



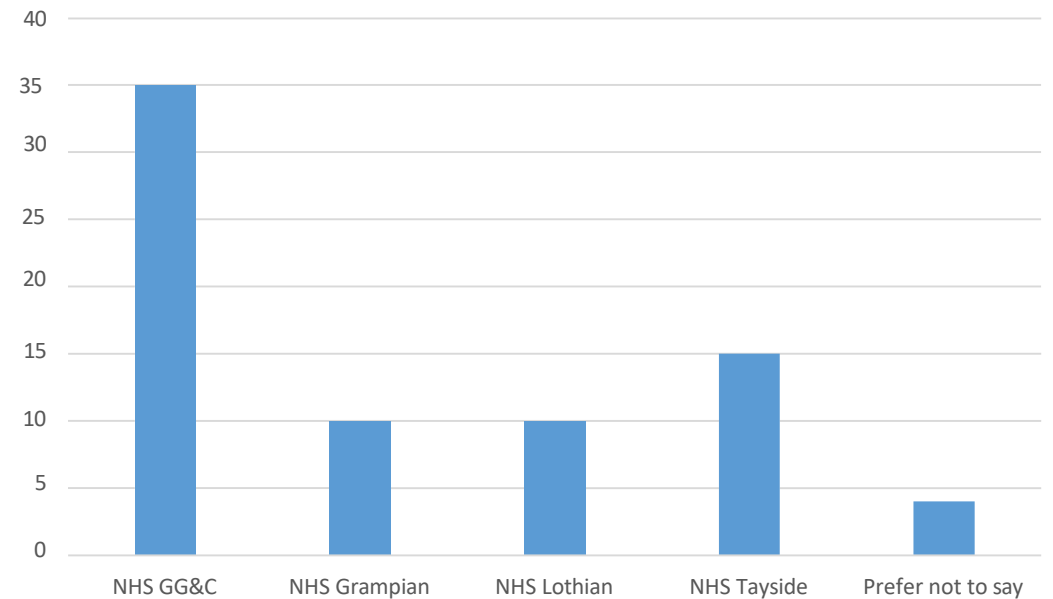
Consortium Laboratories Staff Survey 2021

Karina O'Rourke, Commissioning Programme Manger NSD

Consortium Laboratory Staff Survey

- NSD commissioning team invited laboratory staff of the Scottish genetic and molecular pathology consortia to participate in a survey of staff views to contribute to the 2021 review of the commissioned service
- The survey is completely anonymous
- The online survey was live 01-22/11/2021
- 8 multiple choice key criteria questions
- 3 free text questions
- There are excess of 200 staff employed the survey attracted 74 respondents

Respondents by Host Board





Multiple Choice Key Criteria Questions

- Do you think the four centre NHS Scotland Genetics and Molecular Pathology laboratory consortium commissioned model works well in terms of;

Criteria;	Yes	No	Some times	Don't know
Sharing experience / best practice across the laboratories?				
Open / transparent communication in consideration of service developments?				
Distributing workload across the laboratory sites				
Delivers equitable access to testing for clinical users / patients				
Provides contingency / resilience in the event of any incidents which would impact on delivery of the service				
Implementing new services in accordance with clinical need / best practice guidance				
Is sustainable / fit for future developments				
Do you feel that you are involved in the decision making and able to influence changes within the consortium that may affect the range of available tests or way in which the service is provided?				



Multiple Choice Key Criteria Questions

- Do you think the four centre NHS Scotland Genetics and Molecular Pathology laboratory consortium commissioned model works well in terms of;

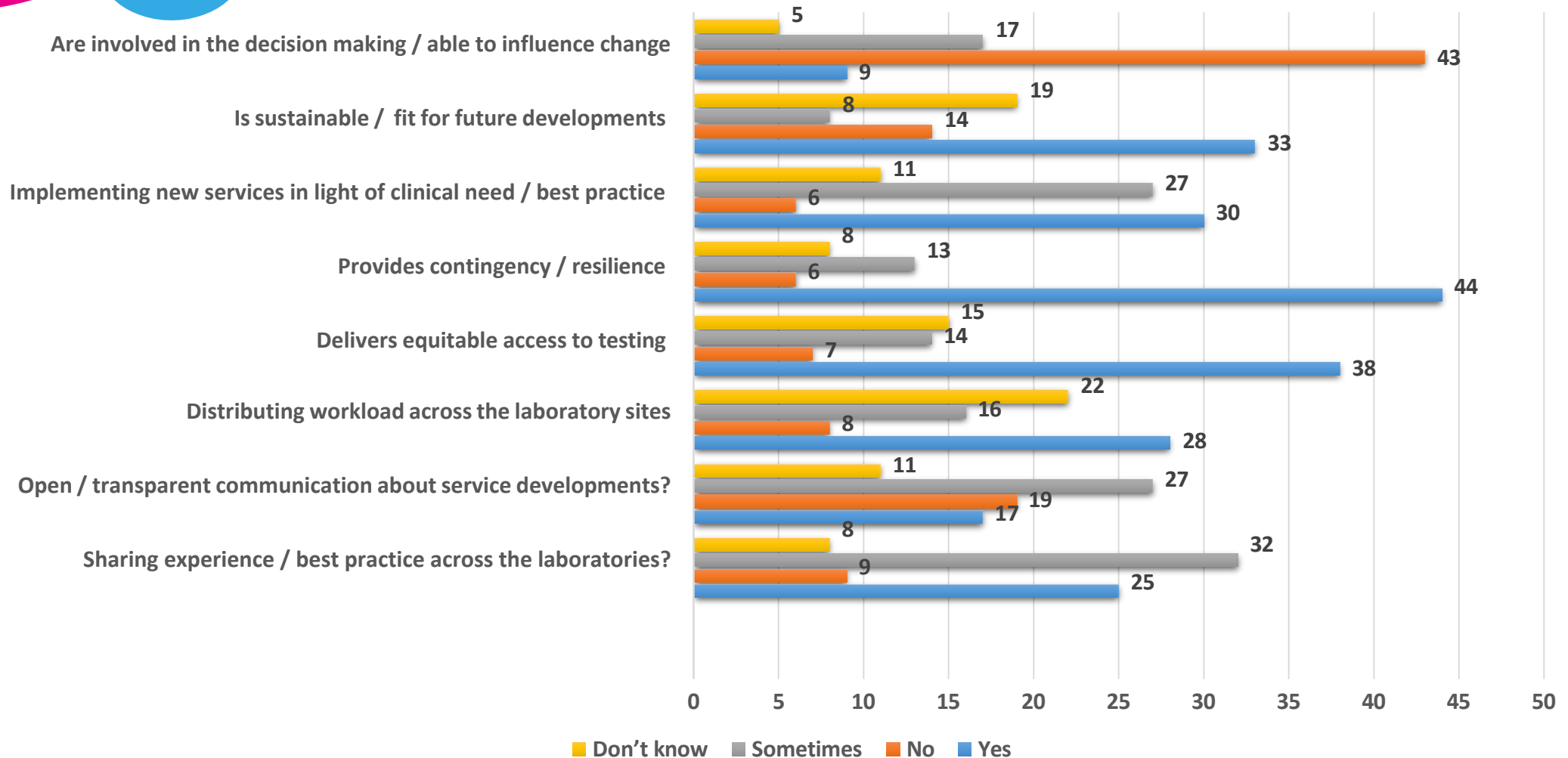
Criteria;	Yes	No	Some times	Don't know
Sharing experience / best practice across the laboratories?	25	9	32	8
Open / transparent communication in consideration of service developments?	17	19	27	11
Distributing workload across the laboratory sites	28	8	16	22
Delivers equitable access to testing for clinical users / patients	38	7	14	15
Provides contingency / resilience in the event of any incidents which would impact on delivery of the service	44	6	13	8
Implementing new services in accordance with clinical need / best practice guidance	30	6	27	11
Is sustainable / fit for future developments	33	14	8	19
Do you feel that you are involved in the decision making and able to influence changes within the consortium that may affect the range of available tests or way in which the service is provided?	9	43	17	5

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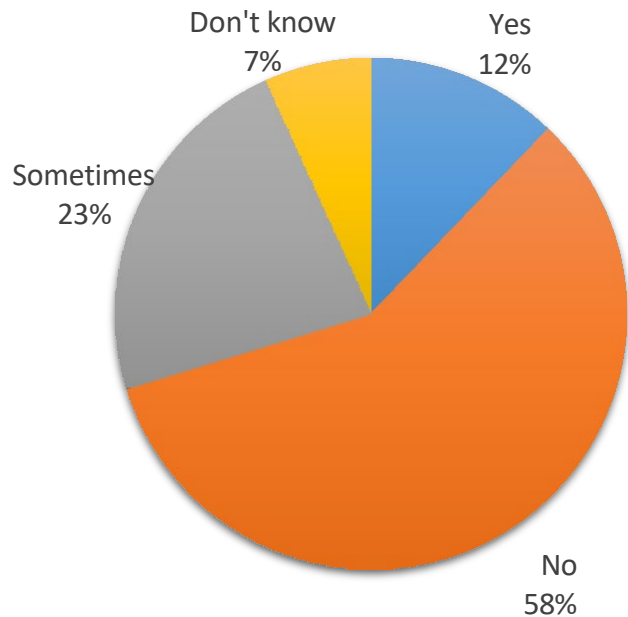
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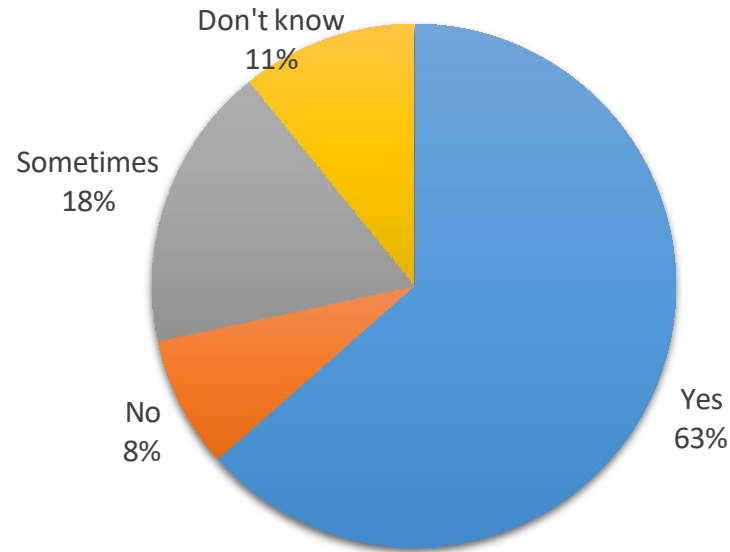
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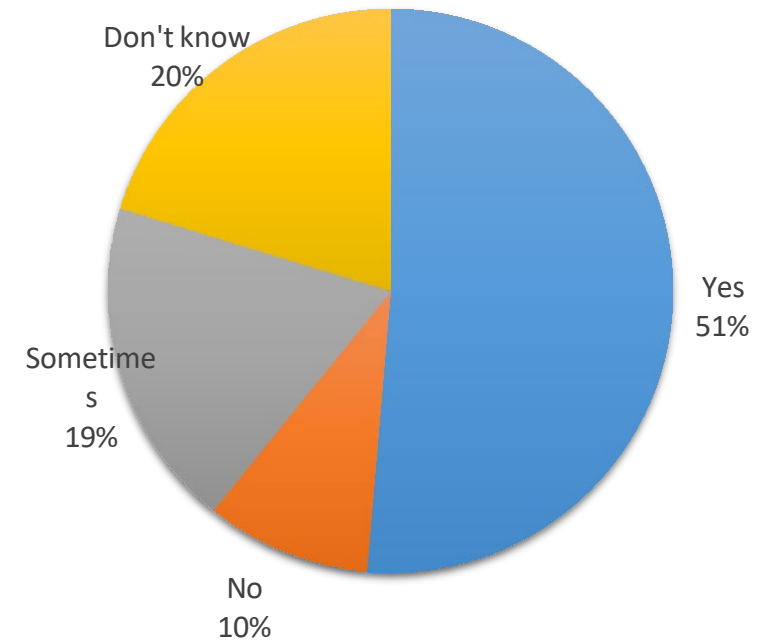
■ Yes ■ No ■ Sometimes ■ Don't know

Provides contingency / resilience in the event of any incidents which would impact on delivery of the service



■ Yes ■ No ■ Sometimes ■ Don't know

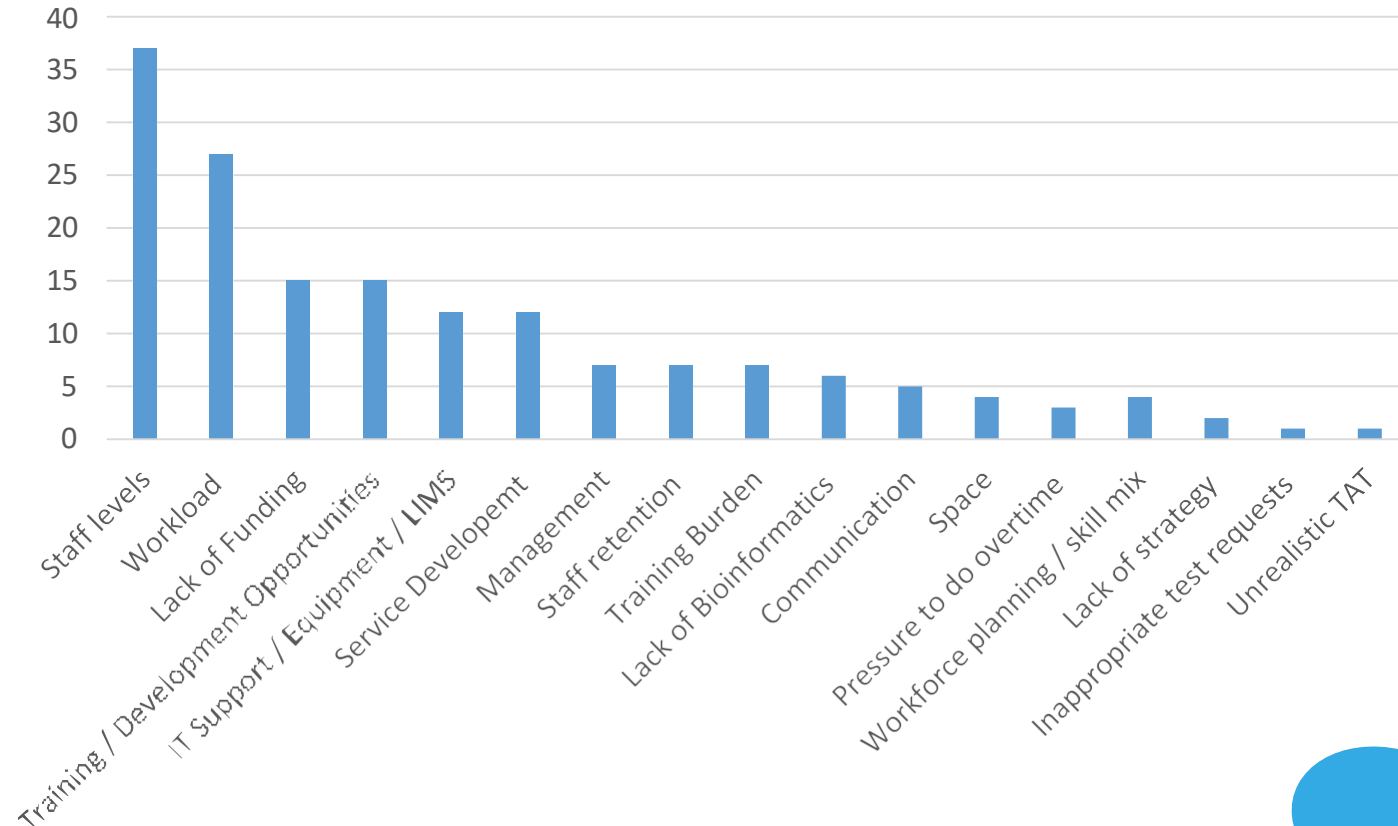
Delivers equitable access to testing for clinical users / patients



■ Yes ■ No ■ Sometimes ■ Don't know

What would you say are the main challenges affecting your work / the laboratory you work in?

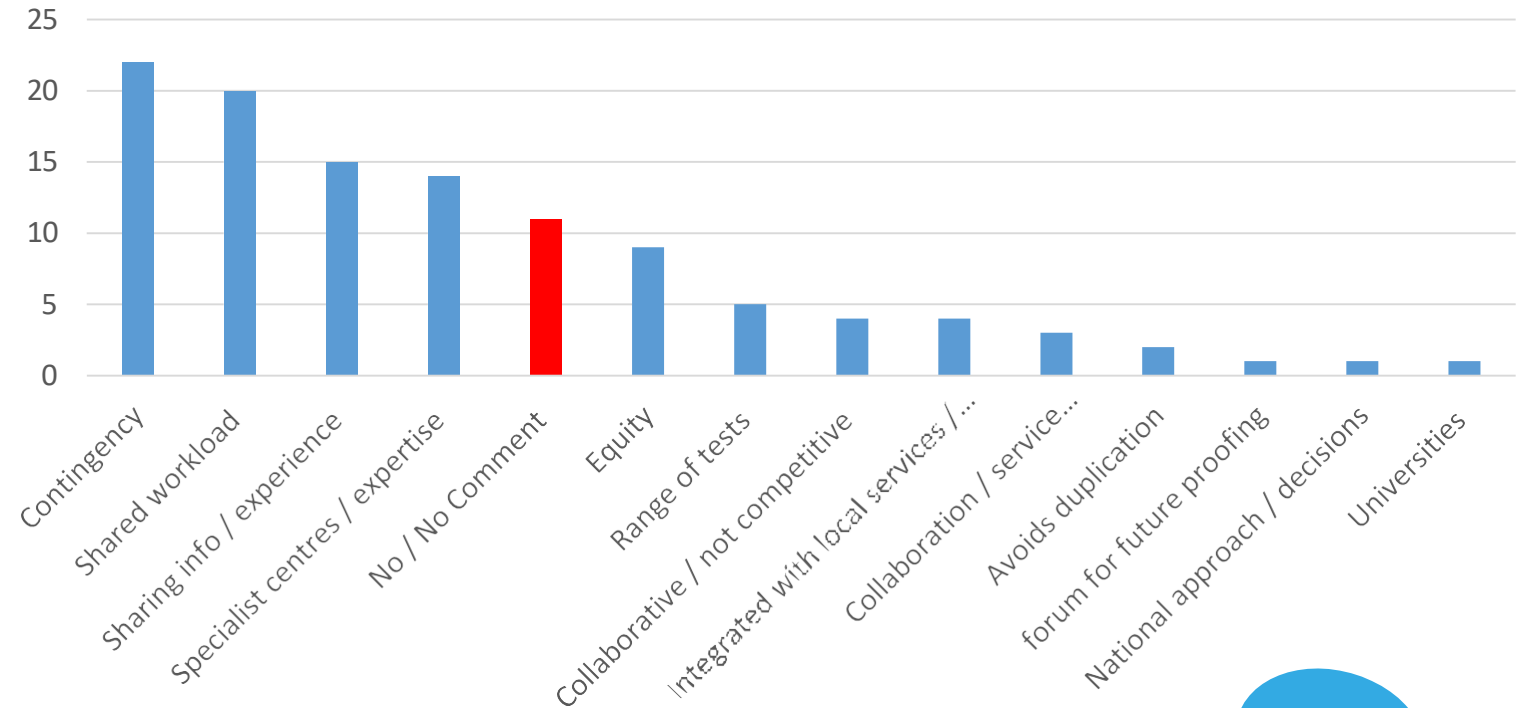
Concerns Raised	
Staff levels	37
Workload	27
Lack of Funding	15
Training / Development Opportunities	15
IT Support / Equipment / LIMS	12
Service Development	12
Management	7
Staff retention	7
Training Burden	7
Lack of Bioinformatics	6
Communication	5
Space	4
Pressure to do overtime	3
Workforce planning / skill mix	4
Lack of strategy	2
Inappropriate test requests	1
Unrealistic TAT	1



- Narrative mainly around staffing levels to cope with workload / cover in times of absence and knock on effect on other areas
- Lack of support; funding, IT / LIMS, bioinformatics, management

What would you say are the main benefits of the consortium approach to delivery testing services?

Benefits Highlighted	
Contingency	22
Shared workload	20
Sharing info / experience	15
Specialist centres / expertise	14
No / No Comment	11
Equity	9
Range of tests	5
Collaborative / not competitive	4
Integrated with local services / clinicians	4
Collaboration / service development	3
Avoids duplication	2
forum for future proofing	1
National approach / decisions	1
Universities	1



- Main focus on sharing elements of consortium working and contingency
- Centres of expertise and the range of testing available for all patients
- 70 respondents commented of which 11 said No / No Comment



What do you think could be done differently to improve consortium working?

- More consortium working (34)
 - Raise awareness between lab sites
 - Communication – forums / news letters / consortium days / swop centres
 - Collaboration – on training, inspection prep, technology
 - Transparency on new developments / technology
- Data sharing / LIMS / web portal for electronic test ordering and reporting (12)
- More standardisation across the labs (8)
- Rationalisation of services / service model (7)
- Bioinformatics strategy / infrastructure (4)
- Strategy / development planning (3)

