Integrated Laboratory Medicine Directorate

Mortuary Service User Survey

2018 Report

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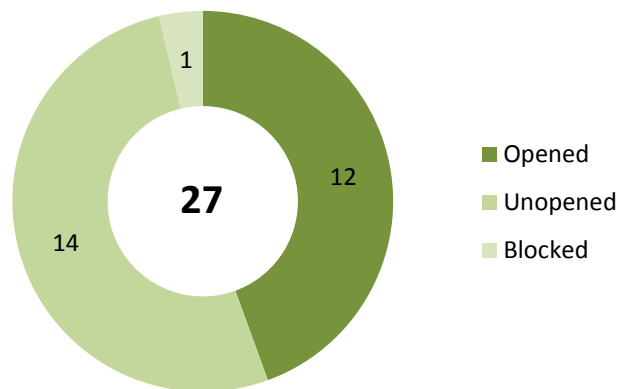If you recognise an inaccuracy or can suggest an improvement, please raise a Change Request on Q-Pulse
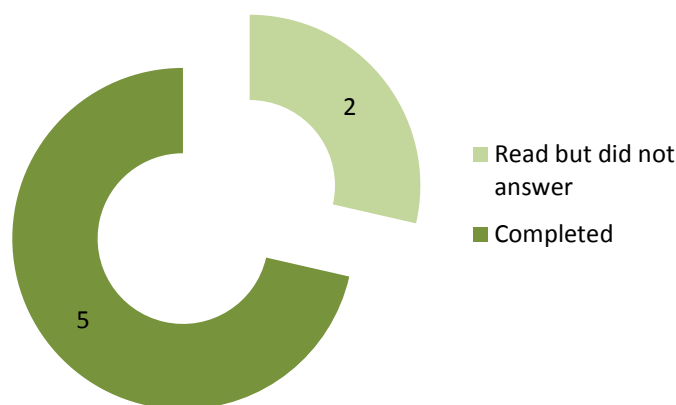
Introduction

Cellular Pathology is dedicated to continual improvement. As part of this commitment, an annual survey has been produced and circulated amongst the Mortuaries service users. The aim is to provide the opportunity for feedback and suggestions as well as investigate:

- The importance of the Mortuary service and the resources provided to the user.
- How well the users feel we have performed.
- Frequency of use.

The survey was circulated to **27** email addresses for Funeral Directors which have used our facilities within the last financial year. Of those invitations sent **12** emails were opened, **14** were unopened and **1** blocked by the user (this occurs when they chose to block emails from Survey Monkey).

7 people clicked through the survey, **5** of whom completed it.

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Integrated Laboratory Medicine Directorate
Cellular Pathology: Quality

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The Newcastle upon Tyne Hospitals
NHS Foundation Trust

Question 1

"Please can you tell us who you are?"

All of the **5** users to participate in this survey have left their names and contact information and will receive a completed copy of this report.

- Answered
- Skipped

5

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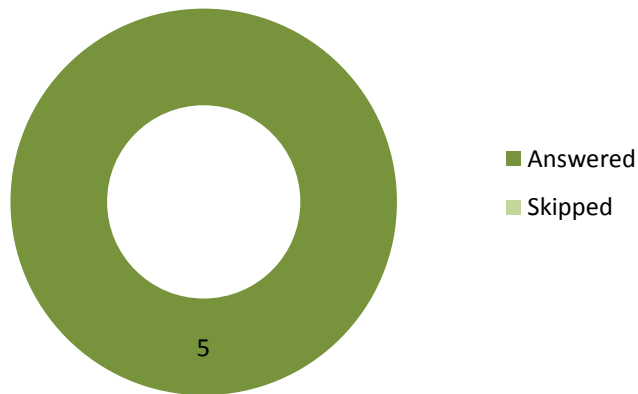
Question 2

"Please help us to improve the service we provide to you by scoring the following aspects of the service"
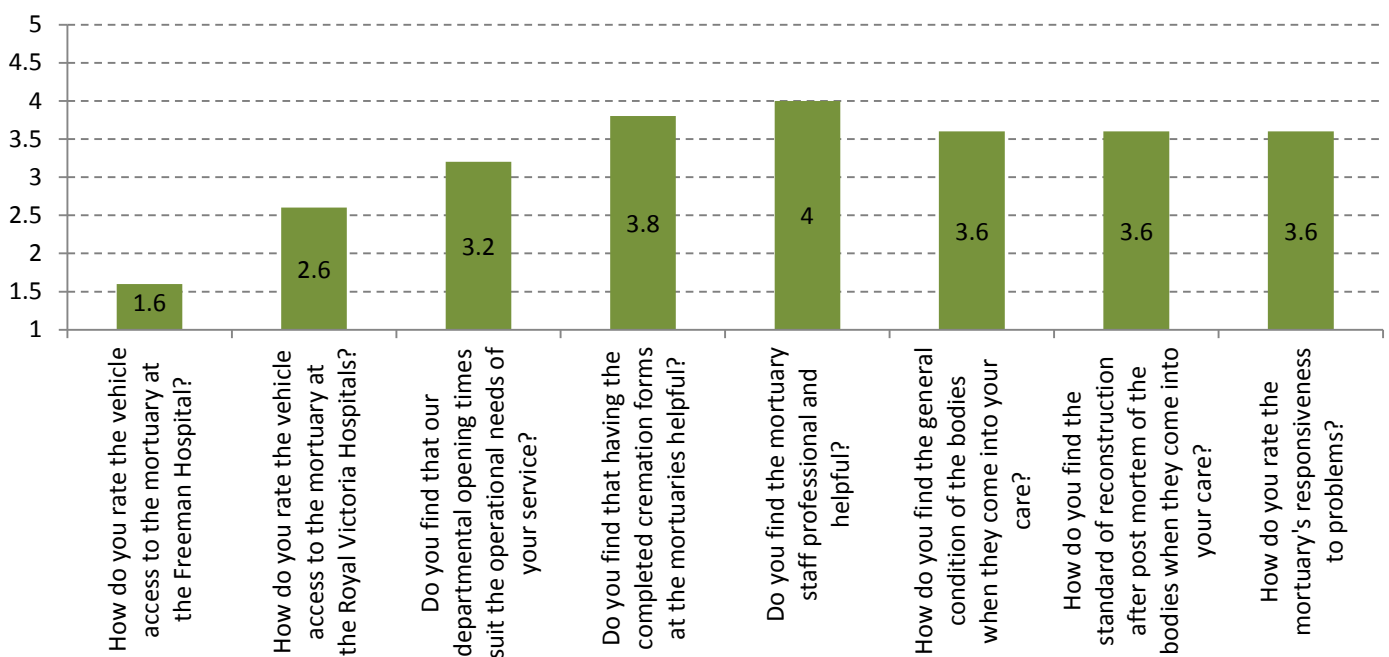
This question asked the user to rank eight services provided by the Mortuaries into one of five weighted categories:

- Unsatisfactory   1
- Poor   2
- Acceptable   3
- Good   4
- Excellent   5

The services they were asked to rank were:

- How do you rate the vehicle access to the mortuary at the Freeman Hospital?
- How do you rate the vehicle access to the mortuary at the Royal Victoria Hospitals?
- Do you find that our departmental opening times suit the operational needs of your service?
- Do you find that having the completed cremation forms at the mortuaries helpful?
- Do you find the mortuary staff professional and helpful?
- How do you find the general condition of the bodies when they come into your care?
- How do you find the standard of reconstruction after post mortem of the bodies when they come into your care?
- How do you rate the mortuary's responsiveness to problems?

All of the **5** users to participate in this survey completed this question.

Service	Score
How do you rate the vehicle access to the mortuary at the Freeman Hospital?	1.6
How do you rate the vehicle access to the mortuary at the Royal Victoria Hospitals?	2.6
Do you find that our departmental opening times suit the operational needs of your service?	3.2
Do you find that having the completed cremation forms at the mortuaries helpful?	3.8
Do you find the mortuary staff professional and helpful?	4
How do you find the general condition of the bodies when they come into your care?	3.6
How do you find the standard of reconstruction after post mortem of the bodies when they come into your care?	3.6
How do you rate the mortuary's responsiveness to problems?	3.6

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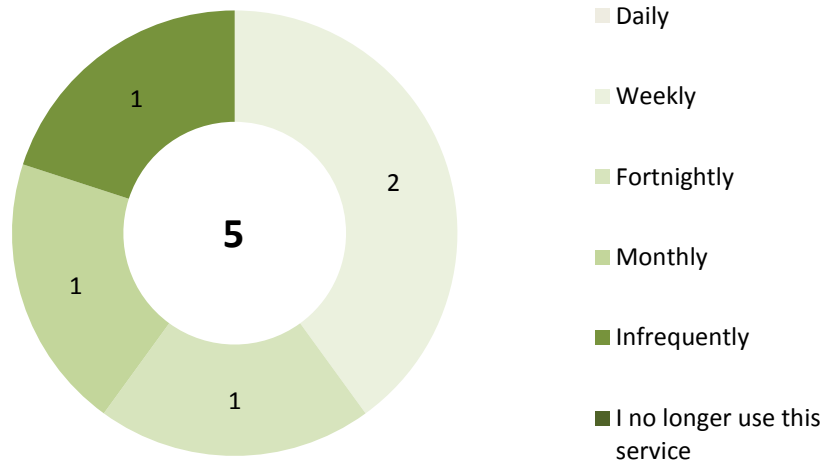
Question 3

"How often do you use the service?"

This question was designed to assess the frequency of the mortuaries use and identify the percentage of regular users. They were given the choice of six options:

- Daily
- Weekly
- Fortnightly
- Monthly
- Infrequently
- I no longer use this service

All of the **5** users to participate in this survey completed this question.

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Question 4

"Please provide us with any suggestions you feel would help us improve our service."

This question provided the opportunity to make any comments related to the mortuary service and suggest any improvements or developments. Of the **5** individuals who completed the user survey, **2** recommendations were left by our users.
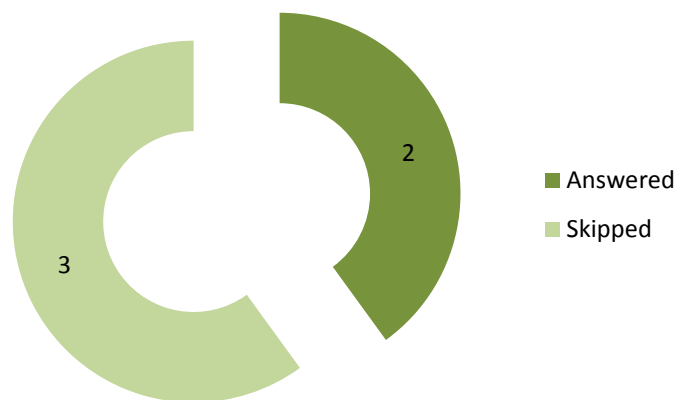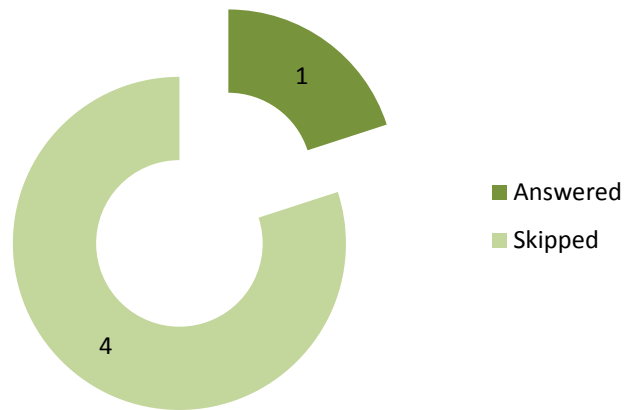

Recommendations

- *"Inform us if closed for lunch when ringing up for collections."*
- *"Having the ability to input vehicle registration at mortuary and not at Leazes Wing."*

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Question 5

"Do you have any other comments, questions, or concerns?"

This question aimed to allow our users the opportunity to provide suggestions they feel would improve our service and benefit them. Of the **5** people who completed the survey, **1** chose to leave a comment.

Comment:

- *"No, very satisfied with the staff and help we receive."*

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