

Pathology Hints and Tips February 2022

We aim to provide some quick pointers, reminders and news about pathology services for Primary Care. Please cascade to your practice teams – thank you.

South Warwickshire Phlebotomy Update Training

CWPS are conscious that with the transformation of the pathology service that is occurring, and the move to new analysers managing the majority of primary care work in the hub lab at CWPS, Nuneaton (GEH), there will be changes to processes for blood taking. In light of this, we have put together a pack of information which is available from the Education Hub and have also been offering online training sessions for SW blood takers to provide an update. The training sessions so far have been well received.

Education Hub link below:

<https://www.cwtraininghub.co.uk/phlebotomy-support-for-sw-practices>

Remaining available session details below. Please book via Eventbrite (use Google Chrome)

<https://www.eventbrite.co.uk/e/245928096557>

Wednesday 16th March 2022, 1:00pm – 2:00pm (via Teams)

Historically, Pathology has very little contact with phlebotomists in GP practices in South Warwickshire and this is an opportunity to update blood takers on best practice and highlight some common areas where efficiency and quality could be improved.

Haematology Update – MCV Normal Range Adjustment

Coventry & Warwickshire Pathology Services recently implemented new FBC analysers at all sites (UHCW, GEH and SWH).

Validation of the large number of samples processed so far has demonstrated a 5% increase in MCV compared with previous machines and we have now been able to implement a new normal range for MCV.

This will eliminate the increase that has been seen in primary care in MCVs above the normal range without any other abnormalities.

Survey Feedback

Thank you to all who completed the CWPS Primary Care User survey. We are pleased to report that there was an overall level of satisfaction in the service CWPS provides.

Some areas for improvement were noted and efforts to address these are already in the works of the larger programmes of change occurring at the lab. Communication with the lab for advice or queries was noted to cause some frustration, however the implementation of a single phone number with an intelligent structure is underway along side the Blood Science transformation work.

Requests to increase phlebotomy services was also raised. This service was significantly impacted by the pandemic where adaptation had to be undertaken to change the service to work within the national conditions, however the service is under continual review of demand against resource and work continues to progress.

The ability to request pathology without paper forms was noted as a desire for our primary care colleagues. This technological advancement is something the laboratory is exploring.

Finishing/Printing Saved tQuest Requests

If finishing/printing tQuest pathology requests from Emis using the Test Request/Track Online section of the diary page (the area inhouse phlebotomists tend to use), please ensure you are selecting all the samples/bottles you have collected and are sending to the lab for analysis.

EDITESTPATIENT, ONE (27/01/1925) (NHS#: 999 999 9468)

Patient	Request	Sample
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This request requires the following samples. Please click on a sample to enter relevant details.

- Yellow Top (SST) Tube (b)
- Purple Top with Yellow Ring (EDT)
- White Top (Plain Universal) Bottle
- Purple Top with Black Ring (EDTA)

Collected

Details of sample : Yellow Top (SST) Tube (b)

Ordered Items : Liver Function Test (LFT)

Collect All Samples

Either:

A) Click to each individual bottle type to select, and then click the “collected” tick box to mark them individually

OR

B) Click the “Collect All Samples” button to select all bottle types.

It is at this point the system knows what electronic message to send to the laboratory so we want to ensure the correct message will be waiting for the sample to arrive. Ensure you continue to submit the paper request form with the collected samples, writing on them the date and time of collection.

So long to Order Comms Facilitator...

Order Comms Facilitator Stacey Hammond is leaving post beginning of March to take up an opportunity outside of the Trust. She has really enjoyed working with the primary care community to roll out the service improvement and is impressed how the change has been taken up and embraced by the majority. Recruitment is underway to add to the primary care team, in the meantime the capable hands of Facilitator Greg Tindall and the Pathology IT team will continue to support our primary care pathology order comms into the future.



Blood Sciences Transformation Update

Hub Laboratory Development

Coventry and Warwickshire Pathology services are undertaking a major service transformation that creates a hub and spoke model for the processing of Blood Sciences test requests across Coventry and Warwickshire. This affords the whole system the opportunity to benefit from the most up to date analysers based at the new Hub Lab at CWPS (Nuneaton) at George Eliot Hospital.

The new hub lab will analyse all outpatient and primary care blood samples from across Coventry and Warwickshire. The move of samples to be analysed at CWPS Nuneaton is happening in a phased way; with services and practices moving gradually in a programme of change.

Samples to Lab

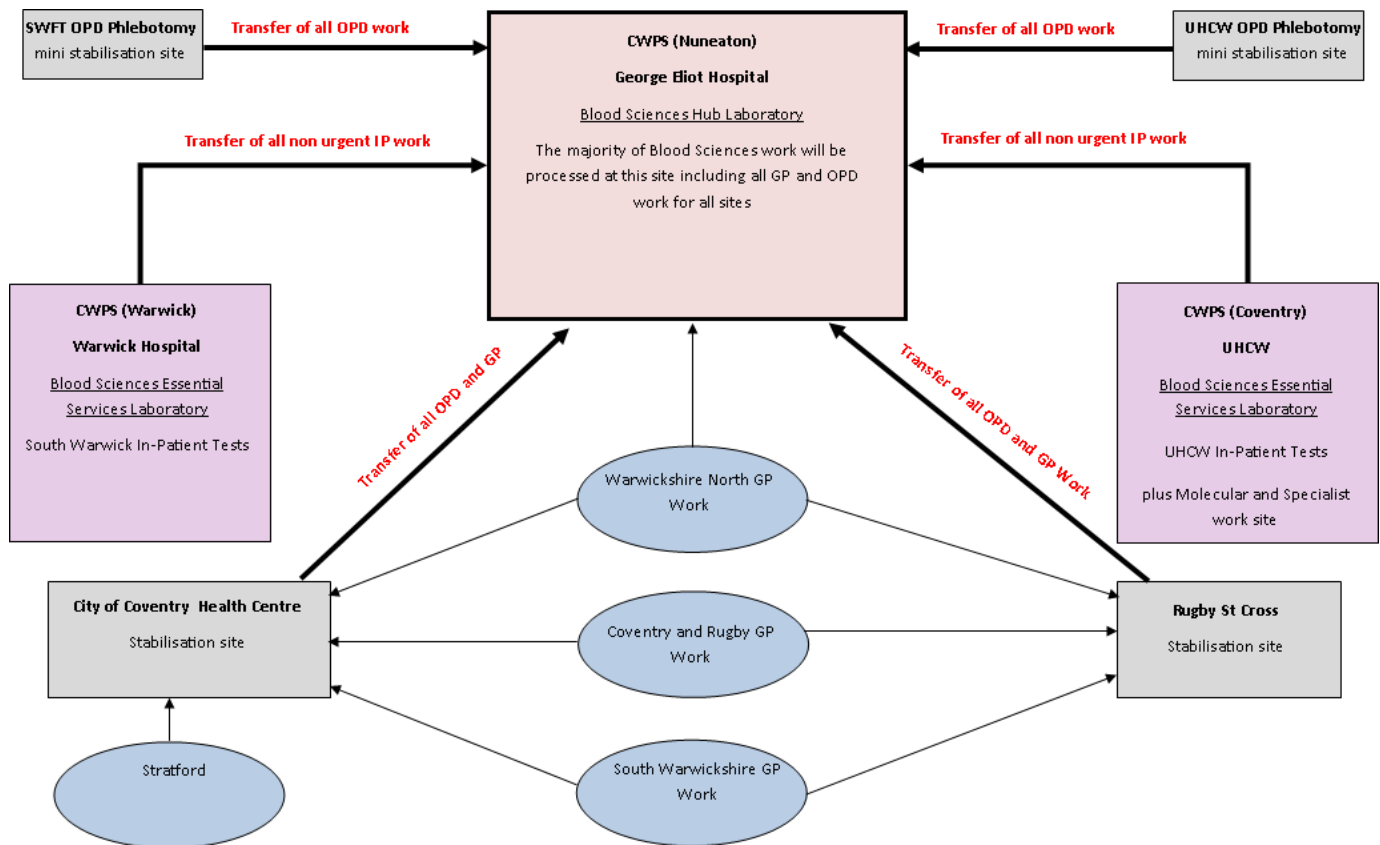
A critical element of ensuring the quality of samples for analysis is the time from a sample being taken to when it is stabilised or analysed, ideally, no more than three and a half hours. The

quality of the sample impacts on the accuracy and the quality of the result then produced and so is an important factor in ensuring that the pathology service provides the best results possible to requesting clinicians to support patient care.

Acknowledging that this is a challenging target, CWPS have set up stabilisation sites at Rugby St Cross and City of Coventry Health Centre in order to stabilise samples as quickly as possible.

In addition, our transport partners QE Transport are working closely with the Pathology team to look at where times between samples being taken and reaching the lab or stabilisation site can be reduced. Much work has already been done, however further changes to collection times will be necessary to meet this 3.5 hour window. During 2022 a transport schedule that means all primary care samples are taken to CWPS (Nuneaton), some via a stabilisation site, will be rolled out. Practices will be kept informed about how and when this will happen.

Primary Care Sample Flow to the Hub Lab at Nuneaton



Requesting Tests

Another critical element of the pre-analytical pathology processes is the mechanism by which tests are requested. The introduction of tQuest in primary care is a key element of this. The new analysers rely on the electronic messaging that is provided by tQuest order communications, supporting a smooth and efficient process. Increasingly, as the programme of transformation continues, forms of requesting other than through tQuest are likely to take longer as they will sit outside of the norm. Practices are urged to continue to adopt and increase the use of tQuest for all their pathology requesting. If you need support in increasing your tQuest use, please contact Gregory.tindall@uhcw.nhs.uk.