Immunology User Survey 2016-17

Thank you to all those that completed our user survey we had a response rate of 50%, with 12% of responders outside the UK. Below is a summary of the survey’s findings.

<table>
<thead>
<tr>
<th>Question/ Percentage</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>No opinion</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Oxford Immunology Laboratory has easily accessible contact information for sending samples and making queries</td>
<td>6</td>
<td>4</td>
<td>4</td>
<td>60</td>
<td>26</td>
</tr>
<tr>
<td>The Oxford Immunology Laboratory has easily accessible information on their assay repertoire including reference range, sample requirements and clinical utility</td>
<td>2</td>
<td>4</td>
<td>9</td>
<td>60</td>
<td>25</td>
</tr>
<tr>
<td>Please rate the Oxford Immunology Laboratory website with regards to its accessibility and information</td>
<td>0</td>
<td>2</td>
<td>17</td>
<td>51</td>
<td>30</td>
</tr>
<tr>
<td>Please rate the Oxford Immunology Laboratory email and phone support service available to users</td>
<td>0</td>
<td>6</td>
<td>15</td>
<td>35</td>
<td>44</td>
</tr>
<tr>
<td>Please rate the Oxford Immunology Laboratory with regards to technical assay support offered</td>
<td>0</td>
<td>0</td>
<td>23</td>
<td>64</td>
<td>13</td>
</tr>
<tr>
<td>Please rate the Oxford Immunology Laboratory with regard to Clinical Interpretation support offered</td>
<td>0</td>
<td>0</td>
<td>27</td>
<td>46</td>
<td>27</td>
</tr>
<tr>
<td>When comparing us to other referral laboratories that you work with, please rate our turnaround times offered</td>
<td>2</td>
<td>13</td>
<td>21</td>
<td>53</td>
<td>11</td>
</tr>
<tr>
<td>When Comparing us to other referral laboratories that you work with, please rate our test costs offered</td>
<td>0</td>
<td>2</td>
<td>46</td>
<td>35</td>
<td>17</td>
</tr>
<tr>
<td>Please rate the layout and information supplied on our result reports issued</td>
<td>2</td>
<td>2</td>
<td>35</td>
<td>50</td>
<td>11</td>
</tr>
<tr>
<td>Please rate the quality of the interpretative comments supplied on our result reports</td>
<td>0</td>
<td>2</td>
<td>25</td>
<td>63</td>
<td>10</td>
</tr>
<tr>
<td>Please rate the overall Quality of the Oxford Immunology service provided to You</td>
<td>0</td>
<td>2</td>
<td>19</td>
<td>45</td>
<td>34</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Speed of response</th>
<th>Follow up on Query</th>
<th>Knowledge of respondant</th>
<th>Professional manner of respondant</th>
<th>Other</th>
<th>None of the above</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please identify anything that you feel could be improved about the Oxford Immunology Laboratory email and phone service</td>
<td>11</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>14</td>
<td>71</td>
</tr>
</tbody>
</table>
Suggestions about the ease of contacting the laboratory and the information we provide:

The following suggestions were made on how we could improve the ease of access to our service, which we address below:

1. It was suggested our email address is put on our reports.
   **We have:** Made a request to our IT department for this to be done.

2. A number of users have raised the difficulty in navigating to our website via the Oxford University Hospitals (OUH) website.
   **Our response:** Our website can be found directly via google or via the OUH website under departments then Immunology from the index. Our website address is on our telephone message and all email signatures of staff. To increase the knowledge of our website we will request IT put it on our reports. Our repertoire, turnaround times and other information about our tests and service are on our website.

3. It has been suggested we email or fax reports instead of sending paper copies.
   **Our response:** We do not have a fax, as they are not allowed for data security reasons by our Hospital Trust. We currently do not have the technology to email reports from our laboratory computer system. We can email reports from our NHS.net account to another NHS.net account if you contact us about an individual missing or delayed report. To do this we have to generate the paper report again, scan it and then email it. This is very time consuming and labour intensive. Unfortunately we cannot do this on a large scale as we generate a 1000 reports a day for up to 250 users.

   However, we are an NPEX user and would encourage other labs to use NPEX. This system allows electronic test requesting. This allows the direct transfer of patient test requests and the results between your laboratory computer system and our laboratory computer system.

   We are putting a lot of resource into NPEX and a growing number of laboratories are sending their requests this way. It reduces data entry errors and means you get the results back into your system as soon as they are ready instead of waiting for the post.

   For more information on NPEX http://www.npex.nhs.uk/
   Or if you wish to start NPEX testing with us contact immunology.office@nhs.net

4. Electronic test requesting has been suggested by a number of users.
   **Our response:** We are users of NPEX as stated above and happy to help establish connections with laboratories. We are also investigating the possibility of ordering tests and receiving results over the internet via a secure portal. We will update our users when this is in place.
5. It was suggested the lab should have an NHS.net account to ensure secure communication with other labs.

Our response: The laboratory General Enquires email address is an NHS.net account, and we encourage other users to communicate with us via their own NHS.net accounts. The NHS.net accounts are only secure for transferring confidential information if emailing between another NHS.net account.

6. The difficulty in finding our telephone number by internet search was comment upon.

Our response: Our contact phone number are available on our website, www.ouh.nhs.uk/immunology

However, we acknowledge that our contact details are not on our home page. You can find our contact details using the “about us” tab at the top or using the “opening times and contact details” icon at the bottom of the front page. We are currently reviewing our web page and will look at moving our contact details to the home page or at least relabelling “about us” tab to “contact us”.

7. A delay in processing samples has been raised.

Our response: We have been making improvements to our specimen room processes to reduce the time it takes to process samples and check them into our system. Samples that arrive using electronic requesting (NPEX) are processed faster and allow easier tracking of the samples by the requesting lab.

8. A preference to speak to someone directly about queries was raised.

Our response: We have a dedicated telephone line which is available 9-5.30pm Monday to Friday and the phone number is on our reports (01865 225995). We are happy to take your queries by phone as well as email. If the person taking your call is unable to answer your query they will pass the call to a suitable person. For clinical queries they will either direct your call to the Duty Doctor/Clinical Scientist. We only request you email when enquiring about a list of different patient reports.

9. A lack of clarity over where our samples are to be sent was raised, especially if they are for Neuroimmunology testing.

Our response: We are not based at the John Radcliffe Hospital. All samples should be sent to the:

Immunology Laboratory,
Churchill Hospital,
Old Road
Headington
Oxford
OX3 8LE
UK

We work in collaboration with the Neuroscience Department at the University of Oxford to deliver the neuroimmunology testing service. The Immunology Department receives and processes all requests and delivers the appropriate samples for testing to the Neuroscience department. We manage the reporting of results and work in close collaboration so are the first point of contact for all enquiries. There is no need to contact them directly, unless we have directed you to do so. Please do not address samples or correspondence to Prof Angela Vincent as she has now retired. We now
work in collaboration with Dr Sarosh Irani at the Neuroscience department.

**Suggestions for our testing repertoire:**

10. It has been suggested we stop doing VGKC antibodies and do LGI1/CASPR2 instead, and another suggestion was to do LGI1/CASPR2 on all VGKC positives.

**Our response:** LGI1/CASPR2 antibodies are currently available in our laboratory and if you wish to request them instead of VGKC antibodies you may. We do not do the VGKC antibodies if you ask for LGI1/CASPR2 only. In consultation with our Neurology colleagues we have recently changed our testing strategy for VGKC complex antibodies. For all VGKC equivocal and positive results a LGI1/CASPR2 antibody test is performed, unless the requester specifically indicates on the request they do not want LGI1/CASPR2 test. See: [http://www.ouh.nhs.uk/immunology/documents/LGICASPR2servicechangejune2017.pdf](http://www.ouh.nhs.uk/immunology/documents/LGICASPR2servicechangejune2017.pdf)

11. A request for HMG Co reductase antibodies to be a validated, rather than research test.

**Our response:** This assay is an in-house assay and has been validated, however it was not assessed by UKAS during their first visit and is currently pending assessment under our extension to scope.

12. ZnT8 antibodies and RNA polymerase III has been enquired about.

**Our response:** Currently we do not provide these test and have no immediate plans to do so.

13. An issue of not alerting users to a historic change in ranges has been raised.

**Our response:** We apologise if this was the case. We endeavour to inform our users prior to the change in reference ranges. Where we have the email addresses of users we email them, as well as putting a letter on our website and adding a comment to state this is a new reference range on our report. We comment on a new reference range for 6 months after the change in range. Unfortunately we do not have email addresses of all users. If you wish to register an email address with us please email immunology.office@nhs.net.

14. Users have said some of our turnaround times are unclear or they have exceeded breaches of turnaround times.

**Our response:** In response to this we have reviewed all our turnaround times to see whether they are clinically relevant and achievable. We have amended a number of them and they are now quoted in calendar days. The website is currently being updated to reflect the new turnaround times.

**Suggestions for our website:**

15. More information about our neuroimmunology antibody tests and their clinical associations has been requested.

**Our response:** During our next review of our website we will add more information.

16. We have UKAS accreditation on the majority of our repertoire. Confirmation of accreditation status of individual assays is available on direct communication with our Quality Manager and any laboratories accreditation status and accredited repertoire is available on the UKAS website.
Suggestions for our reports

17. A request to make our interpretative comments more concise, as well as to include an interpretative comment for Voltage gated Calcium channel antibodies.  
**Our response:** In response to the user feedback we will review the interpretative comments.