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Cardiff and Vale
University Health Board

Cellular Pathology / Patholeg Cellog

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Dear colleague/user,

As you may be aware, the Department of Cellular Pathology disseminated a survey last year requesting feedback on all aspects of the service, from things that were working well to identifying areas for improvement. Firstly, I wish to express my thanks to everyone who took part in the survey, the feedback provided will allow us to better understand your needs and implement the necessary changes to fulfil these. The survey closed in August 2025 and the results have been compiled into a report and shared department wide.

The response rate remains disappointingly low, with only 14 responses from hospital-based service users, despite the service serving a population of 600,000 with 437 General Practitioners across 57 GP practices and 7,450 (FTE) hospital based medical staff of whom 419 are consultants.

The 14 responses represent 0.17% of the whole medical service user population or 1.63% of the consultant population.

It is clear that some respondents considered cellular pathology more broadly as pathology, with requests for tests that are not cellular pathology in delivery i.e. serum inhibin, methylation arrays and Whole Genome Sequencing as examples. This suggests users are not aware of the scope of cellular pathology delivery.

2024 was an incredibly challenging year within Cellular Pathology. Incoming activity continued its upward trajectory, aligned to the increasing complexity of work undertaken, the service was extremely pushed.

General satisfaction has improved since the last survey has improved across all parameters assessed, however, there is still room for improving satisfaction further.

Summary of findings

1. The survey asked users, 'How happy are you with the quality of service provided by the department?'. In 2024 the department achieved an overall rating of 3.1 out of 5, this has improved to an overall rating of 4.6 out of 5 in the latest survey.
2. 57% of users stated turnaround times of urgent cases had improved, with 21% seeing significant improvements and 36% seeing minor improvements. 36% thought no improvement had been seen.
3. 43% of users stated turnaround times of routine cases had improved, with 29% seeing significant improvements and 14% seeing minor improvements. 43% thought no improvement had been seen.

4. There was a comment from the clinical teams that, "Improvements but still some way to go. Understand that the department is resourced poorly, something other clinicians should realise".

I am pleased to report that throughout the last 6-9 months, the department has worked hard to address these concerns, and I wanted to share with you some of the progress that has been made:

- Targeted management actions during the summer of 2024 and the engagement with the NHS improvement Collaborative and the motor manufacturer Toyota in 2025 have led to sustainable improvements in service delivery, which are reflected in the latter end of the 2024 user survey, 43% of users recognising turnaround time improvements.
- Recruitment into vacant posts with the aim to continue this process to ensure sustainable workforce for delivery across laboratory and reporting.
- The validation and implementation of new state of the art equipment which will allow us to process more specimens at a faster rate.

I look forward to working with you all over the coming 12 months and hope that the improvements that have been made are already being felt in your areas. A new survey has recently been developed and will be shared in the MDT meetings over the course of the next few weeks.

We would also welcome feedback from our patients and consequently, a patient survey is available on the departmental internet page. Please consider completing the survey if you are a patient that has used our service within the past 12 months as your individual experiences are vital in informing our decision making and plans for 2026.

The closing date for the latest surveys is the 31/03/2026 so please do share widely to provide us with as much valuable feedback as possible.

We are committed to making sure our service users are heard and look forward to working with you to provide the best service for both our clinical teams and ultimately, the patients we serve.

Kind regards



Scott Gable
Cellular Pathology Service Manager