

Title: Newborn Screening User Survey 2018	Q Pulse Identifier: CB-REP-REP-16
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# Manchester Newborn Screening Laboratory - User Survey 2018

## 1. Introduction

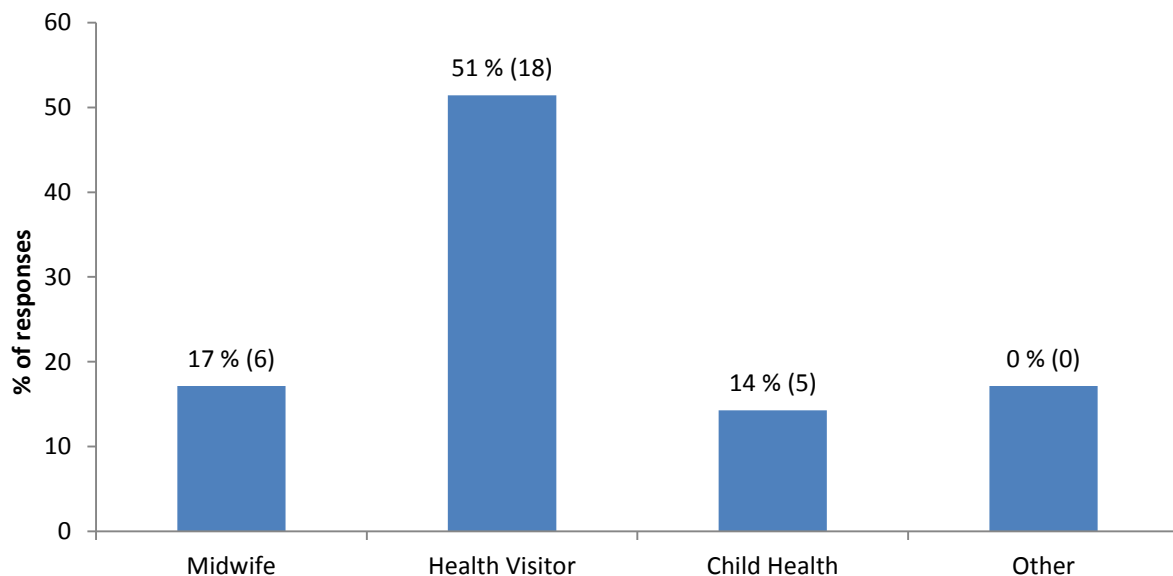
In order to receive feedback from the users of the Manchester Newborn Screening laboratory a survey was distributed to all users via the Screening Quality Assurance team for our region.

The survey consisted of 4 questions (see Appendix 1) and was distributed in electronic format using Survey Monkey.

## 2. Results

### Question 1

The survey was available for completion from the 31<sup>st</sup> October 2018 until the 19<sup>th</sup> December 2018. We received 35 responses from a variety of staff groups (Figure 1.)



**Figure 1.** The responses received from the survey were from a variety of different staff groups. The group 'other' includes 3 people from the Screening Quality Assurance Service

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(SQAS), one person from Public Health Commissioning and the final person being a data analyst.

## Question 2

Users were asked whether they agreed or disagreed with a number of statements relating to different aspects of the laboratory (figure 2). Overall, greater than 80 % of statements were rated agree or strongly agree with most of the other respondents selecting N/A in response to the statement. In addition, no responses to the survey were found to 'disagree' or 'strongly disagree' with the statements. It should be noted that there was a problem with the way the questionnaire was setup which prevented users from being able to select answers for all statements in the table. This was later amended. However, because of this there are fewer responses for certain statements. The bar chart in figure 2 is presented as a percentage. However, the numbers of respondents can be seen in table 1.

Statement one 'The newborn screening laboratory effectively communicates any changes to guidelines and policies.' Four users (12.5 %) selected neither agree nor disagree to this statement. 26 (81 % of) users selected either 'agree' or 'strongly agree' to this statement.

Statement two 'Reasons for repeat sample requests are clear.' One user (4 %) selected neither agree nor disagree to this statement and three users (12 %) selected N/A. 22 users (84 %) selected agree or strongly agree to this statement.

Statement three 'Any actions required following a positive newborn screening result are communicated clearly and promptly.' One user (5 %) selected neither agree nor disagree to this statement. 16 users (80%) selected agree or strongly agree to this statement.

Statement four 'I am satisfied with the quality of professional advice that I receive from the laboratory.' One user (5 %) selected neither agree nor disagree to this statement. 16 users (80%) selected agree or strongly agree to this statement. Three users (15 %) selected N/A.

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Statement five 'Staff are friendly and helpful'. One user (6 %) selected N/A. 17 users (94 %) selected agree or strongly agree with this statement. One user (6 %) selected N/A.

Statement six 'Enquiries are resolved in a timely manner by laboratory staff.' Two users (10 %) selected N/A. 19 users (91 %) selected agree or strongly agree with this statement.

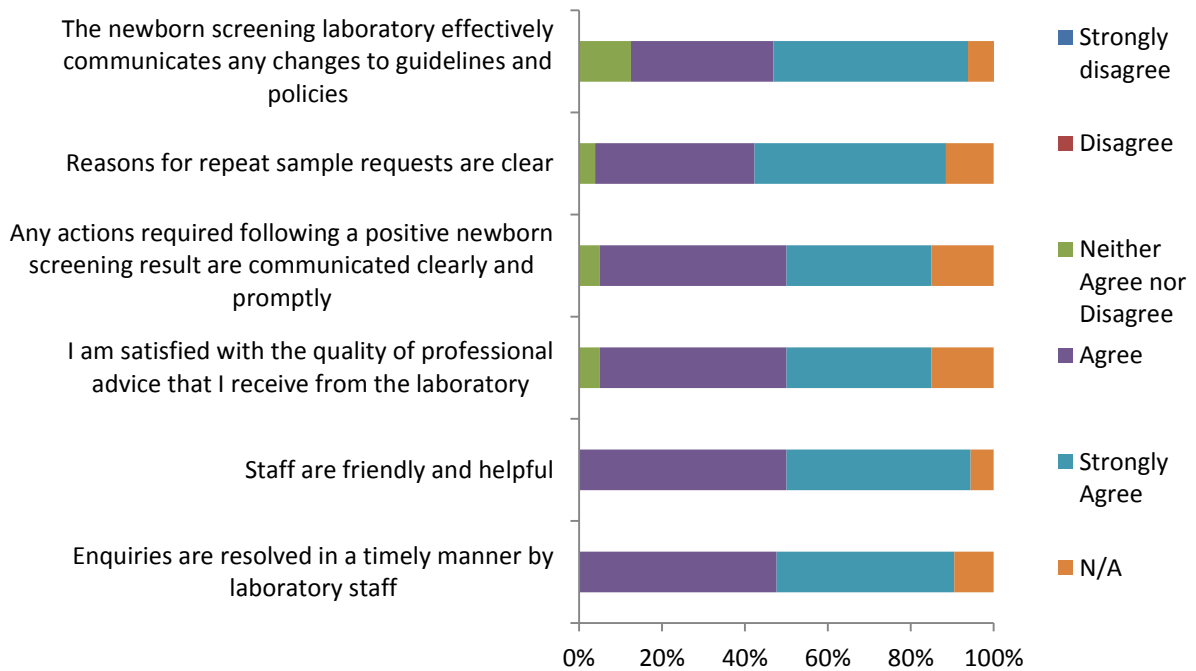


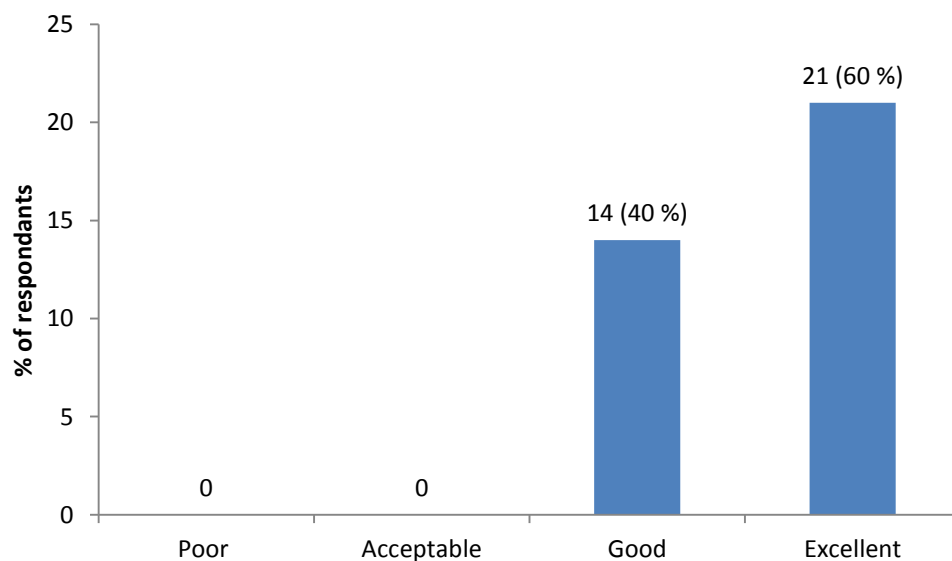
Figure 2. In question 2 users were asked whether they agreed or disagreed with a variety of statements regarding the NBS laboratory practices. N/A was selected if the question did not apply to the user's role.

	STONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE	N/A	TOTAL
The newborn screening laboratory effectively communicates any changes to guidelines and policies	0%	0%	13%	34%	47%	6%	100%
	0	0	4	11	15	2	32
Reasons for repeat sample requests are clear	0%	0%	4%	38%	46%	12%	100%
	0	0	1	10	12	3	26
Any actions required following a positive newborn screening result are communicated clearly and promptly	0%	0%	5%	45%	35%	15%	100%
	0	0	1	9	7	3	20
I am satisfied with the quality of professional advice that I receive from the laboratory	0%	0%	5%	45%	35%	15%	100%
	0	0	1	9	7	3	20
Staff are friendly and helpful	0%	0%	0%	50%	44%	6%	100%
	0	0	0	9	8	1	18
Enquiries are resolved in a timely manner by laboratory staff	0%	0%	0%	48%	43%	10%	100%
	0	0	0	10	9	2	21

Table 1. A breakdown of how users responded to question 2 of the survey. Responses are given as a % of users as well as the number of users.

### Question 3

Users were asked to rate the service provided by the Newborn Screening Laboratory. 100% of users rated the service as 'Good' or 'Excellent'.



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#### Question 4

Users were also provided with an opportunity to leave any additional comments. These were as follows:

#### **Do you have any other comments, questions or concerns?**

1. I attended for a Laboratory tour earlier in the year, staff were friendly and helpful and the tour of the lab was fascinating. It really helped to see what actually happens to the samples when they go to the lab, and the process that the samples go through.
2. I would like more space to write information within the mandatory fields please?  
Thank you.

*Next year the questionnaire could be amended to make it clear that the last question could be used to add information relating to other questions.*

3. Any queries I have are always dealt with friendly and quickly and nothing is too much trouble. Great work!
4. No.
5. No.
6. Sometimes can't get through on the phone.  
*Our telephone line can be busy. We aim to deal with any answer phone messages as quickly as possible. Soon we plan to train our newest member of the admin team to handle telephone queries which will provide more cover for this role.*
7. Easy to access website which is helpful for my analysis of data.

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8. Laboratory is excellent support to the SQAS team. Very professional, always eager to help and answer queries. Valuable source of knowledge and information. Strongly agree to all questions. The survey won't let you tick the same comment for a separate question.

*There was a fault with the way the questionnaire was setup in survey monkey. This effected users answering the survey over a period of ~1 week. As a result some answers to question 2 have fewer responses than other questions.*

9. Always willing to discuss any queries and happy to give clarification about results if asked.

10. Very good service and helpful when I contact them but would be improved if direct link with results to HV screening link rather than via CHD where recently there have been miscommunication issues. (I believe this is to change). Also I was informed by Lab staff that a repeat sample for CF would not be analysed as it was Day 18 (by mistake by a different agency) but it was. It was repeated on Day 22 as per policy but maybe did not need to be performed if the Day 18 sample was analysed.

*Repeat requests for health visitors are sent directly to the relevant health visitor. Reports are sent via Child Health as per national policy. Regarding CF inconclusive repeats, there is no national policy for handling repeats which have been collected prior to day 21. Some labs tests the early sample and do not request a repeat if the results are normal and other labs do not test the sample and request an immediate repeat. Our usual practice has been to test the early sample and only request a further repeat if the IRT is raised. Not all staff were aware of this. Collection of a repeat on day 21 would reduce delays in CF referral in cases where the IRT remains elevated.*

11. Always respond in a timely manner and are approachable.

12. Q2 could not be answered ? fault in the questionnaire

*There was a fault with the way the questionnaire was setup in survey monkey. This affected users answering the survey over a period of ~1 week. As a result some answers to question 2 have fewer responses than other questions.*

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### **3. Conclusions**

The feedback we received from this Survey was all either neutral or positive. Overall satisfaction of the service provided by the lab was either good or excellent.

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## Appendix 1

### 1. To which staff group do you belong?

- Midwife
  Member of staff from Health Records Department  
 Health Visitor
  Paediatrician/Nurse

Other (please specify)

### \* 2. Please tell us whether you agree or disagree with the following statements (please select N/A if this question does not apply to your role)

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	N/A
Enquiries are resolved in a timely manner by laboratory staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff are friendly and helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the quality of professional advice that I receive from the laboratory	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any actions required following a positive newborn screening result are communicated clearly and promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reasons for repeat sample requests are clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The newborn screening laboratory effectively communicates any changes to guidelines and policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 3. Overall, how would you rate the service provided by the Manchester Newborn Screening laboratory?

Poor	Acceptable	Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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4. Do you have any other comments, questions or concerns?