

2025 H&I USER SURVEY – SUMMARY OF RESPONSES

SURVEY DETAILS

- 23 questions covering **laboratory service, user information & sample collection, H&I test requesting and reporting.**
- Users also had the opportunity to provide individual comments and were provided with information regarding the service.
- Compiled using MS Forms and a link distributed by email to service users 30th Sept 2025
- Colleagues working within all H&I user groups were invited to participate.

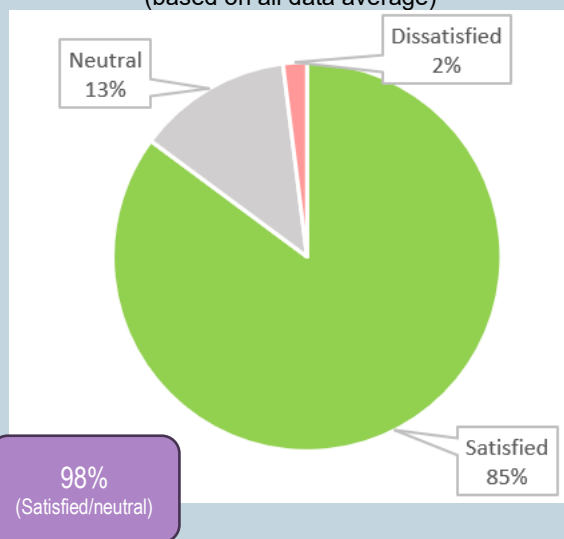
Engagement: response numbers with this year's survey was the same as 2023, with 21 responses received. (13 responses in 2021).

Area of service	Satisfied	Neutral*	Satisfied/Neutral combined	Dissatisfied
Laboratory Service	86%	12%	98%	2%
User Information	86%	14%	100%	0
H&I Test Requesting	86%	12%	98%	2%
H&I Reporting	85%	13%	98%	2%

*'Neutral' responses may be attributable to aspects of the service a user did not need to use.

Satisfaction with H&I Laboratory Service

(based on all data average)



Main concerns raised:

- **Results not available to view on EPIC.**
*H&I working on integration of local LIMS with EPIC & have now introduced manual upload of HLA-B*27 reports.*
- **Result turnaround times (TATs) longer for HLA typing and crossmatch reporting.**
H&I KPI tracking in place for TATs – there has been a continued effort to improve & an improvement has been seen in recent months.
- **Crossmatch comments.**
H&I Clinical Lead has been working with Renal Consulting team to improve understanding and knowledge in relation to crossmatch reporting.
- **Discarded sample letter unavailable to full clinical teams – only sent to consultants.**
H&I to consider if upload to EPIC would be helpful.
- **H&I test descriptions on EPIC (for non-specialist users).**
H&I to review EPIC list and consider additional advice in laboratory User Manual.

Selection of User Comments:

“Excellent service. Wonderful staff - knowledgeable, dedicated, friendly, and always striving to give the best service. A pleasure to work with. Thankyou!”

“It’s an excellent service that we’re very fortunate to have!”

“An invaluable service for our paediatric transplant community”

“I regularly request tissue typing bloods. I have always found the service to be extremely polite, helpful and professional. The text that I am sent, confirming receipt of samples, is extremely helpful. All my interactions with H&I lab have been positive”

“Excellent service provided to NIBTS for both patients and donor related work”

Contact details for comments or queries:

Clinical Lead Fotini.Partheniou@belfasttrust.hscni.net

Discipline Manager Patricia.Higgins@belfasttrust.hscni.net or TissueTypingGenEnq@belfasttrust.hscni.net

Quality Officer fionnuala.williams@belfasttrust.hscni.net