

# Common queries from participants in Portugal



15 and 16 October 2008

Biognóstica - Portugal

**UK NEQAS**

# Where can I find information on other microbiology schemes?

- Ask the Biognóstica team!
- Look on the website [www.ukneqasmicro.org.uk](http://www.ukneqasmicro.org.uk)
- Contact us on [organiser@ukneqasmicro.org.uk](mailto:organiser@ukneqasmicro.org.uk)
  - Scheme information sheet
  - Example of a report
  - Response from the scheme manager

# I have changed the method of testing and the sample volume you provide is not sufficient

For most schemes an additional sample can be provided

- Please contact us letting us know which method you use and the minimum volume you require so we can update our database
  - If the majority of participants require additional volume the standard volume will be increased

# Problems with faxing results

- We now have a fax server that:
  - saves an electronic copy of all faxes transmitted to us
  - Has a higher memory and can process faxes more rapidly
- Try sending your results through the secure web service
  - Is internet access available to most laboratories in Portugal?

# I'm having problems reporting through the website

- I've never used it before and although I follow the instructions provided I've not succeeded
  - Contact us so we can determine possible solutions
- Occasional problems with access
  - Please try again a little later but if there is still a problem let us know so that we can investigate
- The system is 'very slow today'
  - This can happen when there is high usage near the closing date. We are investigating using a new web server with higher capacity

# I cannot test the specimens this time

Please return your results sheet to let us know the specimens were not examined

- We will record this so that you are not scored 'zero' for non return of results

# My report says my results were not returned

- I returned them by fax
  - We can check on our fax server and amend your results
  - We can't find them on our fax server
    - You can provide proof of transmission; we can amend you results
    - You have no proof of transmission; please send us your results and we shall record them as LATE, the results will be not scored

*Sometimes reply forms are faxed upside down so no data is transmitted!*

# Other reasons for considering altering a result or score

Disagreement with scoring scheme	Discuss rationale, if strong disagreement refer to Panel at next meeting, score stands in meantime
UK NEQAS error in interpretation or allocation of score	Modify score
Transposition of specimens/results	Score stands
Apparent false positive/false negative with kit serum (participants may argue that this is the correct result given by their kit)	Investigate reasons, consult manufacturer, individual scores stand unless decision made to alter all scores with relevant kit
Information (or lack of it) supplied with EQA specimen resulted in different and inappropriate action compared with normal treatment of equivalent clinical specimen	Not examined
Transposition of results: for routine specimens results are automatically transferred from analyser to report.	Ask for copy of analyser output and automated report. Modify score
Specimens not received	Not examined

# On my report some results were not scored, why?

- Some measurands are never scored; for example HCV genotyping
- Sometimes a specimen is excluded from scoring :
  - due to lack of a consensus result by the majority of participants
  - due to lack of consensus results obtained by our reference tests

# Other questions



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