**Feedback for the 2022 EPA User Survey**

We wish to thank everyone who took the time to complete the 2022 User survey. Although we only received 41 responses, a very small number considering the number of users of our services, the responses we received have been useful for helping us to assess our services and to plan improvements.

These responses came from the following areas: 1 from ECCH, 10 JPUH, 21 NNUH, 6 Primary care, 3 QEH. The questions were scored between 1 and 5 (poor to excellent). The mean scores for each question were all >3. Overall our services scored well for service provision and for the quality of clinical advice provided. No significant service issues were highlighted, however, there were a number of useful comments that will help us focus on areas where improvements can be made.

Some of the comments related to Histology/Cell Pathology and POCT (Point of Care Testing) which are not part of EPA. We have passed these on to the managers in these departments for them to use for planning their own service improvements.

Some issues relate to specific users e.g. the provision of phlebotomy services. We have directed these to the phlebotomy manager and will be working with the Trust to try and address these issues.

Over the last few years we have been developing our User Website, <https://www.easternpathologyalliance.nhs.uk>. It was disappointing to find out that 75% of the respondents were not aware of the site and therefore the information available to them. We are trying to find as many ways as possible to promote the website so that all users of the EPA service can make use of this resource in the future.

One user asked for EPA to provide details of the tubes required for specialist tests. The EPA Website already provides details of many test requirements, however, we will continue to add to this information as the site develops. Please contact EPA for any test information you cannot currently find.

We appreciate feedback about the website and any suggestions for improvements to make it a more useful tool for your needs. Our contact details for this are on the website.

The average score in response to the question *'do you have adequate opportunities to discuss service issues and improvements?*' was 3.08 out of 5, notably lower than the score for the other questions. The EPA User Committee was disbanded some years ago as it was so poorly attended. However, EPA are currently looking into alternative forums to communicate with all users of the service. The contacts listed on the EPA website can also be used if you wish to discuss and issues or service improvements with us.

Eleven of the comments related to various aspects of using WebICE. The system is valued but a number of issues were raised. These included the ICE system having too many pop ups and being too ‘clicky’, the inability to request tests for consecutive days in one request, test searches are difficult due to the naming of tests, the need to be able to edit/update ICE forms on the system, the ICE system logging out too quickly and the desire to have ICE requesting for antenatal screening tests. These comments have been sent to the relevant staff for them to assess the feasibility of making the suggested changes. Some may not be possible due to the way the system works but where changes can be made, they will be implemented and we will make users aware of these improvements.

One user commented on a delay in Microbiology tests being registered on ICE as being received by the laboratory. If they are requested on ICE by the requester, they will appear on the system as soon as they are received by the laboratory. The delay occurs when paper requests are used. WebICE requesting therefore provides significant advantages for the user.

A similar comment was made about receipt and progress of tests referred to other testing sites. Once again, ICE requesting by the users provides this traceability. Paper requests can only be logged on the departmental IT systems until the results are returned and reported from the referral site. Please use ICE requesting whenever possible.

Issues with the EPA phone lines was raised by one user. The Trust has been working to correct the identified faults and further plans are underway to make the phone messaging more helpful in order to direct each call to the right person as quickly as possible.

A request was made by one user to add a Lipid profile to the test options that doesn’t require fasting. This is being added to the test repertoire. Please contact us to discuss any other test changes that you feel are needed

Although the response to our survey was low, we hope we have been able to demonstrate that we value your opinions and we will work with you to make improvements to the EPA services.

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