

# Belfast Trust Laboratories (BTL)

The last Belfast Trust Laboratories User Survey was in 2018/2019 and received 453\* replies - Thank you!

*\*(325% increase on the numbers who responded in our previous survey in 2015).*



## Overall service BTL provides to you and your patients?



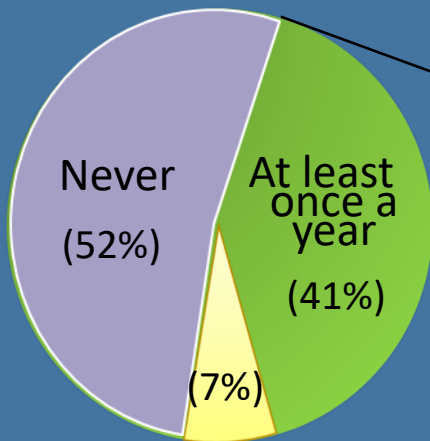
"great service!"

"amazing staff"

RESPONSES: satisfied or very satisfied

Normal Hours Service	95%
Request Form Layout	94%
Out of Hours Service	91%
Timeliness of results	90%
Communication	90%
Transport	87%

## How often do you view the BTL User Manual?



At least once a year = 41%

15%	Once a month
10%	Once every 3 months
10%	Once every 6 months
6%	Once a year
7%	Once every few years

"It's great - very helpful"

"will start using it as wasn't really aware of it"

## Communications from Laboratories

Email (90%) & newsletters (19%) are the preferred methods for BTL to stay in touch with users.

### WANT TO FIND THE BTL USER MANUAL?

Available on the Belfast Trust website:

<https://belfasttrust.hscni.net/service/laboratory-services/laboratories-user-manual/>

(or via the 'I want to' section on the Trust HUB )

# BELFAST TRUST LABORATORIES

OUR STORIES - WE ARE COMMITTED TO IMPROVING OUR SERVICE TO USERS

## ALMS

### Automated Laboratory Medicine Systems (ALMS):

Regional investment of £110 million to implement new state-of-the-art testing platforms as part of the Regional ALMS Project, July 2021. This has streamlined laboratory processes and improved overall efficiency of the Laboratory.

## MAC

### Minimum Acceptance Criteria (MAC) on Test Requests Project:

With your help we have seen dramatic improvements since the launch in October 2019 - e.g. sample rejections in Blood Sciences have decreased from 5,805 (2.1%) in October 2019 to 2,109 (0.9%) in September 2021.

## TRACEABILITY

Improved

### Improved specimen journey traceability:

Sample tracking has been introduced, e.g. in Cellular Pathology.

## ORDER COMMS

### Implementation of OrderComms in Blood Sciences:

This reduces time spent manually completing request forms, improves turn-around times, avoids transcription errors and results being issued incorrectly.

## Faster TATs

### Faster Turnaround Times (TATs):

By local delivery of tests e.g. Galactomannan (GM) and Beta D-Glucan (BDG) to help diagnose COVID-19-associated Pulmonary Aspergillosis (CAPA) in COVID-19 positive patients.

## NEW (REGIONAL)

## LIMS

### New LIMS (Laboratory Information System) in 2023 (BHSCT):

Regional work is well under way to standardise tests, units and reference ranges across all pathology in Northern Ireland in preparation for the move to a single regional information system. This will improve access to results for all users.

## USER

## CONTACT

(developments)

**BTL User Manual redesign** to make it easier to find information.

**Generic email addresses & general enquiry lines** for some Laboratory areas.

**Video / virtual patient consultations** introduced.

700+ Staff



Total Pay: £40M  
Total Non-Pay: £39M



31 Million+  
Tests / Requests  
Annually



Our work produces test results which greatly help doctors to diagnose patient conditions and form their treatment plans.



Covid Testing Capacity increased from **Zero** in Jan 2020 to **2,000** per day by Nov 2020



4000+  
Documents reviewed  
yearly  
An average of 368 a month!



200+  
Audits Performed  
Monthly  
An average of 19 a month!



All Laboratory Disciplines are accredited to International Standards (e.g. ISO15189:2012)  
Yearly Inspections for each Laboratory



200+  
Service Level Agreements  
ALL Annually Reviewed!