

RCPATH User Satisfaction Survey report

This report relates to the RCPATH survey of user satisfaction carried out by Sarah Ratcliffe on behalf of Calderdale and Huddersfield NHS Foundation Trust between October and November 2016.

45 responses were received in total, self-identified as coming from the following groups:

- 31 % Hospital-based consultant or staff grade doctors
- 0 % Hospital-based trainee doctors
- 2 % Hospital-based nurses or other non-medical healthcare practitioners
- 38 % Primary care physicians (fully trained)
- 2 % Primary care physicians (trainees)
- 16 % Primary care or community-based nurses or other non-medical healthcare practitioner
- 11 % Others

Performance on individual questions:

Question:	Your score:	Rank:	Out of:
"I can trust the laboratory to provide results/reports when I need them"	3.59	26	77
"I am satisfied with the quality of professional advice that I receive from the laboratory"	3.74	28	77
"Professional advice is readily available from the laboratory when needed"	3.43	55	77
"I am confident that urgent/unexpected results will be promptly communicated to me or my cover"	3.37	38	77
"Local systems to collect and transport specimens work well"	3.33	1	77
"The level of out of hours service meets my needs"	3.48	17	77
"I am very satisfied with the phlebotomy services available to my patients"	3.39	6	77
"Point of care testing is well supported by the laboratory"	3.26	11	77

	% 'Yes'		
"Would you recommend this laboratory service to a colleague?"	93.48	45	77