

Title: Newborn Screening User Survey 2019	Q Pulse Identifier: CB-REP-REP-21
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Date of Issue: 28.04.2020	Author: H. Beeston
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Manchester Newborn Screening Laboratory - User Survey

2019

1. Introduction

In order to receive feedback from the users of the Manchester Newborn Screening laboratory, a user survey was distributed to a number of NBS users which include NHS England Screening and Immunisation teams, screening midwife contacts, child health contacts, screening link health visitor contacts and the regional Screening Quality Assurance team. The email stated that the NBS laboratory was interested in hearing the views of all users of our laboratory including but not limited to midwives, support workers, health visitors, Child Health, Screening and Immunisation teams, Screening QA, administrators. The email also requested that the survey monkey link could be forwarded to colleagues within their teams/any relevant distribution lists – to obtain many responses as possible. In addition we requested feedback from those who have attended our laboratory tours (there was an opportunity to add comments at the end of the survey).

The survey was also emailed directly to any midwives, support workers and screening link health visitors who have had a NBS laboratory tour over the past year.

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 11th December 2019 until the 4th February 2020. We received 37 responses from a variety of staff groups (Figure 1.) The majority (41 % of respondents) of people who responded to the survey were health visitors (15 staff). The smallest staff group to respond were midwives which made up of 8 % of respondents (3 members of staff).

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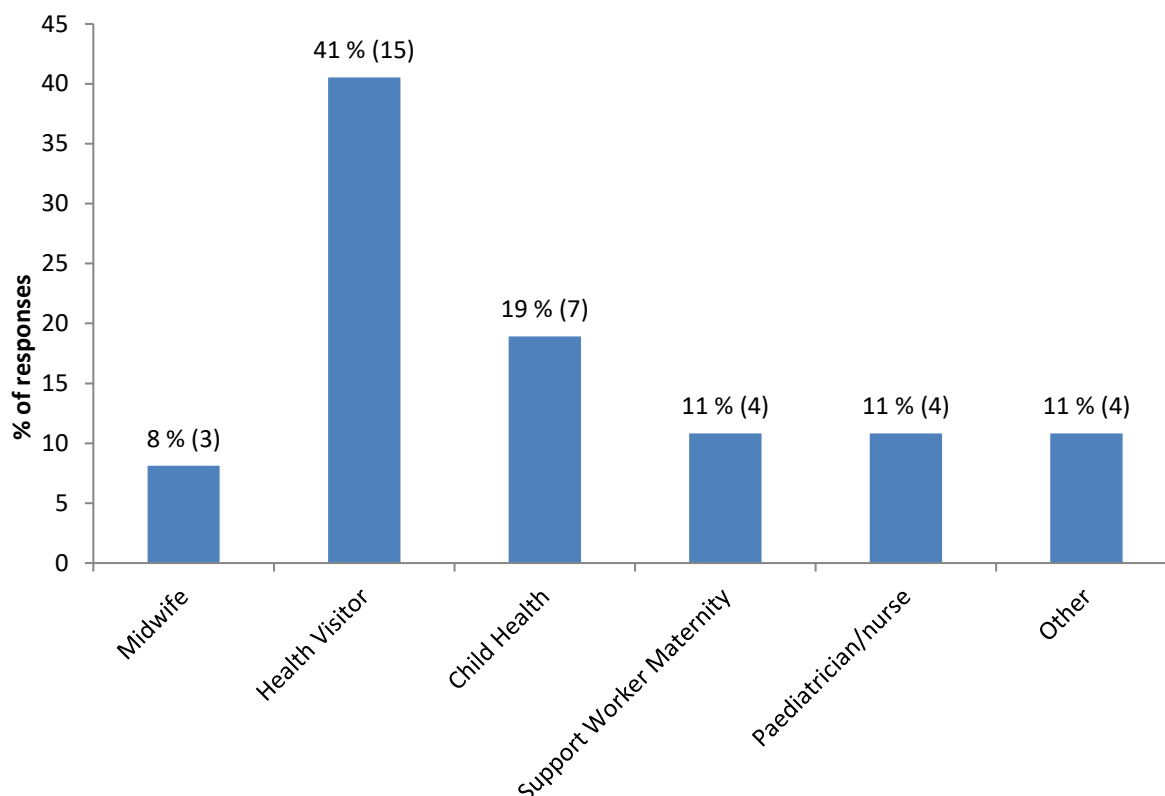


Figure 1. The responses received from the survey were from a variety of different staff groups. The percentage of respondents is recorded above the bars on the bar chart. The raw numbers of people who responded to the survey are in brackets. The group ‘other’ includes Admin clerical, QA, PHE - Screening and Immunisation, ANNB Screening Failsafe Officer

Question 2

Users were asked whether they agreed or disagreed with a number of statements relating to different aspects of the laboratory (figure 2 and table 1). Overall, greater than 88 % of statements were rated agree or strongly agree with most of the other respondents selecting N/A in response to the statement. In addition, only one response to the survey was found to ‘disagree’ or ‘strongly disagree’ with any of the statements. The breakdown of the results is also shown in table 1. The survey results to each statement are listed below.

Statement one ‘Enquiries are resolved in a timely manner by laboratory staff.’ 35 users (95 %) selected either agree or strongly agree to this statement. One user (3 %) selected N/A and one user (3 %) selected neither agree nor disagree to this statement.

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Statement two 'Staff are friendly and helpful.' 36 users (97 %) selected agree or strongly agree to this statement. One user (3 %) selected N/A.

Statement three 'I am satisfied with the quality of professional advice that I receive from the laboratory.' One user (3 %) selected N/A to this statement. One user (3 %) selected neither agree nor disagree to this statement. 35 users (95 %) selected agree or strongly agree to this statement.

Statement four 'Any actions required following a positive newborn screening result are communicated clearly and promptly.' 30 users (81 %) selected agree or strongly agree with this statement. Six users (16 %) selected N/A. One user (3 %) selected neither agree nor disagree to this statement.

Statement five 'Reasons for repeat sample requests are clear'. Four users (11 %) selected N/A. 2 users (5 %) selected neither agree nor disagree to this statement. 31 users (83 %) selected agree or strongly agree with this statement.

Statement six 'The newborn screening laboratory effectively communicates any changes to guidelines and policies.' 1 user (3 %) selected strongly disagree to this statement. 6 users (16 %) selected neither agree nor disagree to this statement. One user (3 %) selected N/A. 29 users (78 %) selected agree or strongly agree with this statement.

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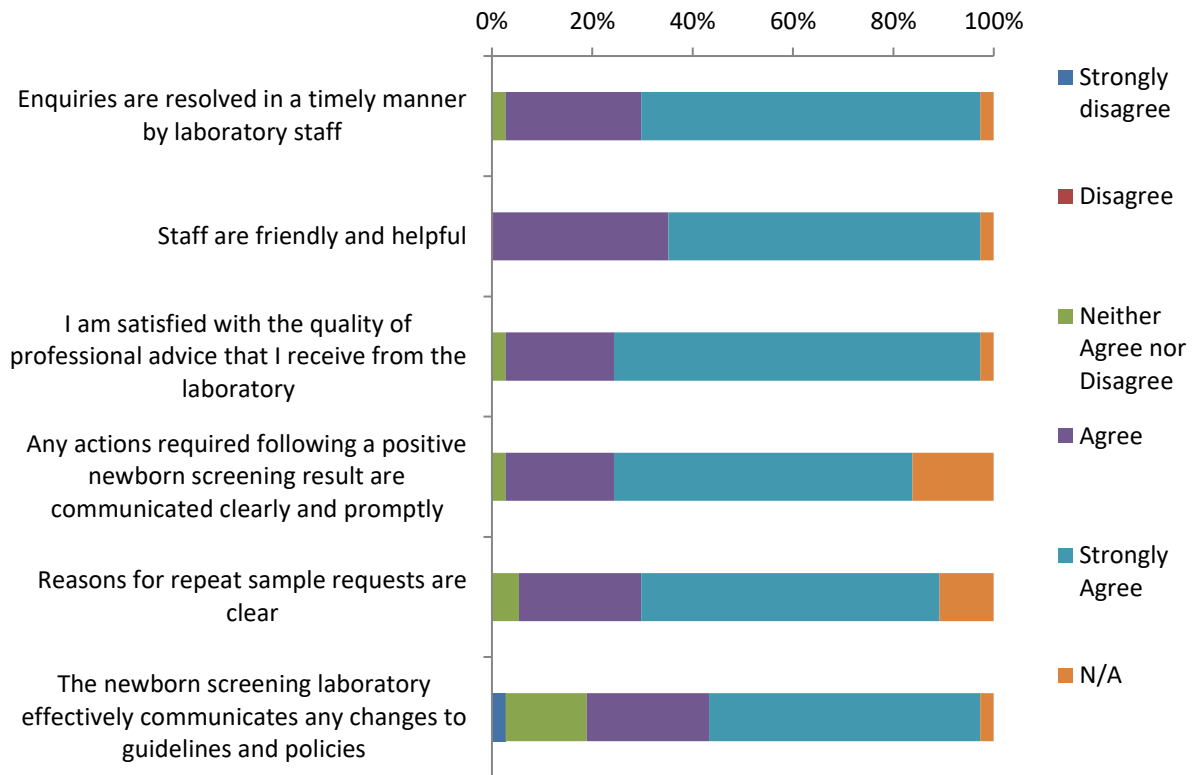


Figure 2. In question 2 users were asked whether they agreed or disagreed with a variety of statements regarding the NBS laboratory practices. N/A was selected if the question did not apply to the user's role.

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	Strongly disagree	Disagree	Neither Agree no Disagree	Agree	Strongly Agree	N/A
Enquiries are resolved in a timely manner by laboratory staff	0	0	1	10	25	1
	0%	0%	3%	27%	68%	3%
Staff are friendly and helpful	0	0	0	13	23	1
	0%	0%	0%	35%	62%	3%
I am satisfied with the quality of professional advice that I receive from the laboratory	0	0	1	8	27	1
	0%	0%	3%	22%	73%	3%
Any actions required following a positive newborn screening result are communicated clearly and promptly	0	0	1	8	22	6
	0%	0%	3%	22%	59%	16%
Reasons for repeat sample requests are clear	0	0	2	9	22	4
	0%	0%	5%	24%	59%	11%
The newborn screening laboratory effectively communicates any changes to guidelines and policies	1	0	6	9	20	1
	3%	0%	16%	24%	54%	3%

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. 98 % of users rated the service as 'Good' or 'Excellent'. One user (3 %) selected N/A as their response. The results to this question are shown in figure 3.

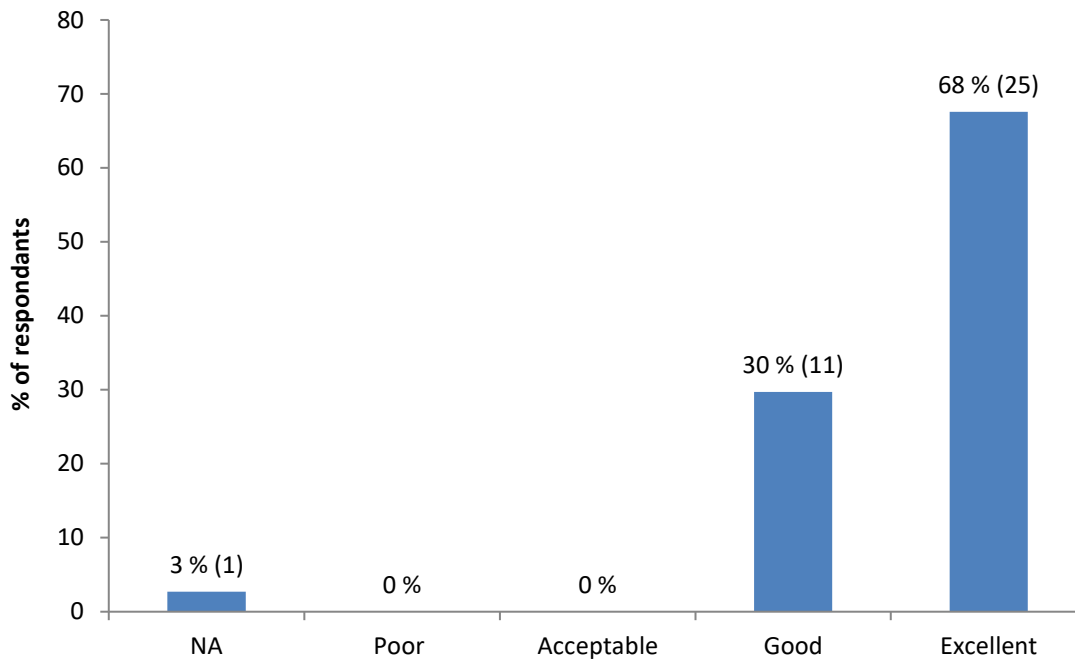


Figure 3. The responses to the survey question 'Overall, how would you rate the service provided by the Manchester Newborn Screening laboratory?'

Do you have any other comments, questions or concerns?

'I recently attended a tour of the lab as I am a MSW working within a Blood spot clinic, it was super interesting and fab to see the journey of a blood spot test after we have taken the sample and sent it off to the lab.' *Maternity support worker*

'Very happy with service. Always receive a quick response to any queries raised. Clinical scientists always available and happy to discuss any questions raised.' *Health Visitor*

'An excellent well run service.' *Paediatrician/Nurse*

'I have found with the minority of babies have had sticky blood and therefore may cause the need for repeats is there any way around having to prick these babies several times through no fault of the person taking it.' *Midwife support worker in blood spot clinic*

Unfortunately the national guidance for the blood spot acceptance criteria does not allow lower quality spots for babies who are difficult to bleed.

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3. Conclusions

The feedback we received from this Survey was overwhelmingly positive. There were a number of neutral responses which include responses that had selected were not applicable (N/A) or neither agree nor disagree to this statement. There was only one instance where the NBS lab received negative comments as part of the survey. This was the response to the survey for the question 'The newborn screening laboratory effectively communicates any changes to guidelines and policies' where strongly disagree was selected to the statement. The person who answered this question did not follow this up with any comments – in fact the other answers to the survey from this person were very positive. There were no further comments explaining the reason why the user felt that the NBS lab did not communicate guidelines and policies well. This makes it difficult to understand and address the reasons for the negative comment regarding NBS communicating changes to guidelines and policies.

The staff group with the most responses to this survey were health visitors with 11 responses. Unfortunately there were only 3 respondents to the survey were midwives. Midwives are responsible for collecting the majority of blood spot samples. Midwives collect over 55,000 blood spot samples per year. There were 15 respondents to the survey who were health visitors. Screening link health visitors are responsible for collecting day 21 CF repeats and are ~40 day 21 repeat samples have been taken over the last 12 months. In some areas health visitors will give the blood spot newborn screening results to parents.

The overall satisfaction of the service provided by the lab was either good or excellent.

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

Poor Acceptable Good Excellent



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



This document has been approved by Beverly Hird 27.04.2020