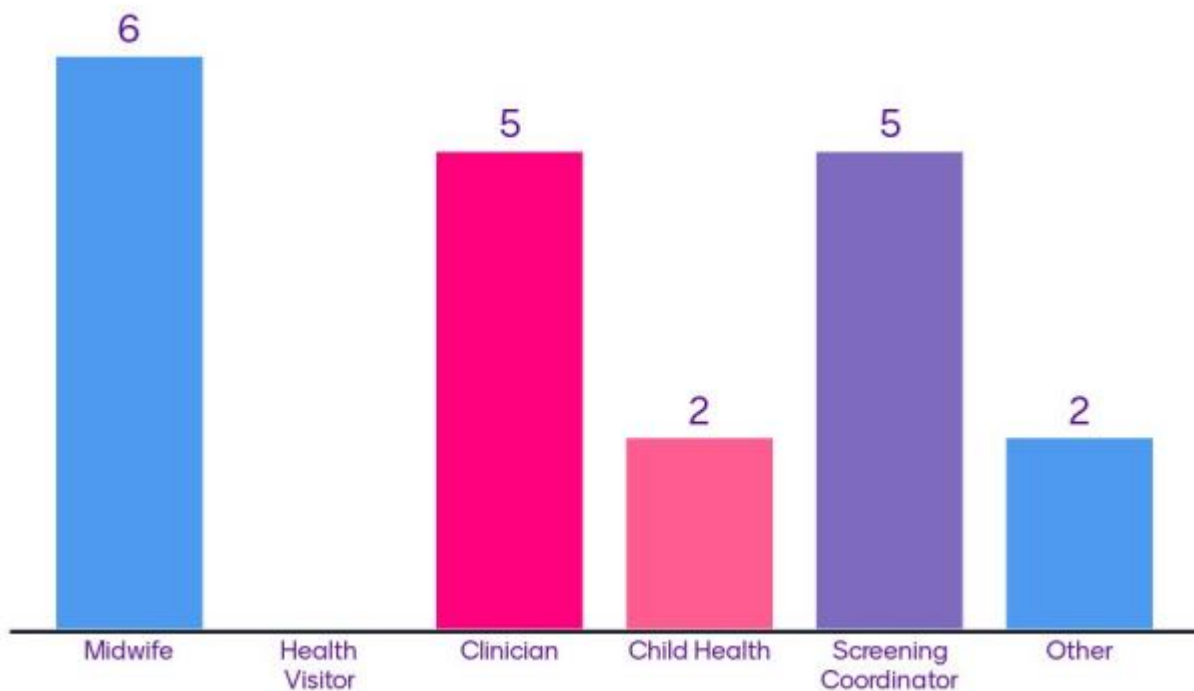


# Newborn Bloodspot Screening User Survey 2024

## About You

Responses were received from a range of health professionals.



## Where are you based?

Responses were from Gloucester, Cornwall, Taunton, Plymouth, and Exeter.

**Please tell us whether you agree or disagree with the following statements:**



This is fantastic feedback and we are very pleased to see some very positive responses.

Some of the comments we received:

**Always find they are clear and concise delivering results on the phone, and follow up with email.**

**We value the service we receive**

**You are a really great team. Consistently helpful and kind. Thank you for all you do.**

**Please rate the following features of communication received from the NBS staff:**



**Any further comments or suggestions for improvement?**

**Reasons for repeats appears inconsistent. Some NBS that appear insufficient get rejected and others do not – this makes it somewhat confusing.**

*We do offer feedback and guidance on why samples have been rejected, please contact us about any specific cases to discuss further.*

**I am copied into positive newborn screens through the BCH metabolic team, but would be good to be copied in from first communication.**

*Our practice is to refer a positive IMD newborn screen result to one of the paediatric metabolic consultants, who will then communicate the information with the rest of their clinical team. This approach was agreed with the consultants, since they will be aware of who is available at the time and required to be involved in the specific case.*

## Do you find the Severn Pathology website easy to navigate?



## Do you have any suggestions about how the website could be improved?

We didn't have any comments about our website, but we did get comments around email contacts. All our contact details are available on our website at the bottom of the screen.

<https://www.nbt.nhs.uk/severn-pathology/pathology-services/clinical-biochemistry/newborn-screening>

[Newborn Screening | North Bristol NHS Trust \(nbt.nhs.uk\)](https://www.nbt.nhs.uk/severn-pathology/pathology-services/clinical-biochemistry/newborn-screening)