



North Devon District Hospital

Pathology Department

Report of the GP Order Coms Training Survey



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0 INTRODUCTION

The Pathology Department complies with the 'Standards for the Medical Laboratory' issued by Clinical Pathology Accreditation Ltd and is working towards compliance with ISO 15189:2012

These standards set requirements that the laboratory shall seek information relating to user perception as to whether the service has met the needs and requirements of users. This survey has been performed partly to comply with these standards, and partly to assess the training process of the GP Order Coms system. This report will bring to the attention of laboratory management areas where we could improve future training of users in new systems, for example the forthcoming Pathology LIMS implementation and it's integration with the new Electronic Healthcare Records System.

1.0 AIM

The purpose of the survey was to assess the level of satisfaction of GP practice staff with the training they received following each Practice's Order Coms system implementation by responding to specific questions.

The information gained through this exercise will enable the laboratory management team to look at how we provide (and deliver) training and decide how to improve it to meet the needs and requirements of our users, as part of our commitment to continually improve quality.

2.0 STANDARDS

- Clinical Pathology Accreditation 'Standards for the Medical Laboratory' v2.02
- ISO 15189:2012 'Medical Laboratories – Requirements for quality and competence'

3.0 METHOD

A one page questionnaire was designed to elicit the views of GP practice staff that had undergone order coms training. The questionnaire is reproduced at the end of this report – Appendix 1.

Each member of staff who undertook training in the order coms system was given a copy of the survey to complete. A variety of grades of staff (GPs, practice & district nurses, healthcare assistants, phlebotomists, receptionists and midwives etc.), were all surveyed.

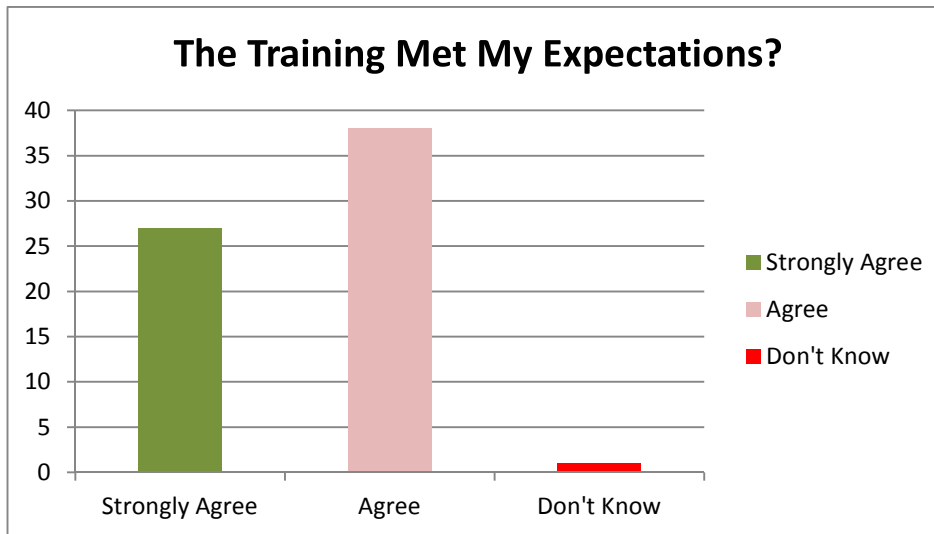
There were 66 returns and the categories of staff were as follows:

Survey Staff Groups	
Staff Group	Total
Admin	7
District Nurse	2
GP	24
HCA/Phlebotomist	7
Midwife	1
Other	5
Practice Nurse	7
Receptionist	12
Not Stated	1
Grand Total	66

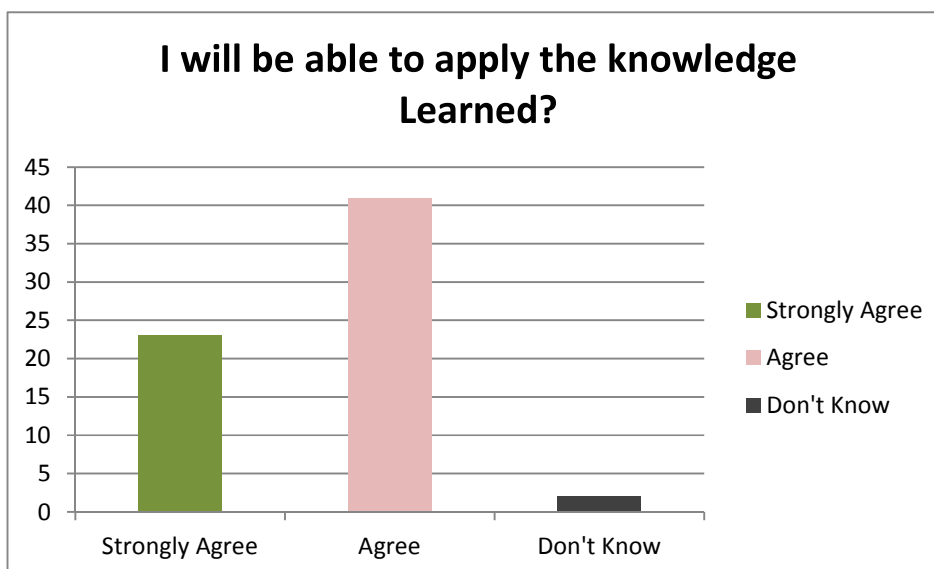
All comments shown are reported verbatim.

4.0 Responses to Survey Questions

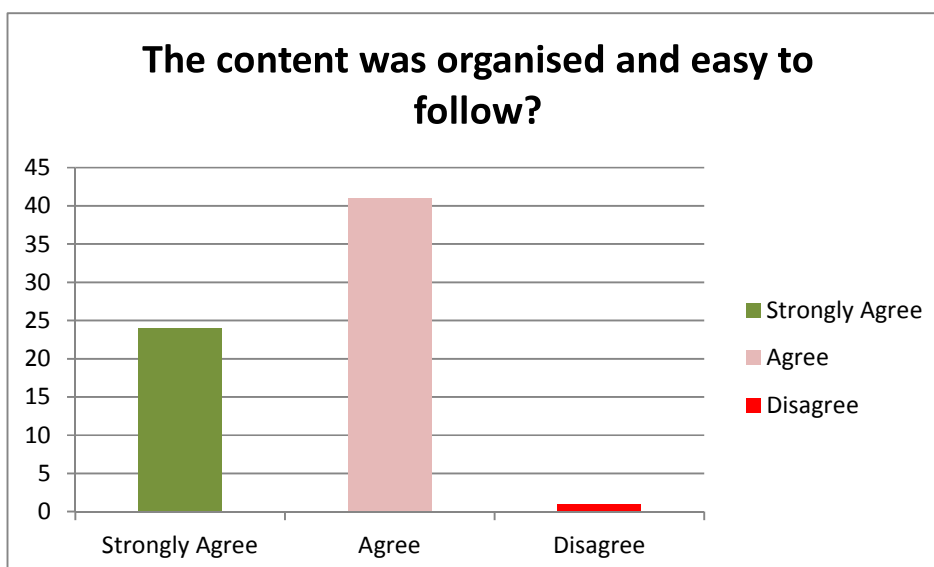
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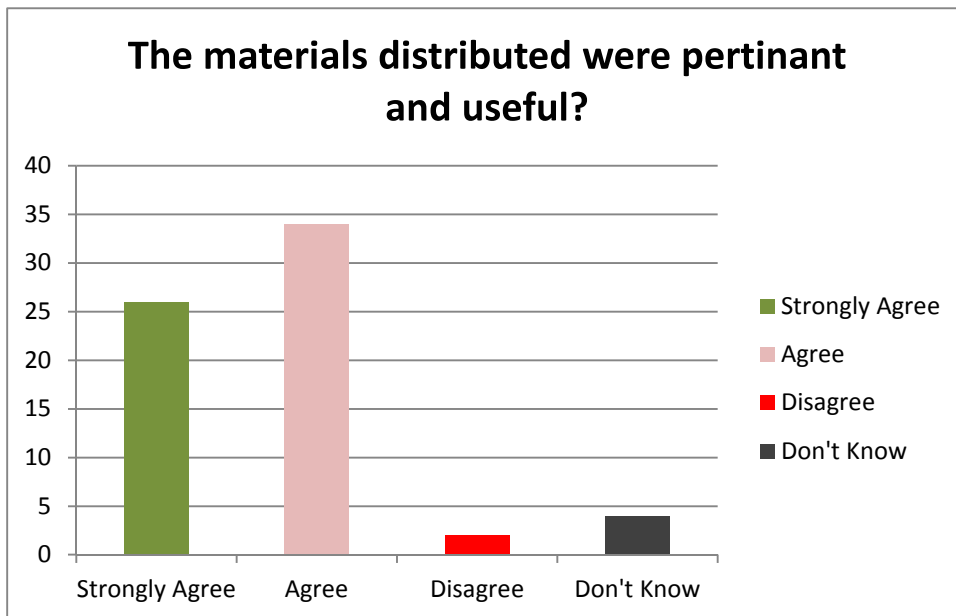
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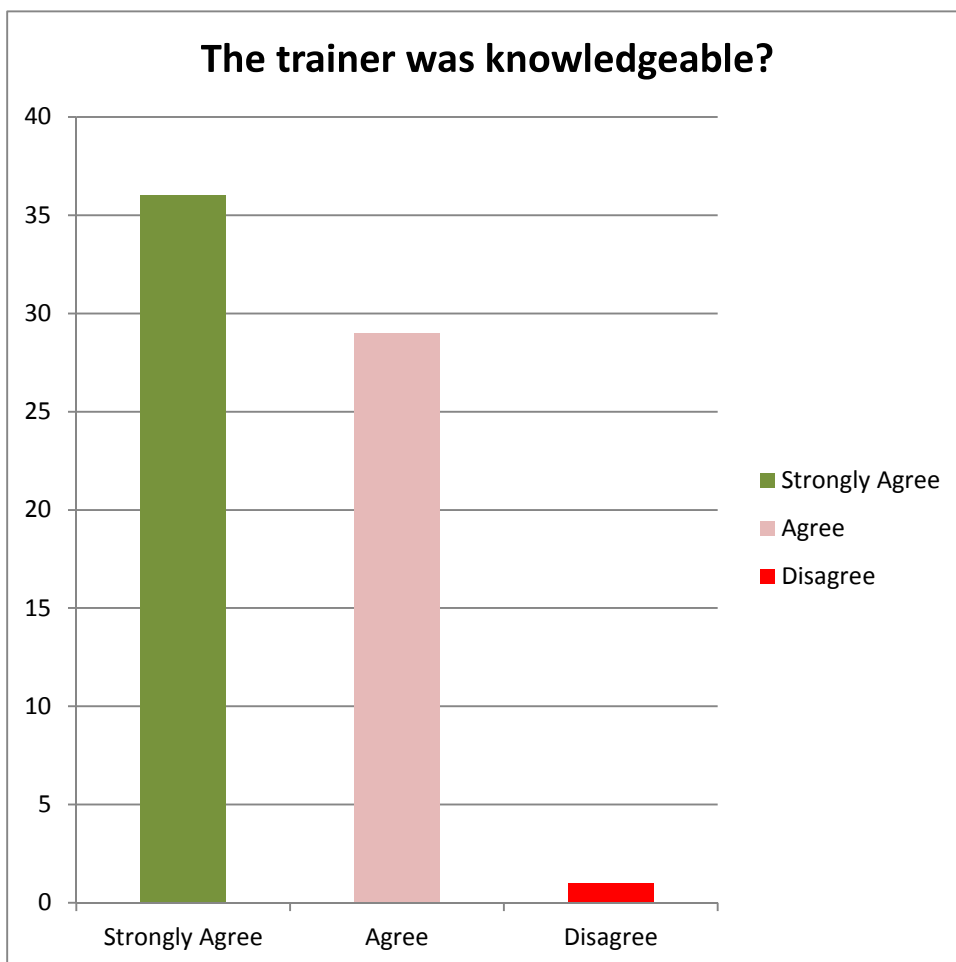
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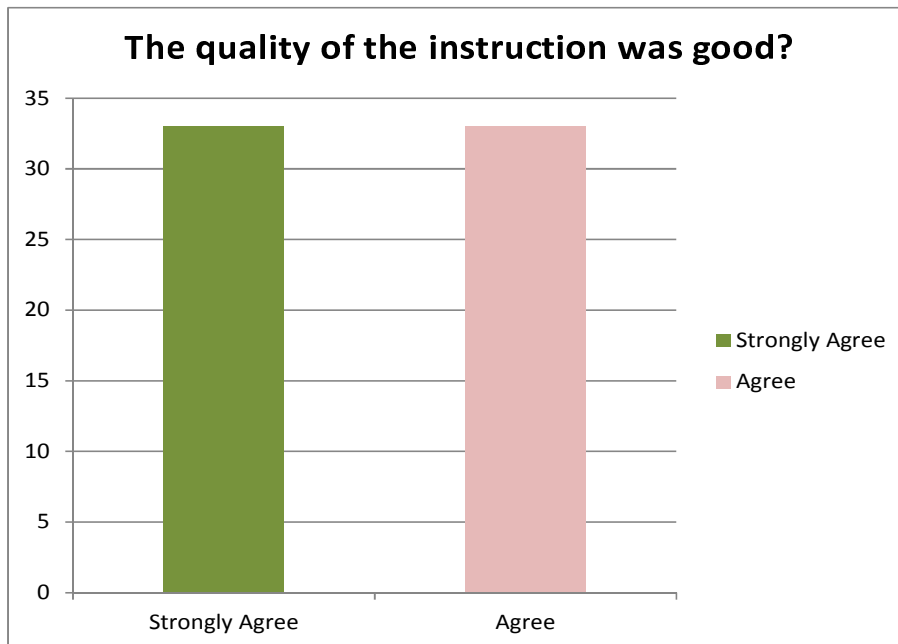
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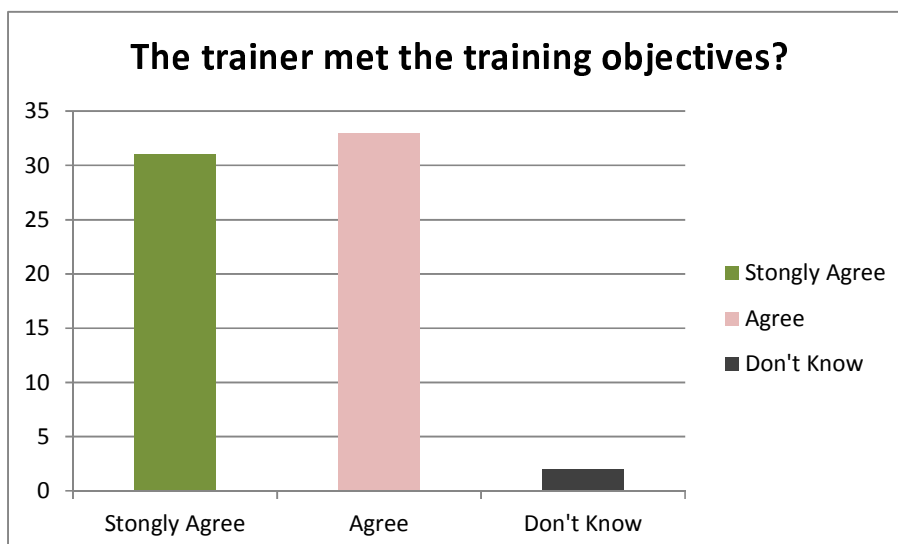
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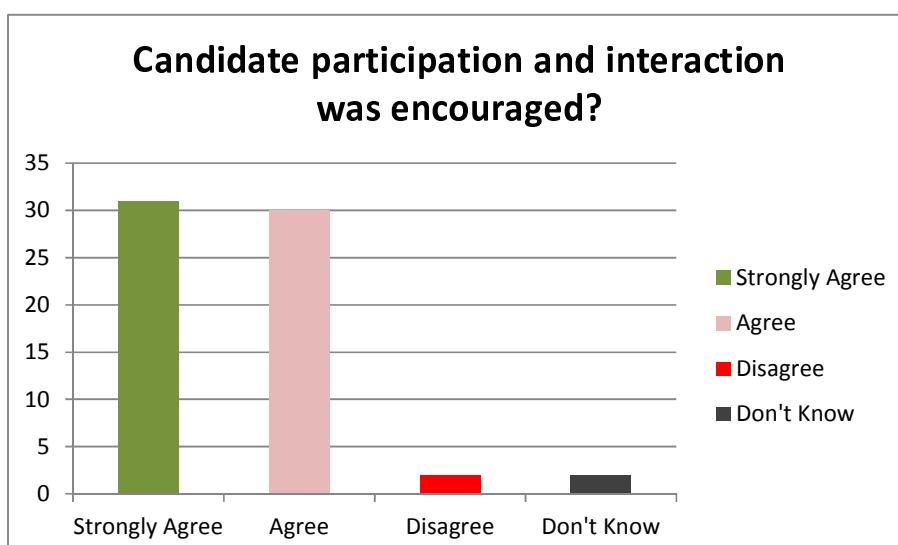
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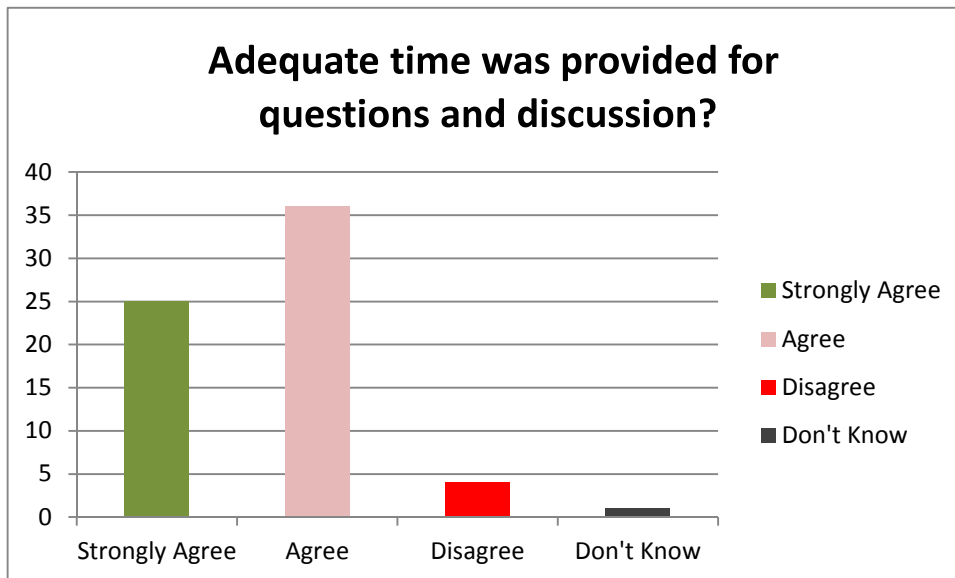
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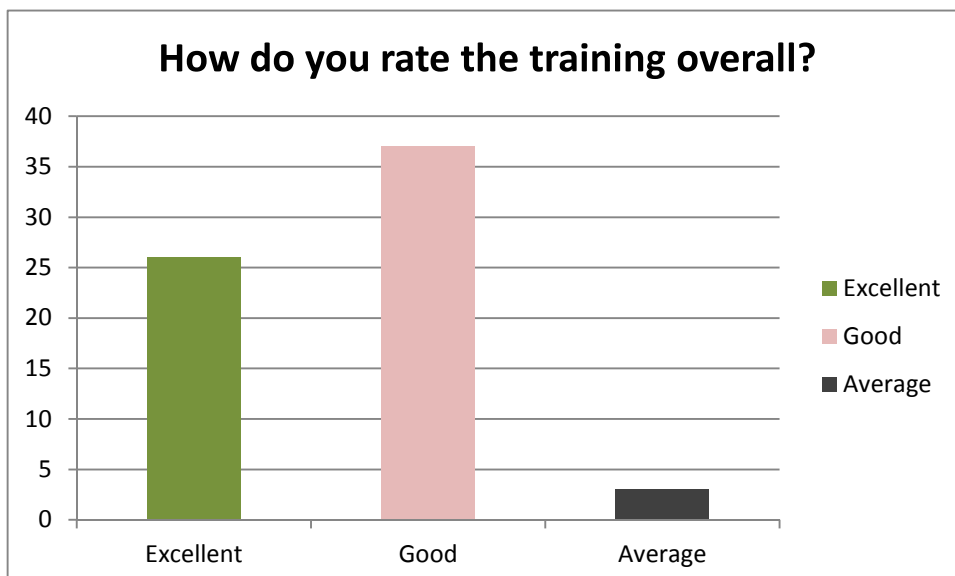
8.



9.



10.



11.

What aspects of the training could be improved?

More chance to have a go
More time
Give more time for understanding - felt rushed
Was a bit rushed due to time constraints in surgery.
Perhaps a formal assessment + signed off as to be able to do what is expected of the individual.
Not sure - adequate for purposes.
Give a bit more time.
Smaller groups with a bit more time for questions
Ability to show how to match results would have been good.
Familiarity with computer system.
Time blocked at end of clinics rather than during.

Question 11 – Commentary

The trainers had suggested to GP staff that 45 to 60 minutes be scheduled for each training session. This was thought to be sufficient for the required training. Trainers noted that in multiple instances trainees turned up late due to over running clinic sessions and had to leave on time for their next clinics. So whilst some of the comments were requesting longer training sessions, practice staff had the time allocated but could not always take advantage of the full training offered.

12. Any other comments you would like to share with us?

Great Team at NDDH thank you.
Not sure if we needed trainers in practice for 3 days, poss 2 or 2.5 would have been sufficient.
V. Good
I would like to thank Tim Watts for the training given. Definitely was easier to learn whilst working.
He was brilliant. Took a lot of time and trouble and explained things really well. Thank you.
The male trainer and one of the female trainers were great + helpful and polite but the other female trainer had a rather haughty grumpy manner which I felt was inappropriate and bordered on being rude.
Fairly new to practice so couldn't relate to training as much but looks like a very good system.
Thank you for being flexible with the training and coming back to mop up the last few.
The training was very thorough and the trainer very knowledgeable
Well Done!
I appreciated the continued support even after the training had finished.
Really useful to be able to see previous results.
Thank you for being so flexible with times for busy clinicians.

5.0 POTENTIAL AREAS FOR FUTURE IMPROVEMENT

No.	Theme
1	Consider allowing more time for training in future IT implementations e.g. the EHR/new LIMS
2	Consider follow-up sessions in GP practices
3	Consider implementing a test or competency based assessment

6.0 APPENDIX 1

Ordercoms Training Evaluation Form

I am a: GP Practice Nurse HCA/Phlebotomist Midwife
 Receptionist Administrator District Nurse Other

Please indicate your impressions of the items listed below

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
1. The training met my expectations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. I will be able to apply the knowledge learned	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The content was organised and easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The materials distributed were pertinent and useful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The trainer was knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The quality of instruction was good	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The trainer met the training objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Candidate participation and interaction was encouraged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Adequate time was provided for questions and discussion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. How do you rate the training overall?					
Excellent	<input type="radio"/>	Good	<input type="radio"/>	Average	<input type="radio"/>
	<input type="radio"/>		<input type="radio"/>		<input type="radio"/>
			<input type="radio"/>	Poor	<input type="radio"/>
					<input type="radio"/>
					<input type="radio"/>

11. What aspects of the training could be improved?

12. Any other comments you would like to share with us.