



Oxford Medical Genetics Laboratories

User Satisfaction Survey 2017 Report Summary– Array CGH

Dear User,

Many thanks for participating in our 2017 survey regarding our Array CGH service. We really appreciate the time you have taken to provide us with feedback.

Below is a summary of the questions posed, with a further section detailing user comments and laboratory actions.

Overview

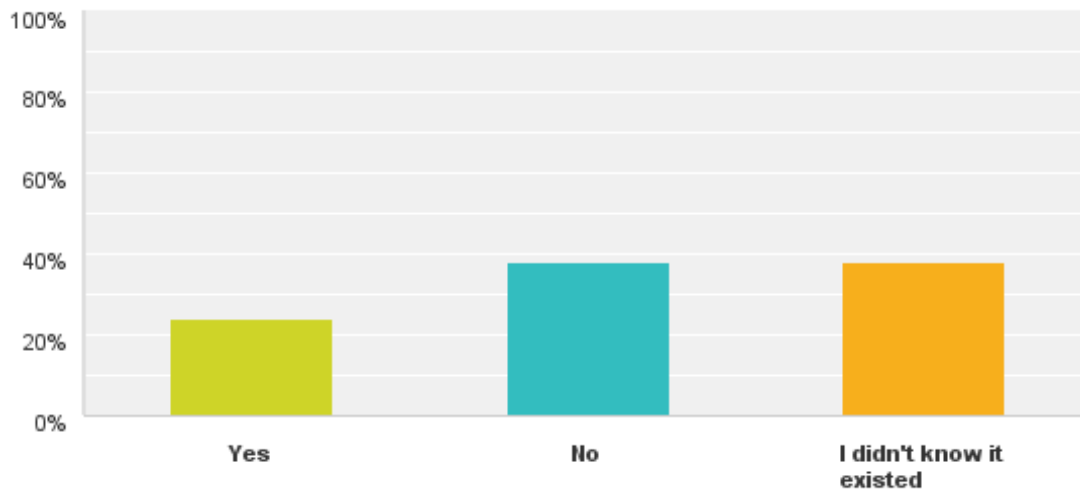
This survey was sent to 131 service users who referred samples for array CGH investigations over the 12 month period prior to sending. There were 29 user responses out of a total of 127 recipients (e-mails were bounced back as undeliverable from 4 accounts).

- The overall response rate was 23%.
- The survey was sent on the 22nd February 2017 and >50% of responses were collected on 22nd February.



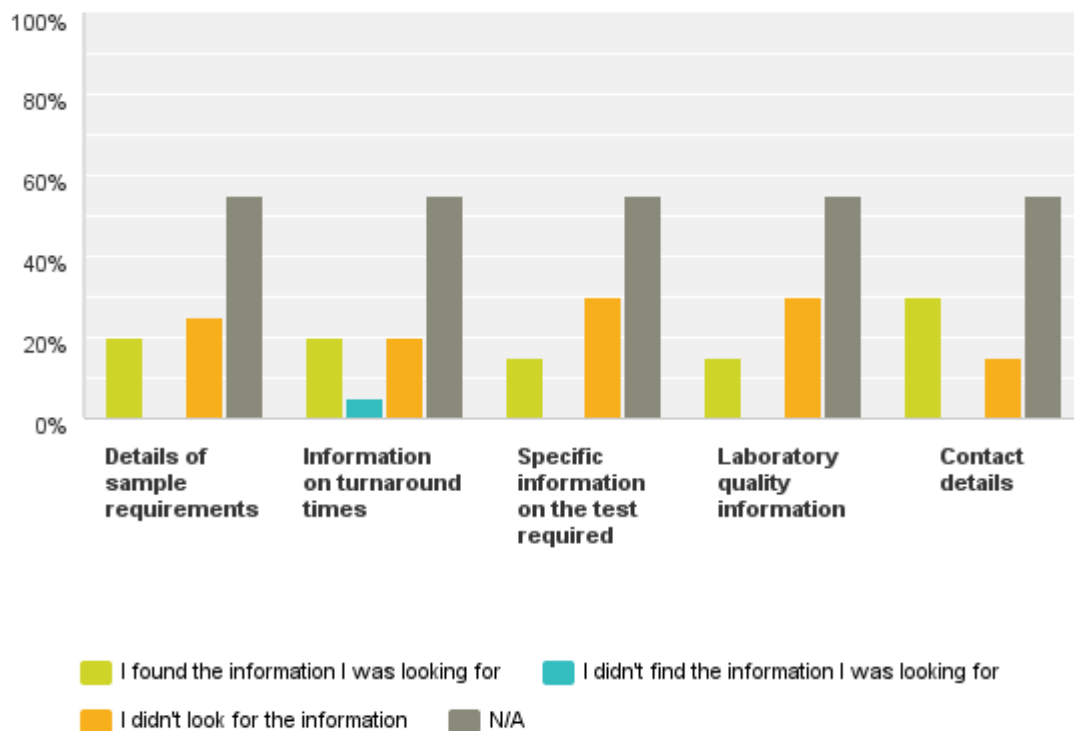
Question 1 – Laboratory website

In this question we asked the users if they had used the laboratory website. All 29 respondents replied to this question. The breakdown of responses is shown in the graph below. 7 users (24%) had used our laboratory website, whilst 22 users (76%) hadn't used the website. Of the 22 users that hadn't used the website, 11 users (38%) indicated that they didn't know that the website existed.



Question 2 – Information on Laboratory website

This question asked those users who had visited the website if they had found the information that they were looking for. 20 out of 29 users responded to this question and therefore the respondents include some of those users who had previously indicated that they had not used the website or didn't know that it existed.

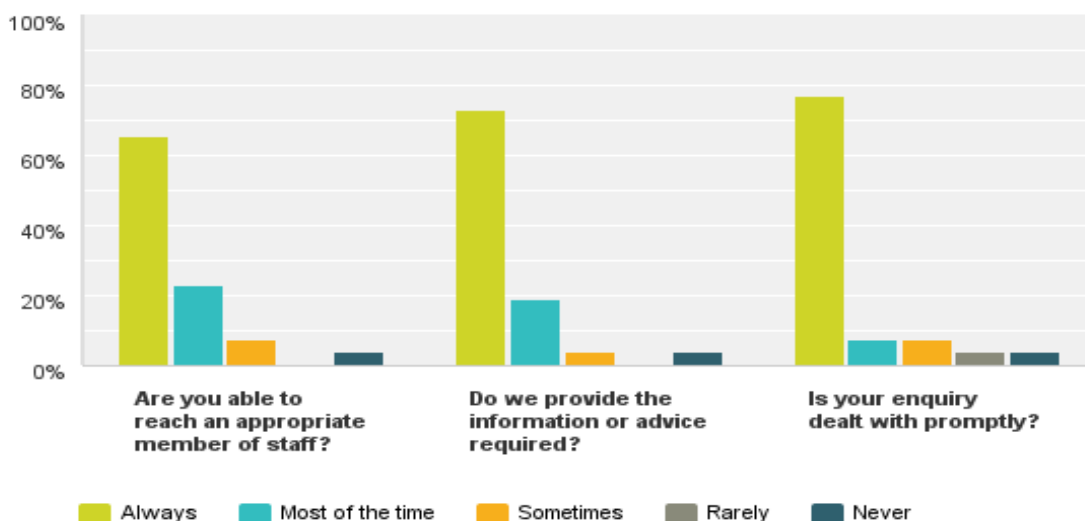




The majority of users found the information they needed on the website. The only report of information not being available was one of the five users searching for information on turnaround times. Feedback received in the comments suggests that improvements could be made for accessing the referral form.

Question 3 – Communication regarding Array CGH referrals

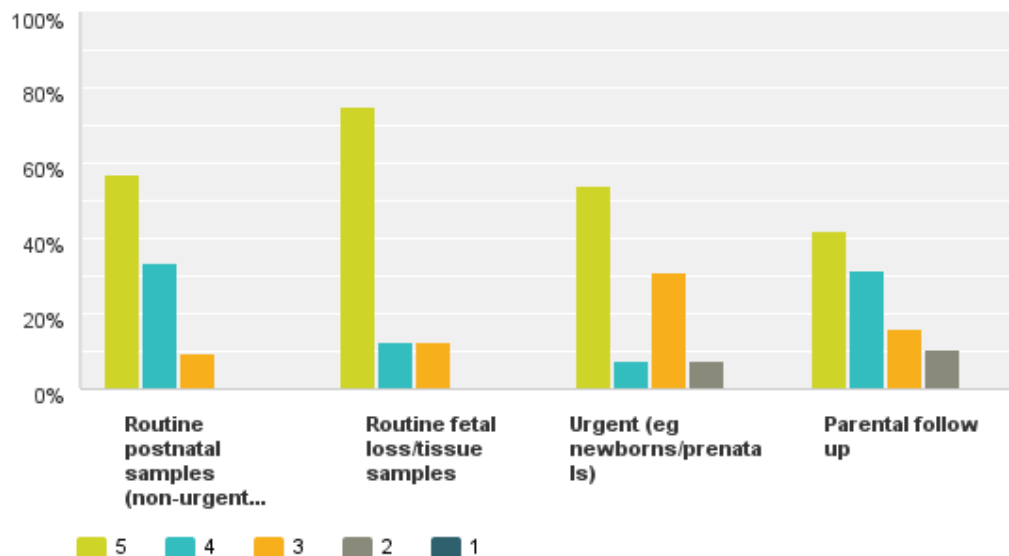
This question asked respondents about their experience when contacting the laboratory about Array CGH referrals. 26 out of 29 users responded to this question.



The majority of responses received for this question were positive with 23(88%) responders indicating that they were able to speak to an appropriate person all or most of the time. 23(88%) users said that they were given the information or advice that they needed all or most of the time and 22 users (85%) said that their enquiries were dealt with promptly. A small number of respondents (3 users) reported they sometimes received an unsatisfactory service. One user responded with 'never' to all questions, however this user also commented that they only sent in request forms and didn't contact the lab directly.

Question 4 – Turnaround times (TAT)

This question asked if the turnaround times (from when the sample is received in the laboratory to when a report is issued), at the time of sending out the survey, met with clinical need for the range of sample types processed using Array CGH. Respondents were asked to answer from the range 1-5 where 5 indicates that the TAT completely meets your clinical needs, to 1 which does not meet the clinical need. 22 out of 29 respondents answered this question.



For all referral categories the majority of respondents said that the TAT meets the clinical need (options 4 and 5). None of the respondents answered that the TAT did not meet clinical need (option 1) in any category. 3 respondents answered with a score of 2 (2 for the parental follow up category and 1 for the urgent category), indicating that reports may not always be received in a timely manner. However, 2 of these respondents did comment that the delay in receiving a result could be due to delays in the transfer of samples to the laboratory.

Question 5 – Clinical reports

This question asked users to comment on the presentation and content of Array CGH reports. They were asked to comment on:

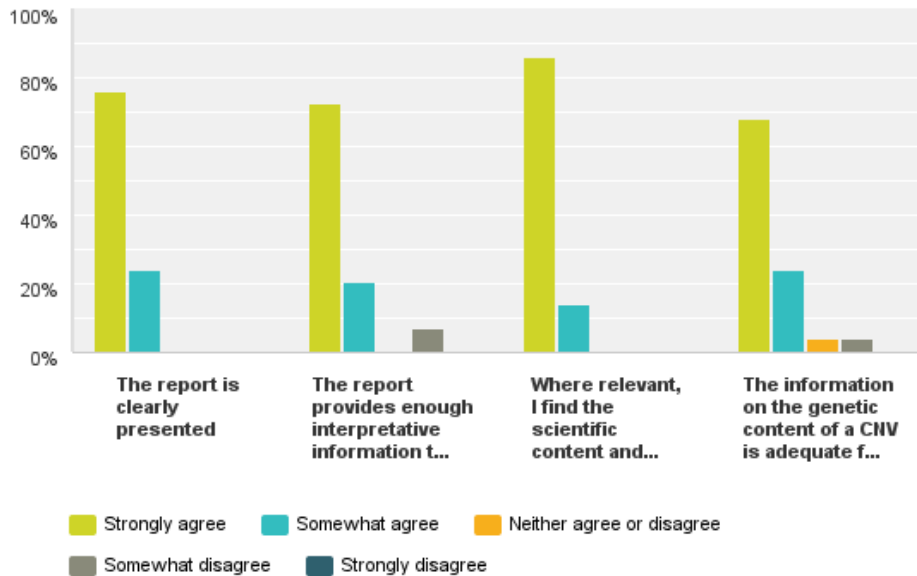
- Whether the reports are clearly presented
- If the report provides enough interpretative information to meet the clinical need
- If the scientific content and references are useful
- If the information on the genetic content of a CNV(copy number variant) is adequate for the needs of the clinician

All 29 respondents answered this question. 22(76%) respondents strongly agreed with the statement that the report is clearly presented and 7(24%) somewhat agreed with this statement.

27(93%) respondents agreed that the reports provide enough interpretation to meet clinical need, however 2 (7%) respondents somewhat disagreed with this statement; no further comments were made at this point.



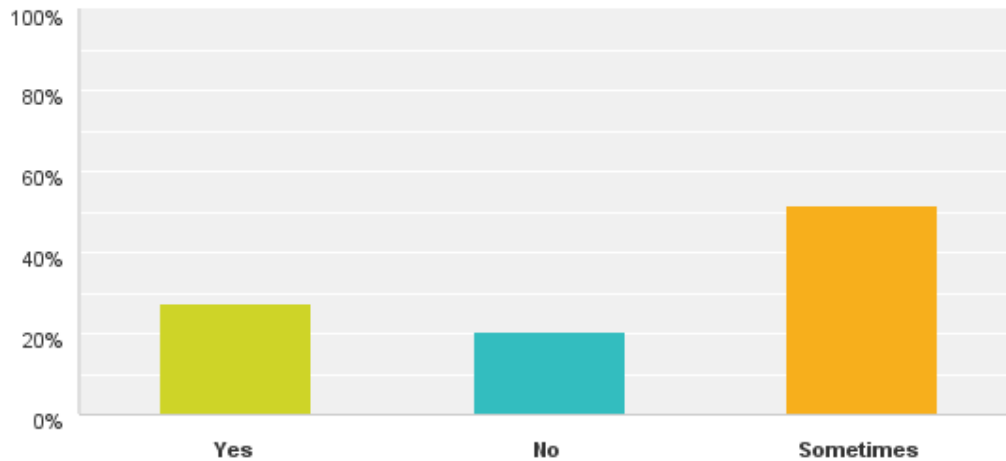
All 29 respondents agreed that the scientific content and references were useful. Only 25 respondents indicated whether the genetic content on the reported CNV was adequate. However one respondent somewhat disagreed with the statement that the genetic content of a CNV is adequate for the clinical need.



Question 6 – Report references

This question asked users whether they further researched the references provided upon receipt of an abnormal result. When appropriate, references to publications and DECIPHER database patients are included in the text of the report should the clinician wish to clarify any information or find further details.

All 29 respondents answered this question. Responses indicated that inclusion of references is useful for clinicians. The majority of respondents did make use of the references provided as 8(28%) users answered yes and 15(52%) answered sometimes. There was a mix of Clinical Geneticists and Paediatricians who indicated that they did look further into the references. The remaining 6(21%) respondents said that they didn't further investigate the findings using the references provided.



Question 7 – Improvements to clinical reports

This question asked users to provide us with any suggestions that they may have for improvements to our clinical reports. This would give any users that had disagreed with any of the statements in question 5 the opportunity to expand on any concerns and suggest any changes that they might like to see implemented. Of the 29 respondents, 12(41%) opted to provide comments on the reports in this section.

Question 8 – further comments

This question provided a space for any further comments on any aspects of our Array CGH service. 11 users gave further feedback.



Summary of Comments and Actions

We were pleased to find the majority of respondents were happy with the service they receive for Array CGH. We received a number of complimentary comments.

Individual responses have been made, where required, to specific comments. Where we received suggestions for general improvement we have taken the following action

- We have increased awareness of the website as the address is now included on all reports and we will avail of other opportunities to communicate this to clinicians.
- Procedural changes have been implemented April 2017, so samples are now logged onto the laboratory database immediately at receipt. This information is therefore instantly available to admin staff should sample enquiries be received.
- Automated distribution of reports now occurs through the laboratory database
- Professional Best Practice Guidelines for array CGH are currently being revised and once available we will aim to apply an appropriate or recommended classification system