

UK NEQAS Guildford Peptide Hormones

Review of Participant Feedback

June 2018

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Introduction

UK NEQAS Guildford Peptide Hormones welcomes feedback from its participants on the service provided the scheme and any comments or suggestions they may have to improve the scheme to better meet their needs.

The scheme is international and has participants enrolling from many different countries in Europe and from far distant countries such as America and Australia. For this reason, the most efficient method for participants to provide feedback is with the use of an online SurveyMonkey questionnaire.

The questionnaire was sent to participants on July 2017 via a link to the SurveyMonkey questionnaire included with the emailed distribution and report notifications. A total of 130 emails were sent and 29 responses received. Unfortunately one respondent skipped all the questions, therefore an overall response rate of 24% was achieved.

This report provides a summary of the responses received for each of the 17 questions and includes a response from the scheme to the specific points raised.

Summary of the Responses

The scheme's responses to the participant queries are highlighted in yellow and appear in italics.

Q1 Types of Samples. Most respondents were registered for insulin (16) and IGF-1 (17) and the least for gastrin (3), which reflects the number of participants on each of these panels.

Q2 Quality of Service Provided. All of the 27 participants who responded to this question thought the service was good (19) or acceptable (8). No participant responded to say the service was poor. One comment: I have tried to email several, but can't get any answer. I did not receive any registration form for the new distribution year.

Unfortunately the respondent has not provided their lab code and the responses are anonymous, therefore it is not possible to identify this participant and contact them to discuss their issue and provide a copy of the registration form.

Q3 Contacting the Service. Responses indicated that 59% (16) of respondents had contacted the service in the past 12 months.

Q4 Methods Used to Contact the Service. Participants had contacted the service mostly by email (13), but also by phone (2) and via on-line comments (2).

Q5 The Response from the Scheme. The respondents found the response they received from the scheme to be timely (76%), helpful (87%), friendly (87%), professional (87%) and useful (79%). A small number of participants did not think the response to their enquiry was timely (18%). Two comments: Gwen is always very helpful but I think she needs a back up to check emails to the scheme in her absence, I have not got any respond to my last 4 encounters. The response I got in January was both helpful and professional.

Without identification of the participants' lab code it is not possible to contact them to discuss their query however the new generic email (rsch.peptideeqa@nhs.net) should help prevent this in the future.

Q6 Sample Integrity. The majority of respondents thought the samples were received with enough time for analysis, they were received in good condition and the quality of the samples was satisfactory (23/24). A small number had made enquiries about stability (6/24). All thought them easy to prepare and use (24/24). Three comments: Samples for IgFBP3 received after several days and at ambient t°, so actually we have more 30° in the day .Is it possible to affect the stability? We didn't receive one of the distributions. Would prefer liquid samples where possible.

The participants are informed in the Participant's Handbook to contact the scheme in the event that they don't receive their samples within 7 days of the dispatch date. Without providing their lab code we are unfortunately unable to contact the respondent to organise sending the undelivered samples.

Q7 Quantity of Samples. All the respondents (25) thought that the number of specimens supplied was about right.

Q8 Volume of Sample. All the respondents (25) thought that the volume of the specimens supplied was about right.

Q9 Frequency of Distributions. Some participants (8/25) thought the distributions too close together, whilst the majority thought this was about right (15/25) A small number 2/25) thought the distributions were spread too far apart. Two comments: Every 4 weeks would be good but every 6 weeks is acceptable. I wouldn't want it any further apart as we run these assays at least once per week. It would be nice if the distributions were monthly for the IGF-1, IGF BP-3 scheme.

The scheme will maintain the current distribution frequency and will review it after the next participant survey.

Q10 Suitability of Test Item Concentrations. A number of participants had concerns regarding the concentrations of Insulin and C-peptide (8/13), Gastrin (1/1), IGF-1 and IGF-BP3 (10/14). Two comments: For IGFBP3 you have high results as 5 or 6 mg/L and also low results as 1.5 or 2 mg/L and with this scheme we have not this results. Could do with more lower level concentrations.

The scheme reviews the concentrations sent on a regular basis. Due to the nature of the analytes and the assay's being used it is difficult to supply low concentration samples because of the need to use pooled patient samples. The scheme is looking at obtaining samples from volunteers that will be low in these analytes, but this is also problematic.

Q11 Online Result Entry and Reporting. The majority of respondents use the website for submitting results (24/25), to download reports (24/25) and found it clear and easy to use (25/25). One comment: Couple of times we uploaded the results but it was not entered into your system and hence we are labelled as "not submitted" now we are storing the uploaded results. If this happen again I can send a proof and request you add our lab in the analysis.

Participants are able to contact the scheme and discuss any issues they may have with their reports. Contact details are given in the participant's manual.

Q12 Are You Satisfied with the Reports You Receive. All respondents (25/25) thought the reports clear, easy to read and easy to understand. The majority (23/25) thought they contained adequate information. The majority of respondents (18/25) wanted extra information added to the reports.

Q13 Interpretative Exercises. The majority of respondents (16/25) have not completed these exercises, but those that had found them useful (8/10). Just over half (11/20) did not want more frequent exercises.

Q14 Would You Be Interested in Attending Participant Meetings. The majority (14/20) are interested.

Q15 Is it Important the Scheme Become Accredited. The majority (20/21) thought it was important.

Q16 Are there Any Other Analytes That Should be Included. No other analytes were identified by the respondents.

Q17 Please Include Any Comments you have Regarding the Scheme. Three comments: Just to repeat that the A,B,C scoring system would be preferred. Very good scheme, very satisfied with service. It would an improvement if it was possible to complete re-registration document online.

The ABC scoring system was implemented in Dist 307. Good to receive such a positive comment about the scheme. Currently it is not possible to complete registration documents online through the SQL website; however it might be possible to complete electronic registration documents in the form of an Excel document. We will investigate the possibility for future registration documents.

Question 1 Type of Samples

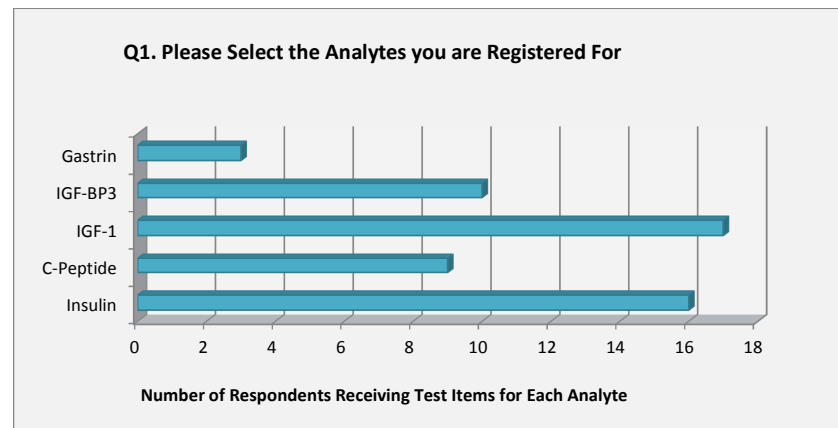


Chart 1 shows the analytes selected by the survey respondents when asked which analytes they're registered for on the scheme.

Q1. Please select the analytes you are registered for		
Answer Options	Response Count	Response Percentage
Insulin	16	59.3%
C-Peptide	9	33.3%
IGF-1	17	62.9%
IGF-BP3	10	37.0%
Gastrin	3	11.1%
Answered question		27
Skipped question		2

Q1 Comments

No comments were received for this question.

Question 2 Quality of Service Provided

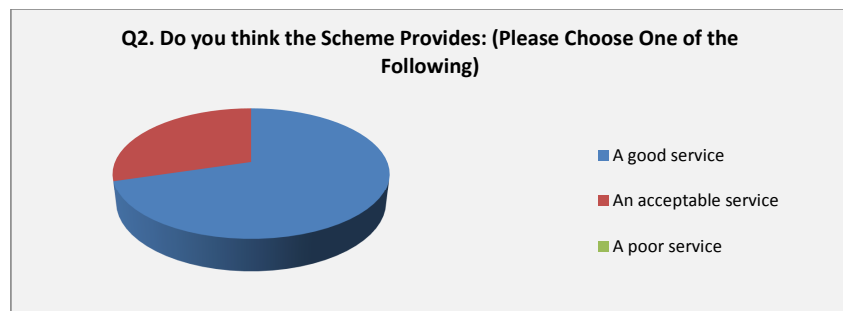


Chart 2 shows that the respondents find the quality of the service provided to be good or acceptable.

Q2. Do you think the scheme provides: (please choose one of the following)		
Answer Options	Response Count	Response Percentage
A good service	19	70.4%
An acceptable service	8	29.6%
A poor service	0	0%
Answered question		27
Skipped question		2

Q2 Comments

I have tried to email several, but can't get any answer. I did not receive any registration form for the new distribution year.

Unfortunately the respondent has not provided their lab code and the responses are anonymous, therefore it is not possible to identify this participant and contact them to discuss their issue and provide a copy of the registration form.

Question 3 Survey Respondents Contacting the Scheme

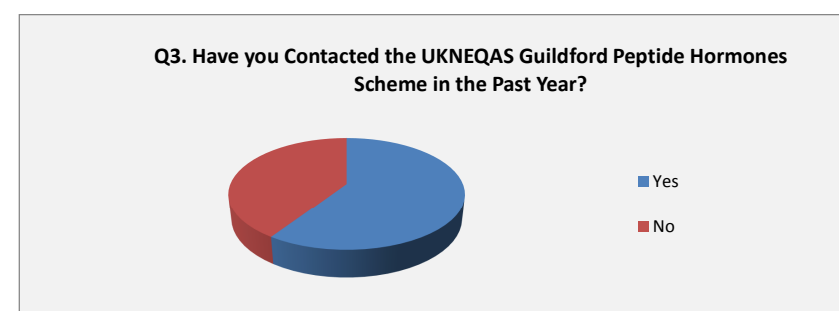


Chart 3 shows that 16 of the 27 respondents have contacted the scheme in the past year.

Q3. Have you contacted the UK NEQAS Guildford Peptide Hormones scheme in the past year?		
Answer Options	Response Count	Response Percentage
Yes	16	59.2%
No	11	40.7%
Answered question		27
Skipped question		2

Q3 Comments

No comments were received for this question.

Question 4 Method used to Contact the Scheme

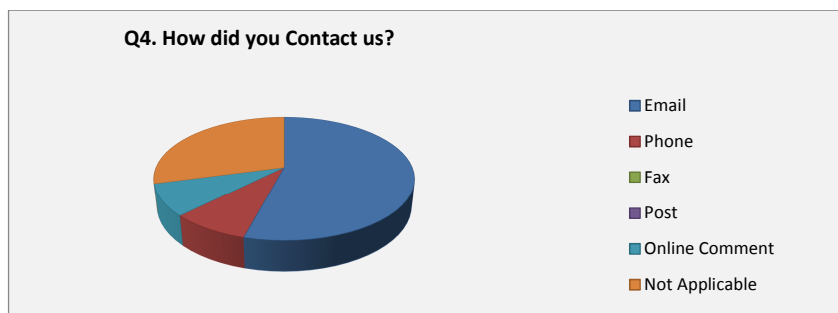


Chart 4 shows the different methods the respondents have used to contact the scheme with email the preferred method.

Q4. How did you contact us?		
Answer Options	Response Count	Response Percentage
Email	13	56.5%
Phone	2	8.7%
Fax	0	0%
Post	0	0%
Online comment	2	8.7%
Not applicable	7	30.4%
Answered question		23
Skipped question		6

Q4 Comments

No comments were received for this question.

Question 5 Type of Response Received from the Scheme

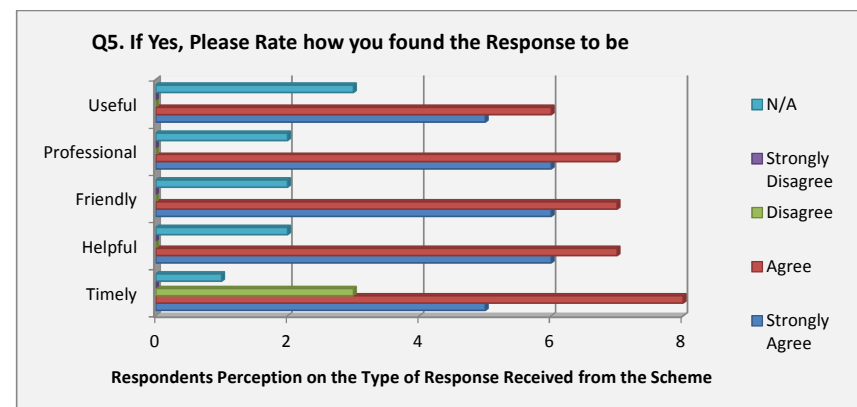


Chart 5 shows that the respondents agreed that they found the response they received from the scheme to be timely, helpful, friendly, professional and useful.

Q5. If yes, please rate how you found the response to be										
Answer Options	Strongly Agree		Agree		Disagree		Strongly Disagree		N/A	
Timely	5	29.4%	8	47%	3	17.6%	0	0%	1	5.8%
Helpful	6	40%	7	46.7%	0	0%	0	0%	2	13.3%
Friendly	6	40%	7	46.7%	0	0%	0	0%	2	13.3%
Professional	6	40%	7	46.7%	0	0%	0	0%	2	13.3%
Useful	5	35.7%	6	42.9%	0	0%	0	0%	3	21.4%
Answered question									17	
Skipped question									12	

Q5 Comments

Gwen is always very helpful but I think she needs a back up to check emails to the scheme in her absence

This is now possible with the new scheme generic rsch.peptideegg@nhs.net email.

I have not got any respond to my last 4 encounters. The response I got in January was both helpful and professional.

Without identification of the participants' lab code it is not possible to contact them to discuss their query however the new generic email should help prevent this in the future.

Question 6 Sample integrity

Q6. Have you had any concerns over the past year with the EQA samples you received?							
Analyte	Insulin, C-Peptide	Insulin, C-Peptide	Gastrin	Gastrin	IGF-1, IGF-BP3	IGF-1, IGF-BP3	Total
Sub-Question	Yes	No	Yes	No	Yes	No	
Are the samples received with adequate time for analysis?	12	0	0	0	11	1	24
Are they received in good condition?	12	0	0	0	11	1	24
Is the quality of the sample satisfactory?	12	0	0	0	11	1	24
Have you had any queries relating to the samples or their stability?	2	10	0	0	4	8	24
Are the samples easy to prepare and use?	12	0	0	0	12	0	24
Answered question							25
Skipped question							5

Table 6 shows the responses to Q6 regarding the integrity of the proficiency test items.

Q6 Comments

Samples for IgFBP3 received after several days and at ambient t°, so actually we have more 30° in the day .Is it possible to affect the stability?

It is unlikely that this will affect the stability of the freeze dried samples.

We didn't receive one of the distributions.

The participants are informed in the Participant's Handbook to contact the scheme in the event that they don't receive their samples within 7 days of the dispatch date. Without providing their lab code we are unfortunately unable to contact the respondent to organise sending the undelivered samples.

Would prefer liquid samples where possible.

Due to issues associated with the stability of the analytes this would require them to be distributed frozen on dry ice. The cost to do this is prohibitive and so lyophilized samples are sent, which have much better stability.

Question 7 Do you think the Quantity of Samples per Distribution are:

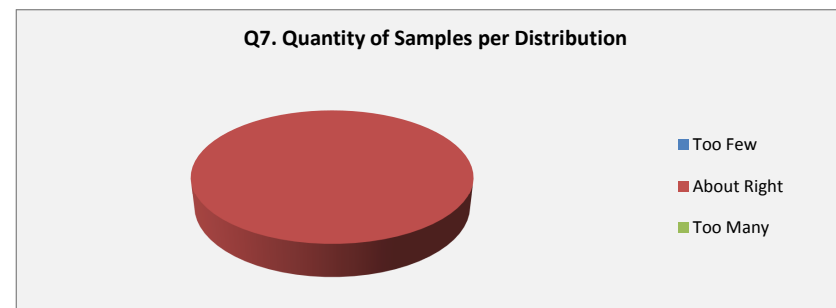


Chart 6 shows that the respondents are happy with the quantity of samples in each distribution.

Q7. Do you think the quantity of samples per distribution are:		
Answer Options	Response Count	Response Percentage
Too Few	0	0%
About Right	25	100%
Too Many	0	0%
Answered question		25
Skipped question		4

Q7 Comments

No comments were received for this question.

Question 8 Volume of Sample per Distribution

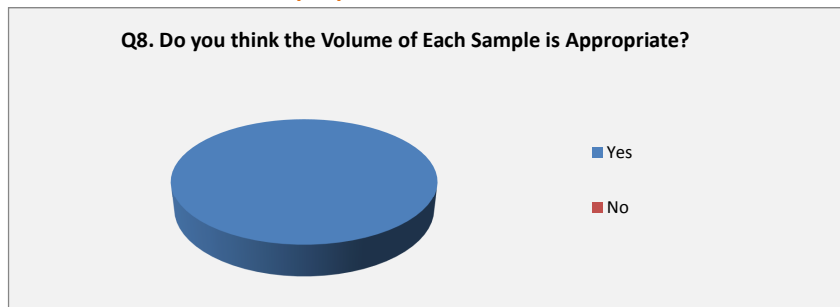


Chart 7 shows that the respondents are happy with the volume of the test items.

Q8. Do you think the volume of each sample is appropriate?		
Answer Options	Response Count	Response Percentage
Yes	25	100%
No	0	0%
Answered question		25
Skipped question		4

Q8 Comments

No comments were received for this question.

Question 9 Frequency of Distributions

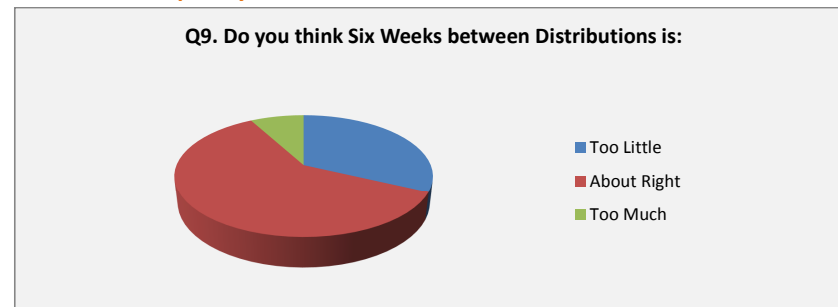


Chart 8 shows the responses to Q8 regarding the frequency of scheme distributions.

Q9. Do you think six weeks between distributions is:		
Answer Options	Response Count	Response Percentage
Too Little	8	32%
About Right	5	60%
Too Much	2	8%
Answered question		25
Skipped question		4

Q9 Comments

Every 4 weeks would be good but every 6 weeks is acceptable. I wouldn't want it any further apart as we run these assays at least once per week.

We plan to maintain the current frequency of sample dispatch.

It would be nice if the distributions were monthly for the IGF-1, IGF BP-3 scheme.

We plan to maintain the current frequency of sample dispatch.

Question 10 Suitability of Test Item Concentration

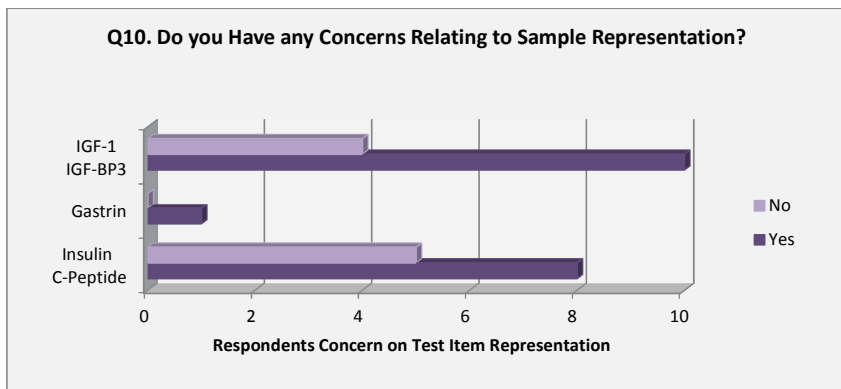


Chart 9 shows a mixed response to the suitability of the test item concentrations

Q10. Do you have any concerns relating to sample representation?				
Answer Options	Yes		No	
	Response Count	Response Percentage	Response Count	Response Percentage
Insulin, C-Peptide	8	34.8%	5	21.7%
Gastrin	1	4.4%	0	0%
IGF-1, IGF-BP3	10	43.5%	4	17.4%
Answered question				23
Skipped question				6

Q10 Comments

For IGFBP3 you have high results as 5 or 6 mg/L and also low results as 1.5 or 2 mg/L and with this scheme we have not this results

Could do with more lower level concentrations

It is difficult to obtain specimens with lower concentrations. This is only possible by pooling patient samples, which we do on a regular basis, however we are limited by the number of samples available for pooling and the amount required to prepare the specimens.

Q11. Online result entry and reporting website
<http://www.birminghamquality.org.uk/>

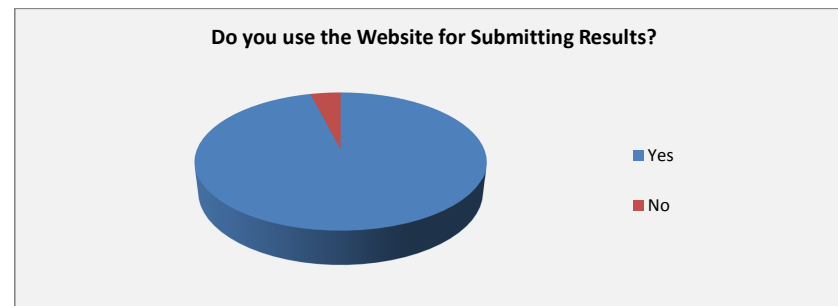


Chart 10 shows the majority of respondents use the website for submitting results.

Do you use the website for submitting results?		
Answer Options	Response Count	Response Percentage
Yes	24	96%
No	1	4%
Answered question		25
Skipped question		4

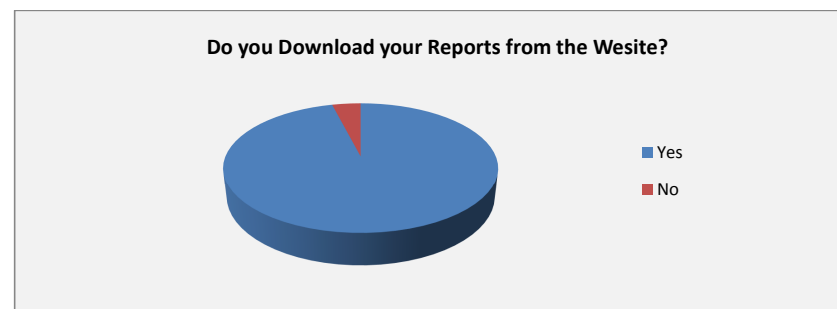


Chart 11 shows that with the exception of one participant, all respondents download their reports from the website.

Do you download your reports from the website?		
Answer Options	Response Count	Response Percentage
Yes	24	96%
No	1	4%
Answered question		25
Skipped question		4



Chart 12 shows that all respondents find the website clear and easy to use.

Question 12 Are you satisfied with the reports you receive?

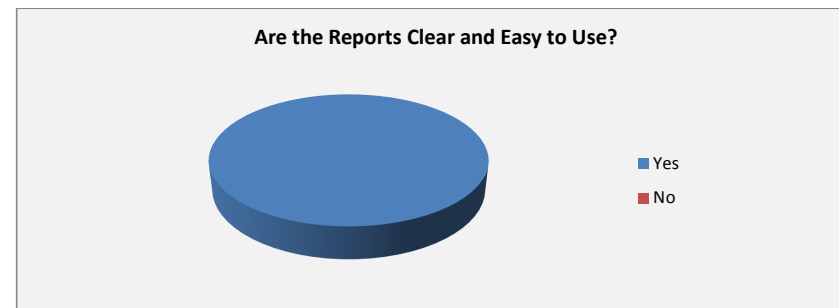


Chart 13 shows that all respondents find the reports clear and easy to use.

Do you find the website clear and easy to use?		
Answer Options	Response Count	Response Percentage
Yes	25	100%
No	0	0%
Answered question		25
Skipped question		4

Are the reports clear and easy to use?		
Answer Options	Response Count	Response Percentage
Yes	24	100%
No	0	0%
Answered question		25
Skipped question		4

Q11 Comments

Couple of times we uploaded the results but it was not entered into your system and hence we are labelled as "not submitted" now we are storing the uploaded results. If this happen again I can send a proof and request you add our lab in the analysis.

Participants are able to contact the scheme and discuss any issues they may have with their reports. If participants can provide dated proof to the scheme organisers, that they uploaded the results but they were not logged by the SQL IT system we would correct the system and provide an amended report.

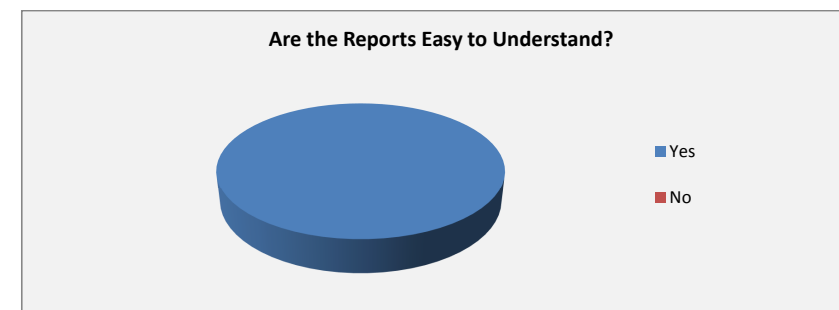


Chart 14 shows that all respondents find the reports clear and easy to understand.

Are the reports easy to understand?		
Answer Options	Response Count	Response Percentage
Yes	25	100%
No	0	0%
Answered question		25
Skipped question		4

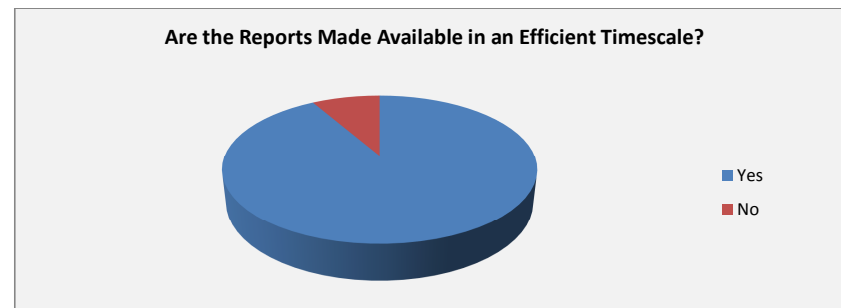
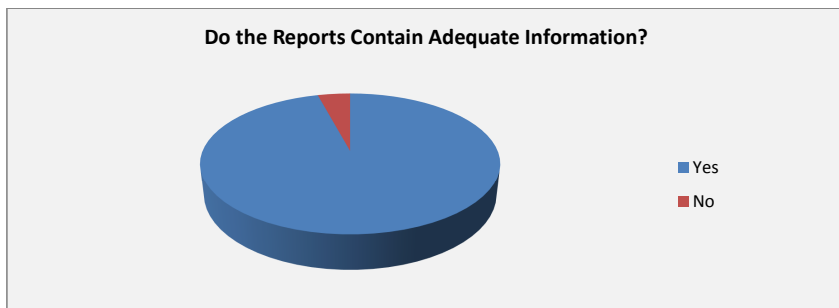


Chart 15 shows that the majority of respondents do find that the reports contain sufficient information

Do the reports contain adequate information?		
Answer Options	Response Count	Response Percentage
Yes	23	95.83%
No	1	4.17%
Answered question		25
Skipped question		4

Chart 17 shows that the majority of the respondents are happy with the information contained within the reports

Are the reports made available in an efficient timescale?		
Question Options	Response Count	Response Percentage
Yes	22	91.7%
No	2	8.3%
Answered question		25
Skipped question		4

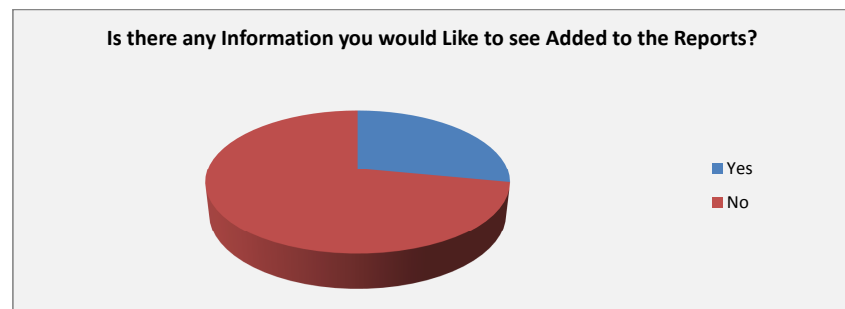


Chart 16 shows that some participants would like to see more information added to the reports

Is there any information you would like to see added to the reports?		
Question Options	Response Count	Response Percentage
Yes	7	28%
No	18	72%
Answered question		25
Skipped question		4

Q12 Comments

Would be good to get literature updates as per Edinburgh schemes.....

We will consider this suggestion at our next AMR meeting in 2019.

A,B,C scoring preferred

ABC scoring was implemented in Dist 307.

Uncertainty of results would be good

We plan to include a value for measurement uncertainty in the reports within this scheme year 2018-19.

Not certain A score is of value.

The A,B,C scoring system is promulgated by UK NEQAS as it allows participants to have a dashboard approach to EQA, whereby they can review their performance across a number of different analytes from different schemes. The A score is included for this reason.

Consider information that's added by Birmingham quality reports e.g. thyroid or steroid reports

Difficult to identify what additional information the participant is referring to. There is an additional page in the thyroid report that displays the Median and Interquartile range for the A B and C score for each method. We will discuss the merits of including this at our next AMR in 2019.

	n	395A			395B			395C			395D			395E		
		Mean	SD	CV(%)	Mean	SD	CV(%)	Mean	SD	CV(%)	Mean	SD	CV(%)	Mean	SD	CV(%)
All methods [ALTM]	415	1.72	0.16	9.1	6.02	0.33	5.5	8.24	0.46	5.6	10.41	0.64	6.2	12.39	0.77	6.2
Abbott Architect	119	1.54	0.08	4.9	5.82	0.26	4.5	7.99	0.34	4.3	10.08	0.43	4.3	12.01	0.52	4.3
Beckman Access/Dxi	36	1.88	0.11	6.3	5.87	0.43	7.3	8.14	0.55	6.8	10.56	0.79	7.5	12.40	0.82	6.6
OCID (i&j) VITROS	9	1.87	0.05	2.9	7.93	0.30	3.8	11.33	0.36	3.2	14.64	0.50	3.4	17.64	0.74	4.2
Roche Cobas/Modular	166	1.83	0.06	3.0	5.99	0.16	2.6	8.15	0.22	2.6	10.22	0.28	2.8	12.15	0.33	2.7
Siemens ADVIA Centaur 2Gen	15	1.76	0.12	7.1	6.13	0.38	6.2	8.33	0.63	7.6	10.67	0.95	8.9	12.69	0.92	7.2
Siemens ADVIA Centaur 3Gen	51	1.69	0.07	4.3	6.42	0.29	4.5	8.91	0.42	4.7	11.29	0.54	4.8	13.61	0.58	4.3
Siemens Immulite 2000/2500	13	1.83	0.05	2.6	6.60	0.40	6.0	8.97	0.56	6.3	11.55	0.55	4.8	13.56	0.85	6.3

	n	A score			B score			C score		
		Median	Interquartile range		Median	Interquartile range		Median	Interquartile range	
All methods	405	70	54	97	-0.0	-3.5	+2.6	5.7	5.0	6.8
Abbott Architect	AB13 111	85	70	104	-5.7	-7.5	-4.4	5.5	4.7	6.1
Beckman Access/Dxi	SF1 35	79	71	92	+1.7	-2.3	+4.5	6.9	6.0	8.5
OCID (i&j) VITROS	AM14 8	398	385	406	+31.2	+29.9	+32.0	23.3	22.9	23.6
Roche Cobas/Modular	BO5 167	54	46	60	+0.1	-0.9	+1.0	5.3	4.8	5.8
Siemens ADVIA Centaur 2Gen	CO12 15	74	56	93	+3.0	+2.2	+4.4	6.1	4.8	7.4
Siemens ADVIA Centaur 3Gen	CO10 51	112	86	133	+6.9	+4.6	+8.4	7.1	6.1	7.9
Siemens Immulite 2000/2500	DC11 12	148	138	167	+9.9	+9.1	+11.2	7.7	7.4	8.2

Q13 Interpretative exercises

Answered 25 Skipped 4

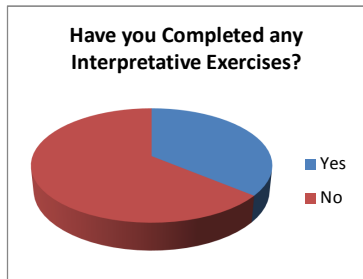


Chart 18 shows that the majority of respondents haven't completed any interpretative exercises

Question Options	Response	
Yes	9	36%
No	16	64%

Table 19 shows a summary of responses to Q13 sub-question in whole numbers and percentages.

Question Options	Response	
Yes	8	80%
No	2	20%

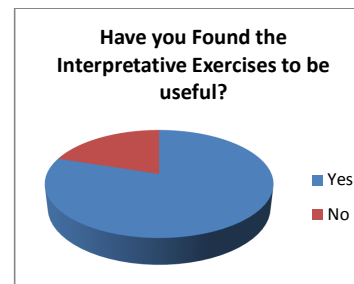


Chart 19 that the majority of the respondents that complete the interpretative exercises do find them useful.

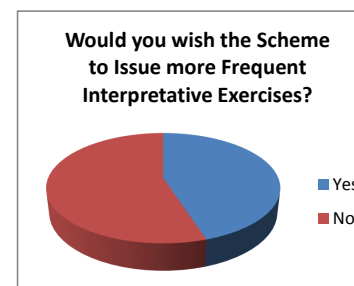


Chart 20 shows that over half of the respondents aren't interested in more frequent interpretative exercises.

Q13 Comments

No comments were received for this question.

Table 20 shows a summary of responses to Q13 sub-question in whole numbers and percentages.

Question	Response	
Yes	9	45%
No	11	55%

Table 21 shows a summary of responses to Q13 sub-question in whole numbers and percentages

Q14 Would you be interested in attending participant meetings?

Answered 21 Skipped 8

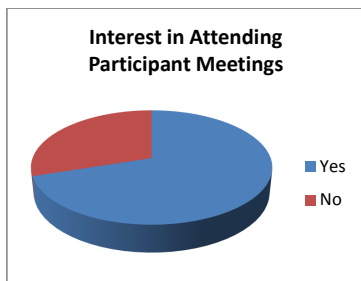


Chart 21 shows that the majority of respondents are interested in attending participant meetings

Question Options	Response	
Yes	14	70%
No	6	30%

Table 22 shows a summary of responses to Q14 in whole numbers and percentages.

Q14 Comments

No comments were received for this question.

Q15 Is it important to you for the scheme to become accredited to ISO 17043:2010 Conformity Assessment – General requirements for proficiency testing?

Answered 21 Skipped 8

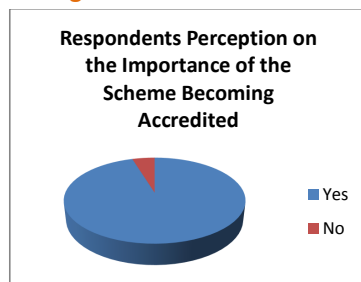


Chart 22 shows that with the exception of one participant, all respondents confirm it is important for the scheme to become accredited.

Question Options	Response	
Yes	20	95.24%
No	1	4.76%

Table 23 shows a summary of responses to Q15 in whole numbers and percentages.

Q16 Are there any other analytes you would like included in the scheme?

Answered 2 Skipped 27

Q16 Comments

The two comments received for this question were 'no' and 'not at the moment'.

Q17 If you have any comments regarding the scheme not covered by the above please use the space below.

Answered 3 Skipped 26

Q17 Comments

Just to repeat that the A,B,C scoring system would be preferred

The ABC scoring system was implemented in Dist 307.

Very good scheme, very satisfied with service

Good to receive such a positive comment.

It would an improvement if it was possible to complete re-registration document online.

Currently it is not possible to complete registration documents online through the SQL website; however it might be possible to complete electronic registration documents in the form of an Excel document. We will investigate the possibility for future registration documents.