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**UK NEQAS**  
International Quality Expertise

# User Survey

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Quality Manager and Staff Scientist

# User Survey

- Introduction
- User Survey 2022
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## Introduction

- Quality Manager and Staff Scientist
- My role includes getting feedback from participants on the service provided by the Scheme
- Your feedback is important to us
  - We want you to have your say
  - Monitor our performance as a Scheme
  - Levels of satisfaction and dissatisfaction
  - Comments and suggestions
  - Continually improve the service we provide
  - Give Participants customer satisfaction

# User Survey

## User Survey 2022

- Sent out 29<sup>th</sup> April 2022
- Closed on 27<sup>th</sup> May 2022 (4 weeks)
- Sent out to 475 Participants
- Scheme requested - One response from the most suitable member of staff
- The Scheme received 145 responses (31%)
- 137 (94%) complete responses, and 8 (6%) incomplete responses

UK NEQAS  
Immunocytochemistry & In-Situ Hybridisation

**User Satisfaction Survey 2022**

**Save & Return**  
Save your progress and complete this form later. (optional) [Create an account or login](#)

**Participant Details**

Participant code: \*

Name of person completing survey (optional)  Job title  Email address (optional)

**Which Modules did you Participate in LAST YEAR (Assessments 134/63-137/66)?**

Tick the modules that you participated in last year. \*

<input type="checkbox"/> General Pathology	<input type="checkbox"/> Breast Hormonal Receptors ER	<input type="checkbox"/> Breast Hormonal Receptors PR	<input type="checkbox"/> Breast HER2 IHC	<input type="checkbox"/> Cytopathology	<input type="checkbox"/> Lymphoid Pathology
<input type="checkbox"/> Neuroanatomy	<input type="checkbox"/> Alimentary Tract Pathology (GIST)	<input type="checkbox"/> Mismatch Repair (MMR) Proteins	<input type="checkbox"/> Gastric HER2 IHC	<input type="checkbox"/> Breast HER2 ISH (Technical & Interpretive)	<input type="checkbox"/> NSCLC ALK IHC
<input type="checkbox"/> NSCLC PD-L1 (Pilot)	<input type="checkbox"/> NSCLC ALK FISH (Pilot)	<input type="checkbox"/> NSCLC ROS1 FISH (Pilot)	<input type="checkbox"/> ROS1 IHC (Pilot)	<input type="checkbox"/> TNBC PD-L1 (Pilot)	<input type="checkbox"/> Ki-67 Breast (Pilot)
<input type="checkbox"/> H&N p16 (Pre-Pilot)	<input type="checkbox"/> H&N HPV (Pre-Pilot)				

Cytology sample type: \*

Cell Blocks

Cytospins

**Please rate the following aspects of our service**

Only make comments in the section to which they apply

**Samples and Results.**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
1. Packaging of the samples you receive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Labelling of slides and individual module identification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The time given to stain/return samples	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The information and instructions in the cover letters and on the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The procedure for returning samples	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Web based format of results (images, best methods, reagent details)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Turnaround time for results	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered Dissatisfied or Very Dissatisfied, please provide more details in the comments box below.

## **Participant Feedback**

**Reasons for participation?**

**Levels of satisfaction and dissatisfaction**

**Rate Individual Modules**

**Rate the samples provided by the Scheme**

**Do you find the assessment of your in-house controls useful?**

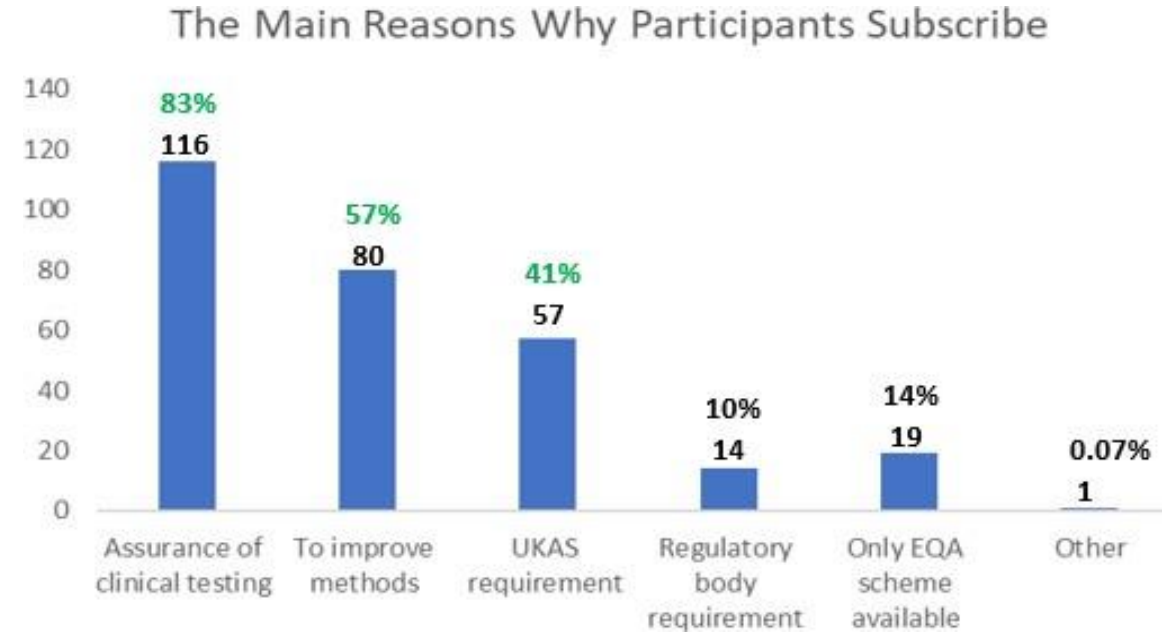
**Have Participants changed any of their Methods as a Result of Feedback from UK NEQAS ICC & ISH?**

**Have you contacted the UK NEQAS ICC & ISH office to discuss an issue?**

**General Comments about the Scheme**

## Reasons for participation?

- Multi Response Question
- 287 Responses over 140 Participants
  - 83% (116/140) - Assurance of Clinical Testing
  - 57% (80/140) - To Improve Methods
  - 41% (57/140) Accreditation Requirement



# User Survey – Participant Feedback

## Levels of Satisfaction and Dissatisfaction?

### 12 Topic Areas

- Overall Participants are Satisfied

### Levels of Dissatisfaction

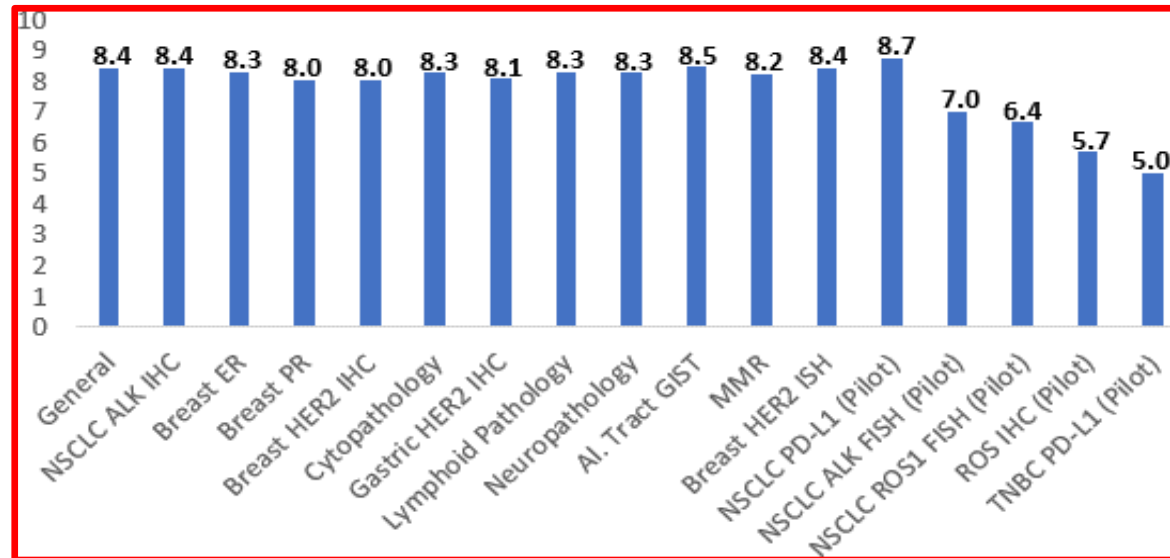
- 20.1% (29/144) - Assessor Feedback
- 11.2% (16/143) – Time to Stain
- 7% (10/143) – Web Based Results
- 5.67% (8/141) – TAT for Results

Topic Area	Satisfied	Dissatisfied	Not Applicable
1. Packaging	144/144= 100%	0/144= 0%	0/144= 0%
2. Labelling	143/144= 99.3%	1/144= 0.6%	0/144= 0%
3. Time to Stain	127/143= 88.8%	16/143= 11.2%	0/143= 0%
4. Information Sent Out	141/143= 98.6%	2/143= 1.4%	0/143= 0%
5. Returning Slides	142/144 = 98.6%	2/144= 1.4%	0/144= 0%
6. Web Based Results	133/143= 93%	10/143= 7%	0/143= 0%
7.TAT for Results	133/141= 94.3%	8/141= 5.67%	0/141= 0%
8. Technical Help	133/144= 92.3%	3/144= 2%	8/144= 5.6%
9. Communication with the Scheme	139/144= 96.5%	1/144= 0.7%	4/144= 2.8%
10. Dealing with Enquiries	134/143 = 93.7%	3/143= 2.1%	6/143= 4.2%
11. Ease of Contacting the Scheme	140/144= 97.2%	0/144= 0%	4/144= 2.8%
12. Assessor Comments and Feedback	115/144= 79.9%	29/144= 20.1%	0/144= 0%

# User Survey - Participant Feedback

## Rate Individual Modules

The Average Rating per Module by Participants



- Overall average score was 7.8 over 17 Modules including 5 Pilot Schemes
- Highest average ratings were 8.7
  - Non-small-cell lung carcinoma (NSCLC) PD-L1 (Pilot) Module (44 responses)
  - Alimentary Tract Pathology (GIST) Module (43 responses)
- General module - most responses (89) and average rating of 8.4
- These ratings suggest over satisfaction by Participants



## Rating of Quality of Material by Participants

### 91% of Participants – Very good ratings

- 13.5% - Excellent
- 46.6% - Very Good
- 31.3% - Good

### 9% of Participants gave poor ratings

- 1.7% - Poor
- 6.5% - Very Poor

### Comments:

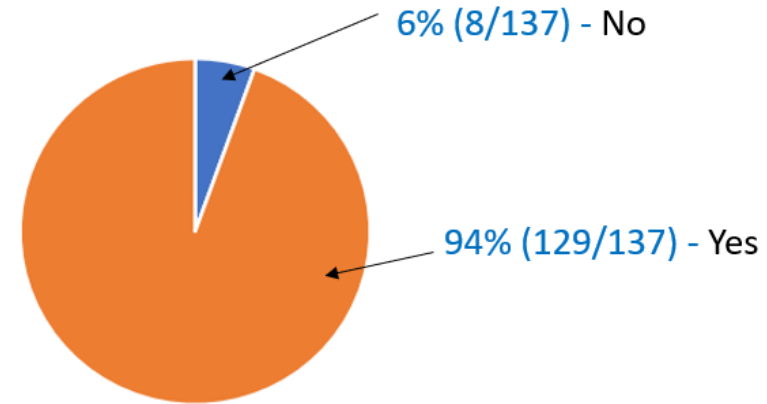
- Our scores vary with the UK NEQAS samples, but remains consistent with our in-house sample
- We received an excellent score for our in-house tissue, but a poor score for UK NEQAS tissue on the same slide

Module & Responses	Excellent	Very Good	Good	Poor	Very Poor
NSCLC ALK IHC (25)	20%	60%	20%	2.2%	0.0%
General Pathology (90)	13.3%	50%	34.4%	0.0%	0.0%
ER (84)	13.1%	60%	47.6%	4.8%	0.0%
PR (82)	12.2%	30.5%	50%	4.99%	2.4%
HER2 IHC (58)	15.5%	43.1%	34.5%	6.9%	0.0%
Cytopathology Cytospin (9)	0.0%	77.8%	22.2%	0.0%	0.0%
Cytopathology Cell Block (26)	30.8%	42.3%	26.9%	0.0%	0.0%
Gastric HER2 IHC (18)	16.75%	33.3%	50%	0.0%	0.0%
Lymphoid Pathology (67)	11.9%	53.7%	31.3%	1.5%	1.5%
Neuropathology (16)	12.5%	56.3%	31.3%	0.0%	0.0%
Alimentary Tract (GIST) (43)	20.9%	46.5%	32.6%	0.0%	0.0%
MMR (Mismatch repair) (56)	8.9%	37.5%	46.4%	7.1%	0.0%
Breast HER2 ISH (36)	27.8%	27.8%	36.1%	8.3%	0.0%
NSCLC PD-L1 (Pilot) (4)	20.5%	50%	27.3%	2.3%	0.0%
NSCLC ALK FISH (Pilot) (4)	25%	75%	0.0%	0.0%	0.0%
NSCLC ROS1 FISH (Pilot) (3)	33.3%	33.3%	33.3%	0.0%	0.0%
ROS1 IHC (Pilot) (3)	0.0%	33.3%	33.3%	0.0%	33.3%
TNBC PD-L1 IHC (Pilot) (3)	0.0%	33.3%	33.3%	0.0%	33.3%
Ki-67 in Breast Cancer (Pilot) (3)	0.0%	33.3%	33.3%	0.0%	33.3%
Head & Neck - p16 (Pre-Pilot) (3)	0.0%	33.3%	33.3%	0.0%	33.3%
Head & Neck - HPV (Pre-Pilot) (2)	0.0%	66.7%	33.3%	0.0%	0.0%

## Do Participants Find Assessment of Their In-House Controls Useful?

137 Responses to this Question

- 94% (129/137) Participants – Yes
- 6% (8/137) Participants - No

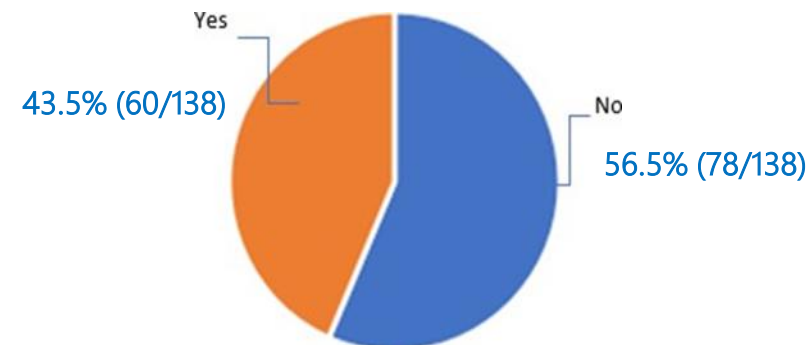


## Have Participants Changed any of their Methods as a Result of Feedback from UK NEQAS ICC & ISH?

Feedback from the Scheme includes:

- Technical support
- Best Methods
- Assessor Feedback
- Referrals

138 responses to this question



## Have Participants changed any of their Methods as a Result of Feedback from UK NEQAS ICC & ISH?

51 participants commented on this question

- **48 participants said that they made changes to improve their staining protocols. Improvements included:**
  - Changing antibodies
  - Adjusting incubation times
  - Altering composite control blocks
  - Changing platforms
  - Stopping the use of control tissue fixed for extended periods
  - Changing their antigen retrieval method
  - Changing detection kits
  - Changing probes

# User Survey - Participant Feedback

Participants were asked if they had contacted the UK NEQAS ICC & ISH office to discuss an issue?

138 participants responded

- 94% (129/138) said No
- 2% (3/138) said Yes
- 4% 6/138 said that they didn't know

Participants were given the opportunity to comment on their responses

- Issues raised:
  - Query regarding receipt/return of slides
  - Assessment error in assessment results
  - Incorrect information in staining report
  - Courier issues by the participant resulting in a non-submission for 2 Runs - (Overseas Participant)

## General Comments made by Participants:

- Excellent service. Your Scheme has tremendous positive impact in advancing cancer diagnosis and therapy
- Your Scheme has responded to Participant suggestions e.g., P16 and HPV ISH
- We would like more comprehensive feedback from Assessors
- Your webserver needs to be modernised and user friendly. Too much protocol information is requested
- We had login difficulties because our password had changed
- We would like to see a comeback of your journal because it is a very useful educational tool
- Please could you notify us of any webinars, workshops and meetings?
- We would like a greater number of antigens per year for your General Pathology and Lymphoid Pathology Modules
- 4 EQA Runs a year is too much, as it has an impact on our diagnostic workload. Could we have 3 Runs a year?
- Please could you add an EBER ISH module to your Scheme?
- Please could you ask why submissions are late in your survey?

## Actions Taken by The Scheme as a Results of User Survey Feedback

The User Survey results are discussed in detail:

- Senior Management Meetings
- Annual Management Review
- Quality Objectives are set that are continuously reviewed quarterly
- Some improvements have been successfully implemented, and some in progress- Fitim Berisha
- User Survey 2022 Summary was Sent Out to Participants – 09/01/2023

# User Survey – User Survey Summary

- User Survey Summary Sent out to Participants on 9<sup>th</sup> January 2023

## UK NEQAS ICC & ISH USER SATISFACTION SURVEY: 2022

**Michelle C James, Suzanne Parry, Andrew Dodson**

### Overview

The User survey was sent out in April 2022, in time to produce a preliminary summary for the scheme's AMR on 15<sup>th</sup> June 2022.

Distribution of the survey excluded any central contacts or agents.

A link to the web-based survey was emailed to 475 active participants which included more than one contact for some laboratories. Participants were given a clear instruction for one submission only.

The closing date of the survey was the 6<sup>th</sup> June 2022.

### Results

#### Summary of Survey Questions

At the start of the survey, there were 3 mandatory fields to complete:

- Participant Code
- Modules participated in (Runs: 134– 137)
- Cytology sample type (Cytospin or Cell Block) if this module was selected.

There were 30 questions/sections. Respondents were asked to give a rating of **Very Satisfied, Satisfied, Dissatisfied, or Very Dissatisfied** to the first 12 questions.

At the end of each section, or following some individual questions, there were comments sections allowing participants to express their views. The questions are summarised as follows:

Q. 1-7 - Participants were asked to express their levels of satisfaction or dissatisfaction on packaging; Labelling of slides; Time to stain and return slides; Information sent out; Returning slides procedure, Web based results and Turnaround time.

Q. 8-12 – Participants were asked to express their levels of satisfaction or dissatisfaction on technical help and communication with the Scheme including dealing with enquiries, ease of contacting the Scheme and feedback from assessors.

Q. 13-18 – Requested further feedback from participants on the Scheme which included the main reasons for participation; How likely a participant will continue the scheme; Would the participant recommend the scheme to others; Has the participant made a complaint to the scheme in the last year, was it resolved within a specified timescale and were they satisfied about the outcome?

Q. 19 – 20 – Asked participants if they treat UK NEQAS samples differently to their in-house controls and if they find the assessment of their controls useful?

Q. 21(a) to (u) – Participants were asked to rate UK NEQAS material/samples sent for each module.

Q. 22 - Participant were asked if they changed their method/s as a result of UK NEQAS feedback?

Q. 23 – Participants were asked if they requested a reassessment during the last EQA year?

Q. 24 – Participants were asked to give an overall rating of how satisfied they are with the service?

Q. 25 – Participants were asked to give feedback on



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# User Survey – Scheme's Feedback to Participants

## Scheme's Feedback to Participants

- The next User Survey is due to be sent out in the very near future, so please participate
- The more responses we receive will give us an accurate interpretation of your feedback
- We only require one complete response per Participant by the most suitable member of staff. Please answer all related questions, then click 'Submit' after your entries. If you don't click submit the status of your responses will be incomplete
- Your contact information should always be up to date to ensure you receive all correspondence from the Scheme. Please notify us of any changes as soon as possible
- If you require further information regarding the User Survey, please contact the Scheme, or contact me directly:
  - 0208 187 9174
  - [mjames@ukneqasiccish.org](mailto:mjames@ukneqasiccish.org)





Thank Very Much You for Listening!



# User Survey - Acknowledgement

Thanks Very Much to My Team at UKNEQAS ICC & ISH

