

WASP Questionnaire Summary

The results of the 'SurveyMonkey' questionnaire sent to participants in Nov 2010:

RETURN RATE: 52/78 (67%)

Q1. Is the current frequency of exercises distributed adequate?

45/52 (86%) - YES
7/52 (14%) - NO

Comments received: "4 per annum would be better for us"
"Would prefer 4 or more"
"Six times per annum would be good!"

Q2. Are the reagents satisfactory and packaged adequately?

51/52 (98%) - YES
1/52 (2%) - NO

Q3. Are the samples suitable for routine analysis?

43/52 (83%) - YES
9/52 (17%) - NO

Comments received: "Would like 1% suspension for red cells"
"Cross-match uses pilot-line material, it would be a better reflection if supplied material paralleled pilot-line format"
"Routine samples go on analyser, WASPS have to be done manually"
"Red cells too weak for routine use (Diamed) - require pre-processing which may affect results"
"Cells have to be washed and re-suspended in ID-Diluent 2"
"Only for manual methods therefore operators of GelStations are not assessed"

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Q4. Do you have sufficient time to test the samples and report your results?

47/52 (90%) - YES
5/52 (10%) - NO

Comments received: "Another week would increase our participation rate to cover shifts and annual leave"
"Additional time for staff on annual leave would be useful"
"We don't get our samples until Friday afternoon of the first week they're issued. No-one looks at them until Monday, so we have already missed almost a week, would prefer earlier."

Q5. Are the scheme reports clear and readily understood?

48/51 (94%) - YES
3/51 (6%) - NO

Comment received: "Would like to see at a glance how staff have performed. Appears to be a lot of data."

Q6. Is poor performance identified effectively?

49/51 (96%) - YES
2/51 (4%) - NO

Comments received: "I think it is unfair to penalise participants for undergrading reactions"
"(What poor performance.....?)"

Q7. Scheme reports are currently issued within 30 working days following the expiry date of an exercise. Is this timescale acceptable?

45/50 (90%) - YES
5/50 (10%) - NO

Comments received: "Would prefer a quicker turnaround."
"Sooner would be better, as if there is a problem with a member of staff they could have been operating for a month before this is highlighted."

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Q8. Do you find the record of performance sheet, which is distributed to participants electronically, helpful as an aid to monitoring individual competency?

47/51 (92%) - YES
4/51 (8%) - NO

Comment received: "Use our own in-house competency record"
"Just as easy to look at scheme report"

Q9. Have you discussed scheme organisation with any member of the Steering Committee?

10/49 (20%) - YES
39/49 (80%) - NO

Q10. Do you feel that queries were dealt with effectively?

46/49 (94%) - YES
3/49 (6%) - NO

Comment received: "Unable to comment as haven't needed to raise a query"

Scheme response : *Currently it is not possible to supply 'whole-blood' or concentrated red cells to participants.*

Currently there are no plans to increase the frequency of exercises or period of exercise duration, however, these will be kept under review.

The scheme will continue to monitor turnaround times and aim to reduce the time taken to distribute the full report to participants.

The scheme would like to thank participants for their valuable feedback.

Should any participant wish to contact the scheme further they may do so:

Online: www.waspsqa.org.uk/feedback.html

E-mail: wasps@wales.nhs.uk

Tel: 01443 622148/9