

Patient Feedback

A recent publication reporting on patient focus groups¹ highlights that patients had limited knowledge of the results handling processes. If patients are provided with more information they can become active participants in order to improve safety.

Here is an EXAMPLE of how your practice can capture patient feedback on your results handling system.

The questions can be asked by telephone, face-to-face or as a questionnaire.

In order to try to improve the services we provide our patients, please can you take a few minutes to answer these questions about your experience of having blood tests taken and receiving the results?

1. What went well with your experience of having a blood test and receiving your result?
2. What did not go well with your experience of having a blood test and receiving your result?
3. How could your experience of having a blood test and receiving your result be improved?
4. What matters to you most when you have blood tests taken and receive your results?

¹ Cunningham D, McNab D, Bowie P. Quality and safety issues highlighted by patients in the handling of laboratory test results: a qualitative study. BMC Health Services Research 2014; 14: 206

File Name: Results Handling Change Package	Version: 0.4	Date: 19.02.2015
Produced by: SPSP-PC	Page: 1 of 1	Review Date:01.06.2015