

Northern Devon Healthcare 
NHS Trust



North Devon District Hospital

Pathology Department

Report of the Point of Care Testing Users Survey 2010



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Acknowledgements

The Point of Care Testing Team is grateful for the help and support of Kate McDonnell, NDHT Clinical Audit Department in the production of this document.

1 INTRODUCTION

The Pathology Department complies with the 'Standards for the Medical Laboratory' issued by Clinical Pathology Accreditation Ltd.

The standards A2 and H2 set requirements that the laboratory management shall determine the needs and requirements of its users and assess their level of user satisfaction on a regular basis. This survey has been performed to comply with these standards, and in doing so, will bring to the attention of laboratory management areas where we could improve the Point of Care Testing Service.

2 AIMS AND OBJECTIVES

The purpose of the survey was to assess the level of satisfaction of PoCT users with the current arrangements by responding to specific questions relating to this area of the service.

The information gained through this exercise will enable the laboratory management team to look at what services we provide and how to improve them to meet the needs and requirements of our users, as part of our commitment to continually improve the quality of the whole pathology service.

3 STANDARDS

Clinical pathology Accreditation 'Standards for the Medical Laboratory' v2.01, A2, H2 and Additional Standards for Point of Care Testing (PoCT) facilities v 1.00.

4 METHOD

A one page questionnaire was designed to elicit PoCT users views about the service from the PoCT team based in the Pathology Department at North Devon District Hospital. The questionnaire was issued both as a hard copy and electronically on the Trust's intranet. The questionnaire is attached in the Appendix.

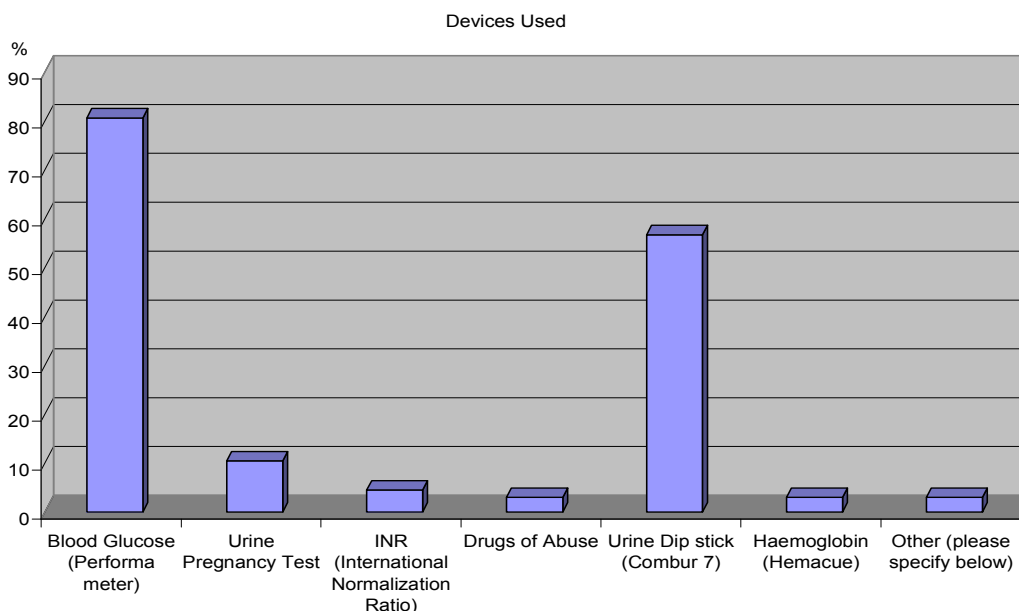
5 FINDINGS

There were 67 respondents in total, the majority in hard copy format, but not all questions were answered by all respondents.

5.1 Are you aware that the Trust has a Point of Care Testing team based in Pathology?

73% said Yes 16% said No 11% gave no response to this question.

5.2 What Point of Care Testing equipment do you use?



5.3 In respect of Quality Control Tests do you:

5.3.1 Perform Quality Control tests on your devices?

84% of respondents answered yes, 0% no and 16% gave no reply (see graph below).

5.3.2 Find Quality Control tests straight forward and easy to perform?

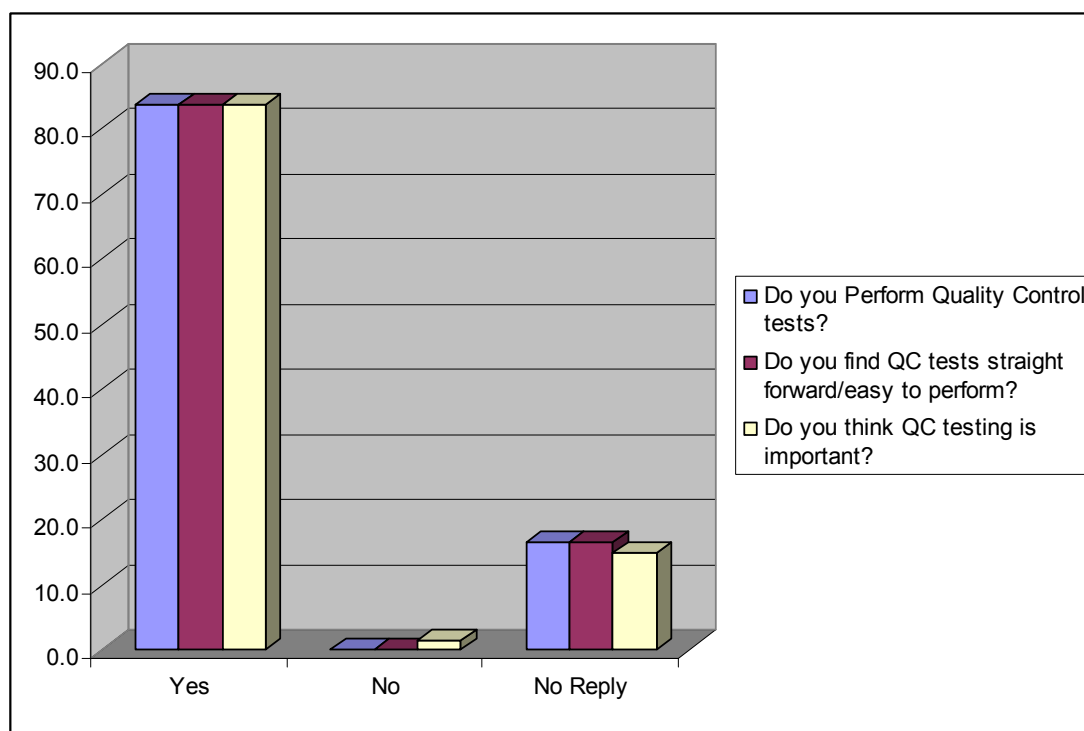
84% of respondents answered yes, 0% no and 16% gave no reply (see graph below).

5.3.3 Think Quality Control testing is important?

84% of respondents answered yes, 1.5% no and 14.5% gave no reply (see graph below).

The following comments were made regarding QC.

- Why do blood glucose performa meters have to be tested every week – strips are very expensive – could tests be done fortnightly or monthly – what is the reasoning for weekly?
- *Quality control must be performed on each meter according to the Quality Assurance Policy informed by National Governance Standards.*
- We receive 2 test sets. One for Main Theatre Recovery and one for Ladywell (Theatre 7) Recovery. Often both sets arrive in Main Recovery. This then causes a delay with getting the test over to Ladywell Recovery.
- *The address labelling of both sites has been checked and will be kept under review.*



5.4 Do you receive ongoing training in the use of PoCT equipment?

Of those who answered this question 76% said yes and 24% no but a significant number of questionnaires did not have a response to this so overall 42% said yes, 13% no and 45% did not reply.

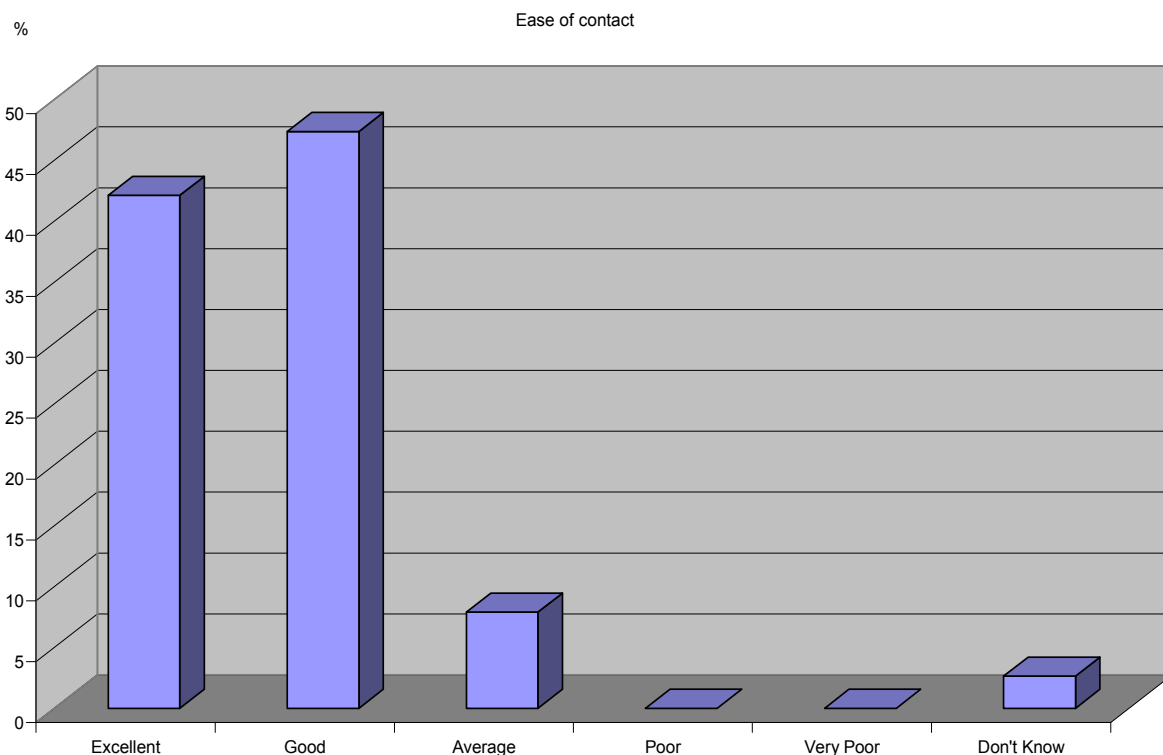
5.5 Do you have any PoCT training requirements?

Only 22% of returned questionnaires answered this question but all of those said no.

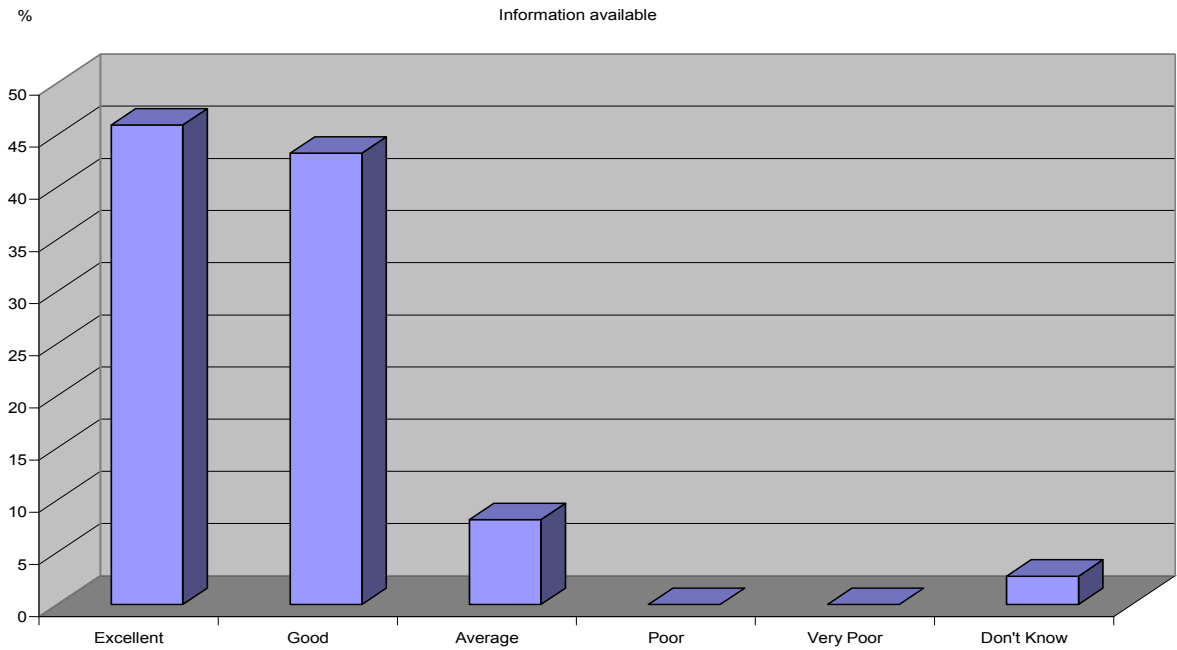
5.6 If you have been in contact with the PoCT Team how would you rate the following?

Participants were asked to indicate a rating of excellent, good, average, poor, very poor or don't know for the following criteria.

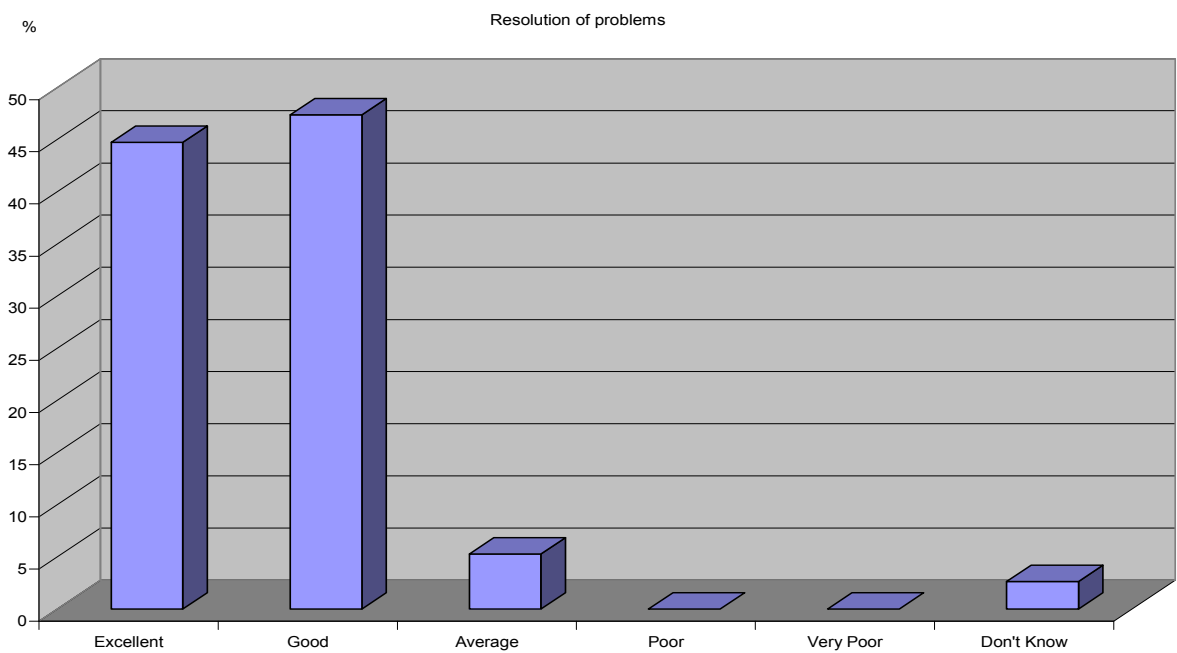
5.6.1 Ease of contact?



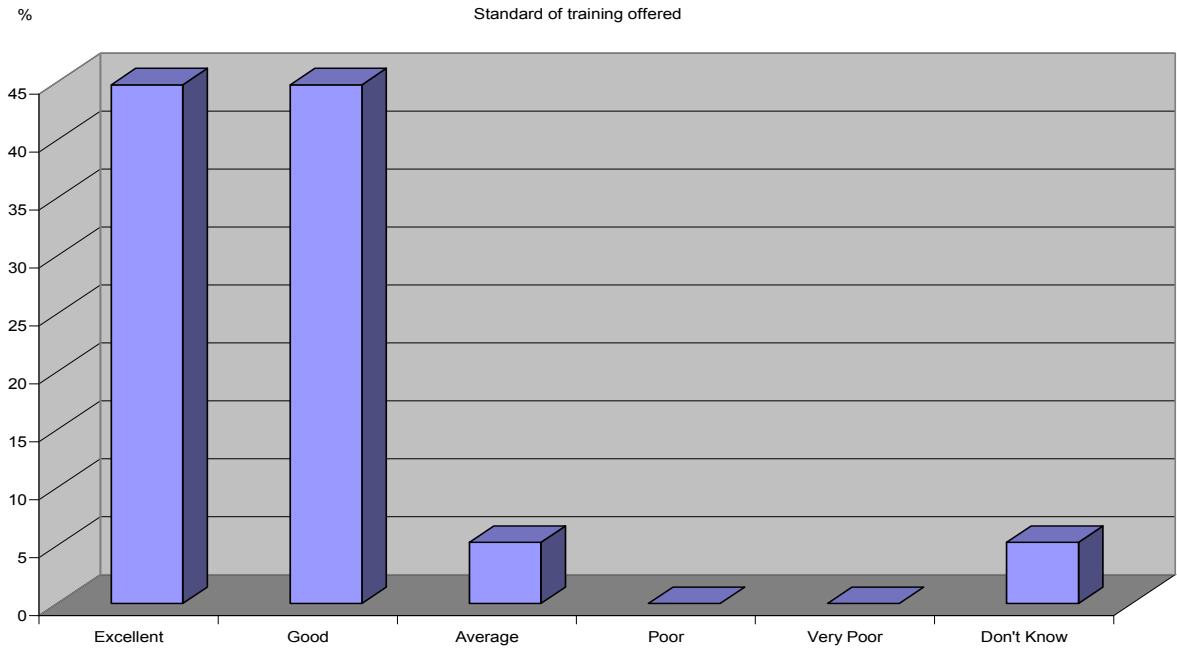
5.6.2 Information Available



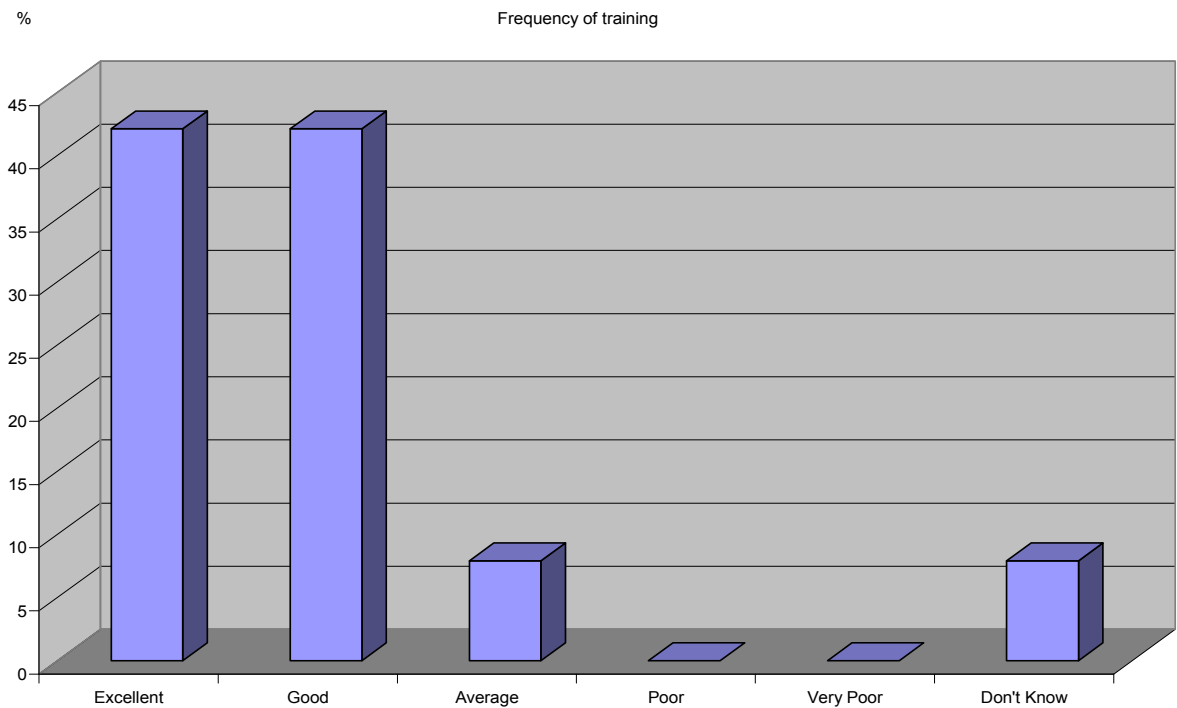
5.6.3 Resolution of problems?



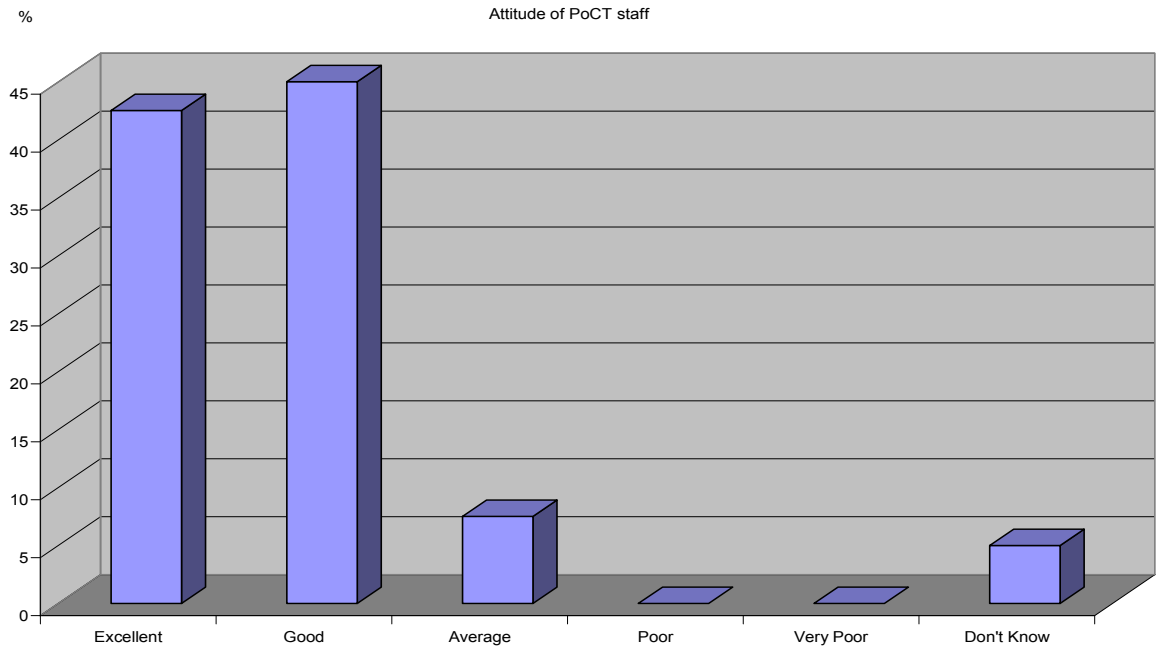
5.6.4 Standard of training offered?



5.6.5 Frequency of training?



5.6.6 Attitude of PoCT staff?



5.7 What other PoCT would be helpful to you and why?

Very few responses were received to this question and most of those said no or none. One area did suggest that a meter to measure INR's would be useful.

5.8 Have you any questions, comments or concerns regarding Point of Care?

Very few responses were received to this question but there were the following comments

- Always very helpful.
- PoCT are always helpful to North Devon Hospice and support us really well especially when we need guidance – Many Thanks.
- Expecting weekly checks of Blood Glucose Meters is not realistic where the meter isn't used daily/i.e. in community work.
- To meet the team and put names to faces.

6 CONCLUSIONS

The expectation prior to the survey was that the hard copy questionnaire would be largely returned by staff in regular contact with the Trust's PoCT team and that the electronic one would reach a more diverse/wider audience. As very few electronic forms were completed the answer to the first question "are you aware the Trust has a Point of Care Testing team.." has a rather skewed response which probably does not reflect the true general awareness of the PoCT team.

The second question produced results in line with expectations although the use of drugs of abuse screening kits warrants further investigation.

The responses to the third question showed the majority of users performed and understood the value of quality control checks but we do need to ensure that the rationale for performing QC is made clear during training.

The responses regarding training suggest that most users are having their training needs met but perhaps there is a degree of under estimation of the need for training with what are perceived as simple tests with little room for mistakes.

The responses to indicate the ease of contact, availability of information, resolution of problems, standard and frequency of training and PoCT staffs' attitude were overwhelmingly excellent or good. No returns marked any of these categories as poor or very poor and there were a relatively small number of don't knows.

Overall, the findings indicate that the service provided by the PoCT team meets the users' needs and expectations the majority of the time. We will seek to improve the scores overall and in particular look to improve the training provided in areas previously poorly covered e.g. pregnancy testing.

7.0 Action Plan:

Recommendation	Actions to Achieve	Person(s) responsible	Date completed by	Progress	Evidence/ Success Criteria
Increase the scope of training	More active management of training. Increase PoCT and manufacturer training available	PoCT manager/ Workforce Development	Oct 2011	ongoing	increased take up of competencies
Investigate drugs of abuse testing taking place in the Trust	Identify the wards/units undertaking testing and check procedures and training are in place	PoCT manager ward managers	May 2011	awaiting instigation	cessation of testing or compliance with device policy
Investigate requirement for INR testing in the Vanguard Unit	Contact unit management	PoCT manager	Jan 2011	awaiting instigation	assessment of need completed and set-up of service if required
Simplify training presentation to clarify key messages e.g. rational for QC	Review training presentations	PoCT team	Oct 2010	completed	revamped presentation in use

Yes No Don't know

Find Quality Control tests straight forward and easy to perform?

Yes No Don't know

Think Quality Control testing is important?

Yes No Don't know

Please add any comments you have regarding quality control testing.

Q.4 Do you receive ongoing training in the use of PoCT equipment ?

e.g. Blood Glucose Meters

Yes No Don't know

Q.5 Do you have any PoCT training requirements?

Q.6 If you have been in contact with the Point of Care Team how would you rate the following?

	Excellent	Good	Average	Poor	Very poor	Can't remember
Ease of contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Resolution of problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard of training offered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequency of training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	—	—	—	—	—	—

Attitude of PoCT
staff

Q.7 What other PoCT would be helpful to you and why ?

Q.8 Have you any questions, comments or concerns regarding Point of Care ?

Thank you for completing this questionnaire.

**Please return it in the addressed envelope
provided.**