



Birmingham Quality

Birmingham Quality Chemistry POCT

Participant :

Distribution : 133

Date : DD-MMM-YYYY

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Feedback

Quality Manager
Pathology Laboratory
Biochemistry Department
Town
County
Postcode

This Scheme is essentially web-based. We can alert you to information regarding the Scheme via email. The e-mail address (or addresses) we are currently using to contact your laboratory is shown below in red . If no e-mail address is displayed or the information shown is incorrect, please email us with an appropriate contact e-mail address as soon as possible, using the word 'feedback' in the title line.

Based on the date information you have provided, the transit time from specimen dispatch [] to receipt [] was day(s), and the subsequent time to analysis [] in your laboratory was day(s). (Missing values indicate dates not provided. "0 days" represents same day).

Any comments you made to us are shown below and have been acted upon where necessary

Any specific comments applicable only to laboratory are shown below

Any general comments applicable to all laboratories are shown below

*****Birmingham Quality Participant Survey*****

We are currently undertaking our annual participant survey and would very much welcome your feedback. Your comments are very important to us and will help us to improve the service we provide to you. The survey relates only to the Clinical Chemistry EQA services provided from the Birmingham Quality [UK NEQAS] centre.

A copy of the questionnaire is attached to the back of this report. It is very simple and asks only two questions:

- 1) What do we do well? and
- 2) What could we do better?

We are very happy for you to submit your comments anonymously but please do provide your contact details on the form ONLY if you would like to receive a response.

Please e-mail the completed survey to BirminghamQuality@uhb.nhs.uk or FAX to +44 (0) 121 414 1179

Many thanks

The Birmingham Quality Team

Report authorised on Wednesday 24 June 2015 by

Finlay MacKenzie
Director, UK NEQAS for Birmingham Quality Chemistry POCT



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Birmingham Quality is a UKAS accredited proficiency testing provider No. 7860. Please see <http://www.ukas.com> for full details of the accreditation status of our services

UK NEQAS
International Quality Expertise

Birmingham Quality is proud to offer EQA services that adhere to the Code of Practice and have the badge of quality of UK NEQAS



Distribution Summary

Recent Performance

This time :

ALT [ALAT]	On Target for 133A, On Target for 133B
Albumin	On Target for 133A, On Target for 133B
ALP [Alk Phos]	On Target for 133A, On Target for 133B
Amylase	On Target for 133A, On Target for 133B
AST [ASAT]	On Target for 133A, On Target for 133B
Calcium	Very High for 133A, On Target for 133B
Creatinine	Very High for 133A, High for 133B
GGT	On Target for 133A, On Target for 133B
Glucose	On Target for 133A, On Target for 133B
Bilirubin	On Target for 133A, On Target for 133B
Total protein	On Target for 133A, On Target for 133B
Urea	On Target for 133A, On Target for 133B
Urate	Very Low for 133A, Low for 133B
Total cholesterol	High for 133A, High for 133B
HDL cholesterol	Very High for 133A, High for 133B
Triglyceride	On Target for 133A, High for 133B

Recent trend :

Good and has improved
Good and has improved
Good, but has deteriorated
Good and has improved
Good, but has deteriorated
OK, but has deteriorated
OK, but has deteriorated
Good, but has deteriorated
Good, but has deteriorated
OK and has improved
Good, but has deteriorated
Good and has improved
Good, but has deteriorated
Good, but has deteriorated
OK, but has deteriorated
Good, but has deteriorated

Good OK Poor

ALT [ALAT]	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
Albumin	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
ALP [Alk Phos]	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
Amylase	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
AST [ASAT]	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
Calcium	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	OK
Creatinine	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	OK
GGT	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
Glucose	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
Bilirubin	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	OK
Total protein	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
Urea	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
Urate	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
Total cholesterol	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good
HDL cholesterol	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	OK
Triglyceride	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Good

Overall Performance

Analytically you are Good or OK for 16 analyte(s), you are Poor for 0 analyte(s).

You have returned results for 3 out of the last 3 Distributions.
This return rate is **Satisfactory**

In Detail for this Distribution

Specimen : 133A

Specimen : 133B

	Unit	Your Result	Target	Specimen %bias	Your Result	Target	Specimen %bias
ALT [ALAT]	U/L	17	17	-1.1	40	40	-0.6
Albumin	g/L	44	44.3	-0.6	42	42.9	-2.2
ALP [Alk Phos]	U/L	56	63	-11.5	312	305	+2.3
Amylase	U/L	169	175	-3.6	48	48	+0.6
AST [ASAT]	U/L	34	36	-5.8	33	35	-5.3
Calcium	mmol/L	2.53	2.435	+3.9	2.63	2.600	+1.2
Creatinine	umol/L	137	113.0	+21.2	95	87.5	+8.6
GGT	U/L	117	109.2	+7.2	47	46.0	+2.3
Glucose	mmol/L	9.3	9.16	+1.5	4.6	4.53	+1.6
Bilirubin	umol/L	21	19.6	+7.1	28	27.0	+3.6
Total protein	g/L	67	67.8	-1.1	67	65.9	+1.7
Urea	mmol/L	13.6	13.47	+1.0	9.3	9.33	-0.3
Urate	umol/L	255	268.7	-5.1	317	331.8	-4.5
Total cholesterol	mmol/L	5.0	4.84	+3.3	4.7	4.55	+3.4
HDL cholesterol	mmol/L	1.24	1.12	+10.8	1.20	1.12	+7.4
Triglyceride	mmol/L	1.38	1.37	+1.1	1.20	1.17	+2.9

Finally

Specimens for Distribution 133 will be dispatched on Tuesday 8 June 2015, results are due back in Birmingham by, notionally, 23:59 on Sunday 21 June 2015



Birmingham Quality Participants' Questionnaire

This is a very brief questionnaire specifically about the EQA services provided by the Birmingham Quality [UK NEQAS] Centre. Your feedback is very important to us and will help us to improve our service to you so please be as specific as possible when answering the questions below. A brief 'memory jogger' has been provided overleaf but please do comment on any aspect of our service.

Please provide your contact details overleaf **ONLY** if you would like us to respond to your comments. We are always happy to receive anonymous feedback.

What do we do well?

What could we do better?

Please use this space to suggest improvements or make recommendations

Please complete and return to Birmingham Quality by e-mail: BirminghamQuality@uhb.nhs.uk or FAX +44 (0) 121 414 1179



Memory Jogger

Our interaction with participants

- Joining / signing-up to EQA programmes
- E-mail notifications of specimen dispatch / report publication
- Information on the Birmingham Quality website (www.BirminghamQuality.org.uk)
- Entering your results online
- Viewing your reports online
- Updating your information (methods, contact e-mail addresses etc)
- Responses to telephone enquiries
- Should we use other forms of social media to communicate with participants? E.g. Twitter, Facebook, Instagram etc
- Meetings / training days
- Invoicing
- Payment

EQA programmes

- Are there any additional programmes / analytes that you would like us to provide EQA services for?
- What could we do to improve / enhance any of our existing EQA programmes?
- Interpretative EQA programmes e.g. UK NEQAS for Interpretative Comments
- Fees

EQA specimens

- Number of specimens per distribution
- Frequency of distributions
- Type of material provided
- Volume of material provided (scheme-specific)
- Sample tubes
- Packaging
- Mechanism of delivery (postal service etc)
- Information on results documents
- Booking-in process

EQA reports

- Information contained in the report e.g. tables, statistics (mean, SD, CV%, median, IQR) etc
- Information about your performance e.g. Participation Summary page, numerical scores (ABC of EQA), traffic lights, colour-coded symbols, etc
- Graphs (e.g. histograms, pie charts, penalty box plots etc)
- Network reports

Problem solving

- Notification of (poor) performance
- Availability / usefulness of help and advice from Birmingham Quality

Your contact details*

Your UK NEQAS laboratory number (if known):			
Title:		Job title:	
First name:			
Surname:			
Organisation:			
Address 1:			
Address 2:			
Postcode:		Country:	
E-mail address:			
Mobile tel no:		Work tel no:	

*Your details will only be used for the purposes of responding to your comments and will not be shared with any third parties.