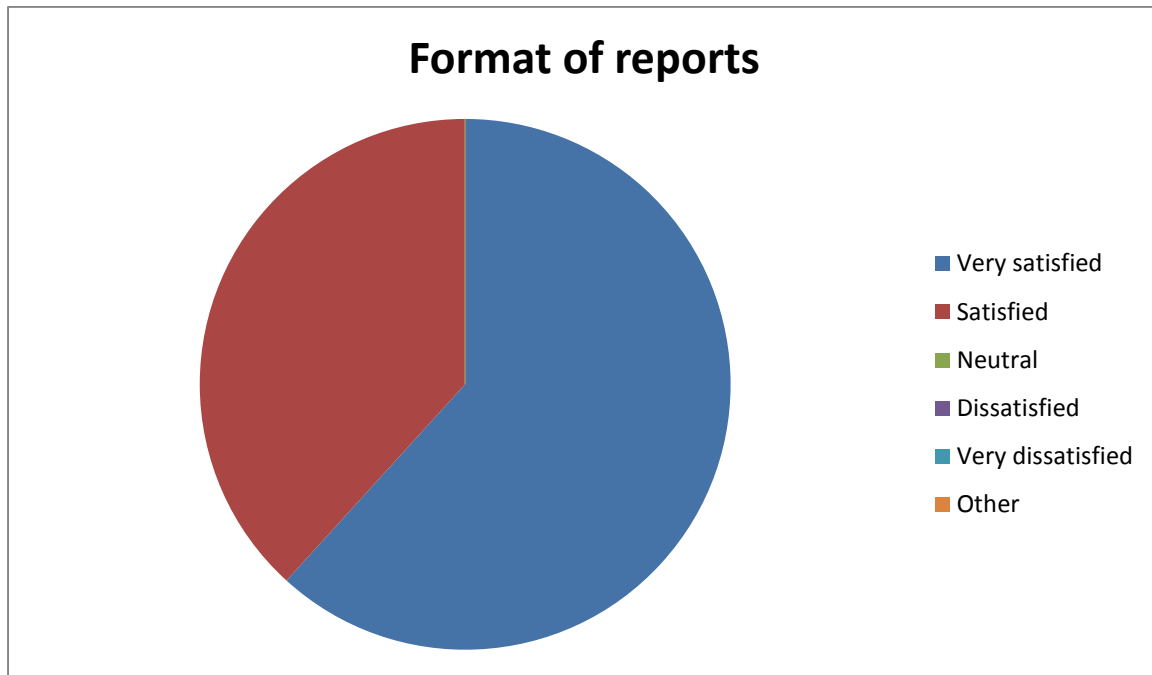
Seven questions required respondents to rate the aspect of the service from very satisfied to very dissatisfied. For 6 of the 7 questions, ratings in the satisfied or very satisfied categories accounted for greater than 80% of the responses showing a good level of satisfaction with the service that is offered.

There was only one question that received a response in the dissatisfied or very dissatisfied category and this was around the satisfaction of responses to e-mails sent to the duty scientist e-mail address. Comments made to that question that may reflect the response included a lack of acknowledgement or lack of response to an e-mail and should be considered an area for improvement.

There were many positive comments to all questions.

There are a few suggestions for improvements that will be discussed with individual teams where relevant.

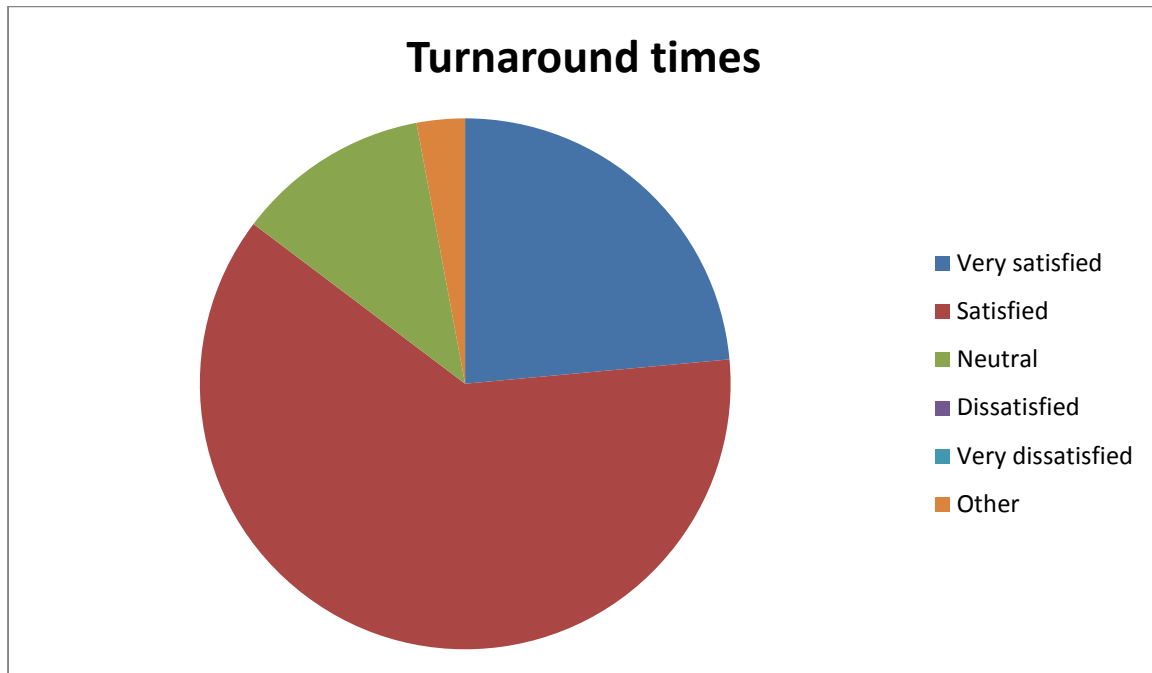
## Q1. How satisfied are you with the content and format of reports?



### Comments

- Generally the reports are helpful for a clinician with relevance and significance and highlight where discussion with a clinical geneticist would be beneficial to put into clinical context . In UHS we are fortunate to have close liaison with the clinical genetics department and can contact them to discuss this , for others within the region it may not be so easy. The reports are comprehensive and sometimes the relevance is not that easy to decipher as a clinician.
- Use of clear font and bold type for summarising key points within prose is something that assists me when I transcribe WRGL reports for our LIMS.
- The array reports are the best that I have ever seen anywhere in the world. WRGL reports are always very clear.
- If array deletion or duplication would be good to have list of genes affected as standard as an appendix.
- current report format very clear and balanced
- Comprehensive with useful prognostic information and references where appropriate

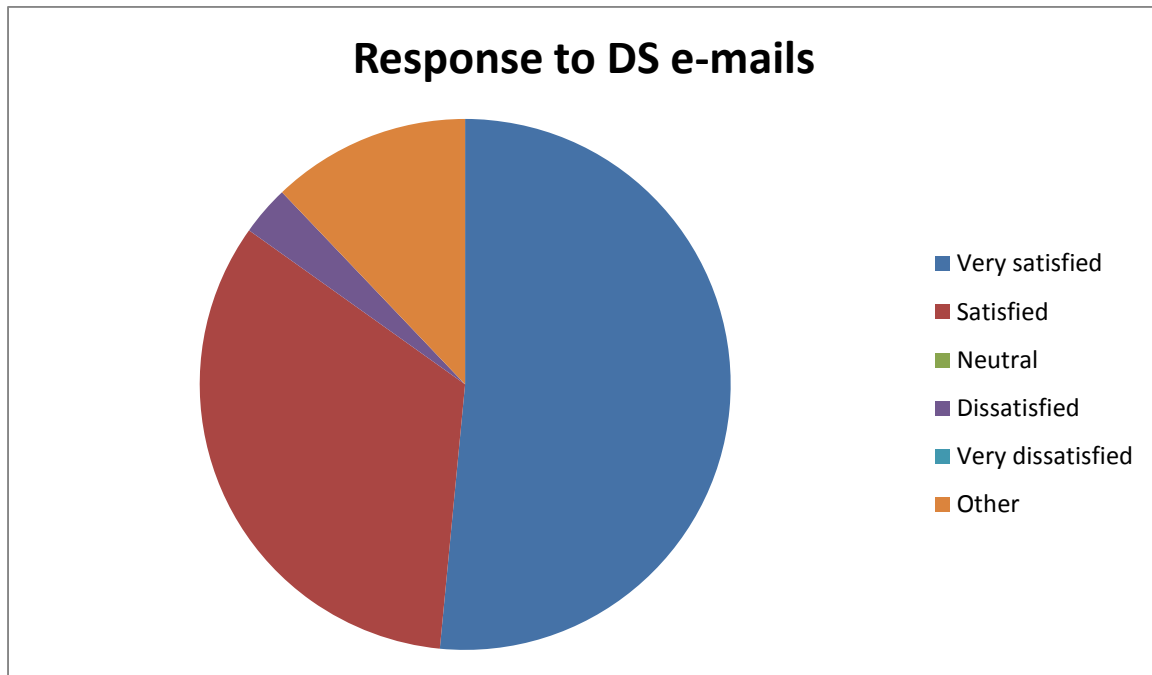
## Q2. How satisfied are you with the turnaround times for reports?



### Comments

- used to be dissatisfied with some arrayCGH turnaround times
- In the past there has been issues with the turnaround times for array CGH results. We understand why these delays occurred, as we always had good communication with the lab, but this is no longer an issue as the prenatal testing service has been moved to West Midlands GLH.
- Although there have been unavoidable delays recently, I have always been impressed by the speed of WRGL reporting for urgent cases. This is the advantage of having a local lab and I fear this will be lost with the imposed lab centralisation because the versatility and responsiveness that comes from having local working relationships is lost. Birmingham have quoted me up to maybe a 6 month turnaround for targeted array follow-up tests.
- Satisfied bearing in mind covid
- We accept the turnaround time but are increasingly reliant on these for treatment as well as prognostic decisions and diagnostic classification. At MDT we do not always have available and discuss patients more than once. It would be ideal to have all of the most frequent abnormalities back within 2 weeks.

### Q3. How satisfied are you with the responses to e-mails sent to the duty scientist e-mail address?

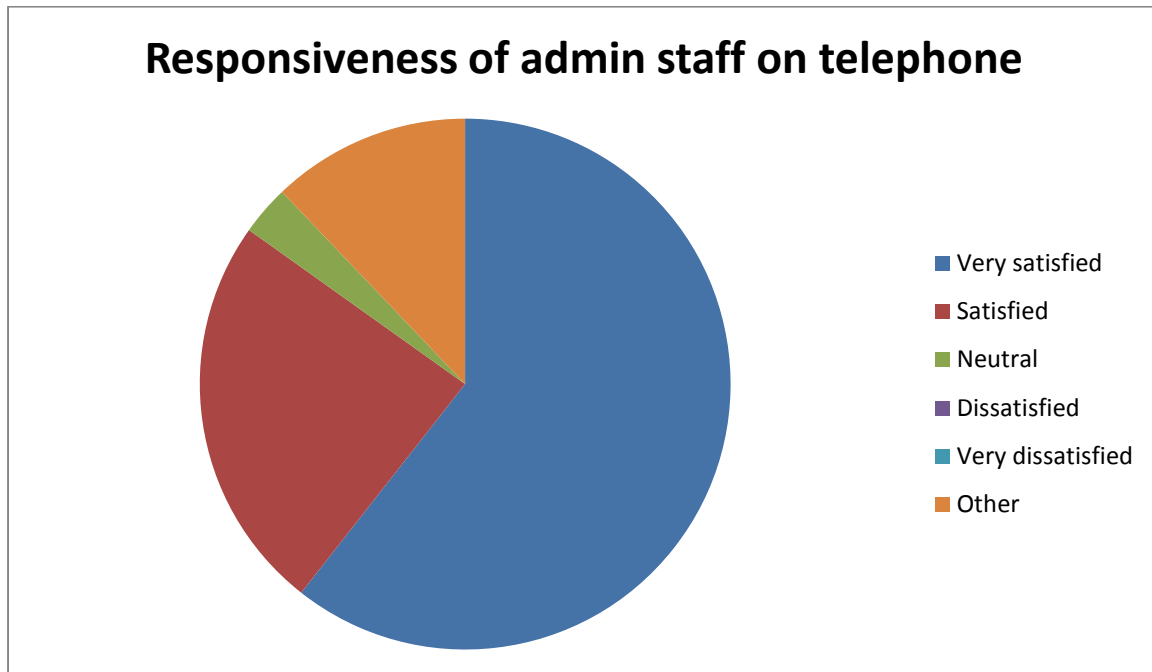


All responses in 'other' category were from those who said they have not used this facility

#### **Comments:**

- Staff have always been extremely helpful.
- excellent communications
- Quick response
- In neonates it is sent to the referring clinician's email and this may not be the duty on call physician. However a copy is sent to the generic neonatal admin secretary's email. This is easy to check except on weekends.
- Have received useful responses and customised to a level suitable for my scientific background. However, they often don't reply back to any responses I make to their replies.
- Sometimes there is no reply or acknowledgment of the email. I appreciate might take a while to reply but acknowledgment of email is reassuring to save repeat emails
- Always prompt

**Q4. How satisfied are you with the helpfulness and response of our admin staff if you telephone the department?**

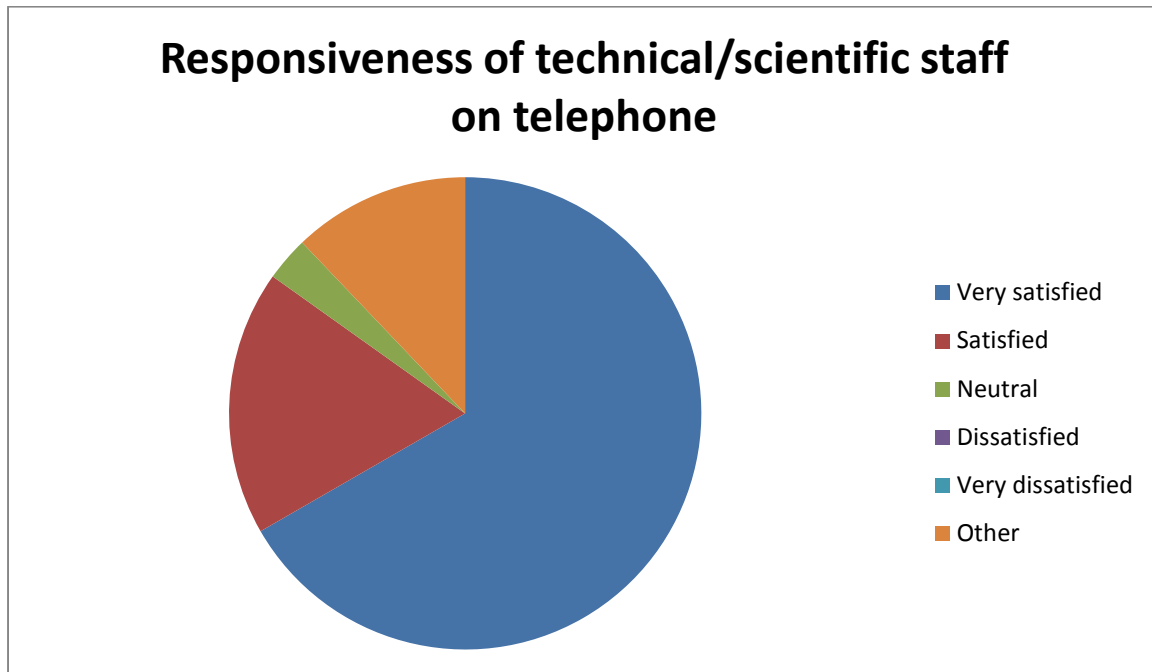


All responses in 'other' category were from those who said they have not used this facility

**Comments:**

- I have not needed to telephone the dept very often but would be confident that staff would help me.
- Have been patient and understanding when I explain myself and situation.
- Always helpful.
- Phone usually answered by lab staff but if not admin team find the right person to speak to.

**Q5. How satisfied are you with the helpfulness and response of our technical/scientific staff if you telephone the department?**

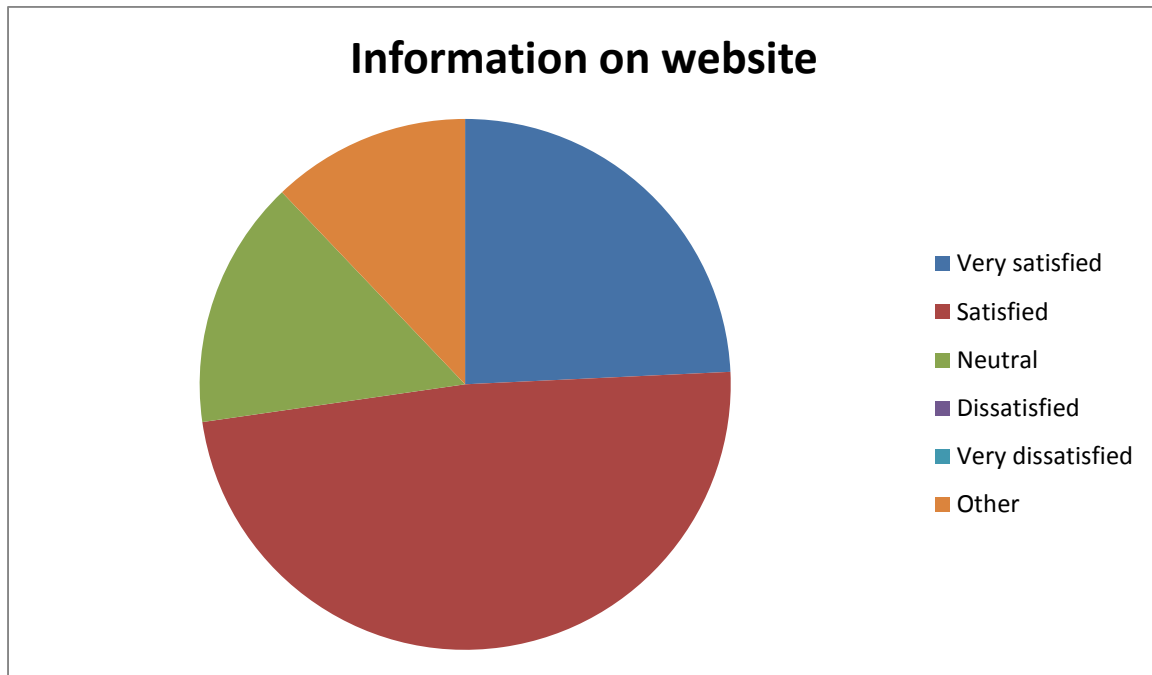


All responses in 'other' category were from those who said they do not use this facility and prefer to e-mail

**Comments:**

- Remarkably considerate responses and attitude from whomever I am transferred to within the technical team.
- love to speak to all staff
- Excellent advice and preparedness to resolve the query there and then if able to or get back with response as soon as results available.

**Q6. How satisfied are you with the information available to you on our website?**

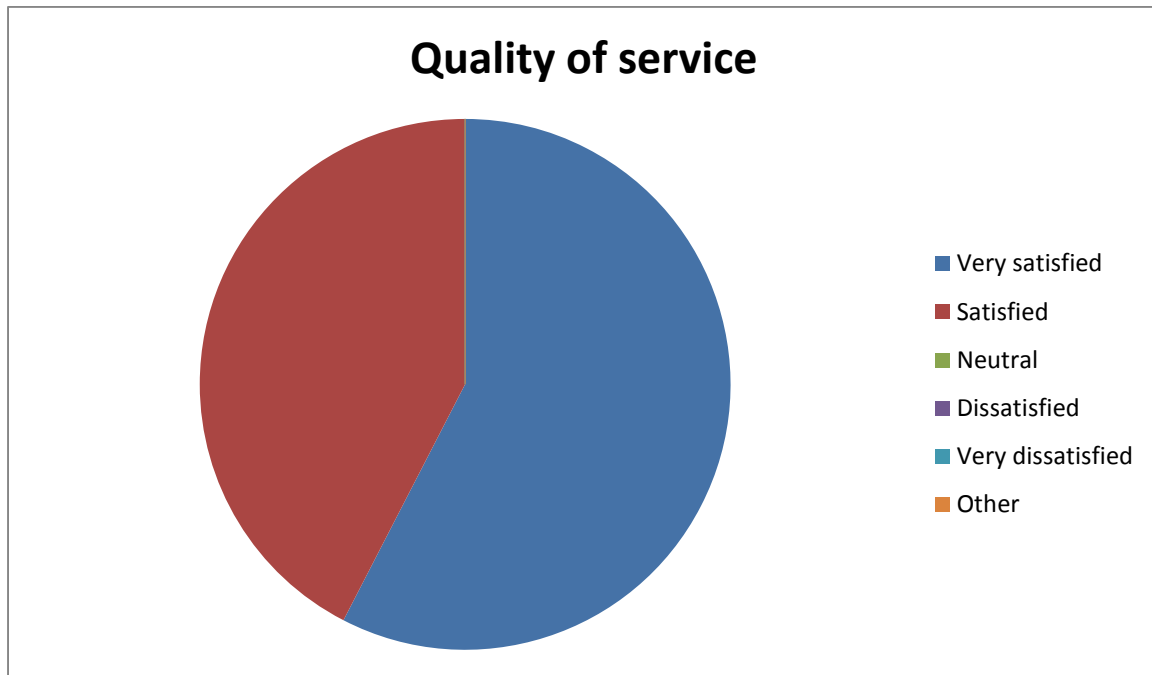


All responses in 'other' category were from those who said they have not used this facility

**Comments:**

- Was not aware of website for support.
- I don't tend to look at this - I prefer to ring or email the lab
- Don't really use website except to download forms

**Q7. How satisfied are you with the overall quality of our service?**



**Comments:**

- Very satisfied except for the increasing difficulties caused by implementation of the Test Directory, which sadly seems to have led to a UK-wide regression of service provision in terms of genetic test availability.
- thank you
- Excellent quality with high degree of confidence in the results



**Q8. Do you have any further comments/feedback on our service or any suggestions for future improvements?**

- We have been really sorry to have lost the excellent relationships with the members of the scientific team we have had over the last 25 years since the fetal medicine unit was set up. The change in referral pathways for prenatal samples was forced on us all, but the team in Salisbury supported us whilst these changes were made and made the move as easy as possible. Thank you
- Patients, obstetricians always worry about turnaround times but all laboratories are stretched (even before cov19). I know that Wessex team will be doing their best to perform genetics analyses, interpret and send out reports. Interpretation of confusing or complex results is key to the service, having experienced scientists in the lab makes this possible.
- Excellent - always very helpful
- Currently the request is downloaded and handwritten. If it could be filled in online (editable format) and printed off would make things slightly easier.
- I fully support WRGL and think its staff are all excellent but I am concerned about the many patients for whom we are currently unable to request previously available tests. Nationally there must be thousands of such patients, the majority being children with intellectual disability, who are currently being denied the chance for a diagnosis and their families are therefore left unable to plan appropriately for the future. I know this is not the fault of WRGL but again it is a problem of the opacity of centralisation as it is very unclear to me who is responsible for the current state of affairs. I fear the rushed implementation of the Genomic Medicine Service and Test Directory is more about political face-saving than about patient care and that is simply not right.
- Incredibly helpful team, it is so wonderful that they are in Salisbury and I can just pop upstairs to seek advice when needed. Input to MDT's is exceptional.
- Next step of integration with SIHMDS will be a great enhancement to overall service