

NEUROIMMUNOLOGY LABORATORY
QUEEN ELIZABETH UNIVERSITY HOSPITAL

**USER SATISFACTION QUESTIONNAIRE RESULTS
2015**

123 FORMS WERE SENT OUT

41 FORMS RETURNED

33% OF QUESTIONNAIRES WERE RETURNED

OVERALL RESULTS:

		STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO COMMENT
1.	The Handbook for Laboratory Users provide clear information that facilitates proper use of the service (available on: www.nhsggc.org.uk/neuroimmunology)	44% (18)	44% (18)	0	0	12% (5)
2.	The turnaround of results (target times on the website) meets your requirements.	41% (17)	54% (22)	0	0	5% (2)
3.	The mechanisms for reporting results (phoning, internal mail, Telepath) meet your needs.	44% (18)	46% (19)	5% (2)	0	5% (2)
4.	The laboratory reports provide clear information that enables the Interpretation of results.	51% (21)	41% (17)	3% (1)	0	5% (2)
5.	The availability of clinical advice and interpretation of results meets your needs.	51% (21)	46% (19)	0	0	3% (1)
6.	Interpretive comments are clear.	51% (21)	41% (17)	3% (1)	0	5% (2)
7.	Interpretive comments are useful.	44% (18)	41% (17)	3% (1)	0	12% (5)
8.	Telephone enquiries are dealt with efficiently and effectively.	56% (23)	37% (15)	0	0	7% (3)
9.	The repertoire of laboratory investigations offered by the laboratory is clinically relevant and meets your requirements.	56% (23)	39% (16)	0	0	5% (2)

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COMMENTS:

- **Link to OCB pattern not functional (at 15.40 on 20.05.15) on NHSGGC website, same for neuronal.**
- **The service is excellent, the best I have experienced from a lab.**
- **We receive our results from your laboratory by post. At times this can result in quite a delay. However, when we phone your laboratory looking for overdue results, we find staff most helpful.**
- **We have had a couple of odd comments but these have been on unusual patient samples rather than generally. In general comments are fine.**
- **Neuroimmunology provide an excellent service.**
- **Cant get access to the users handbook, so cant comment.**
- **Really think you should explore using nhs.net for results/reports.**
- **Interpretation can be a bit limited but I understand that you often have very little clinical information.**
- **I cannot praise the lab highly enough on how everyone I speak to deals with my queries and resolves any issues with professionalism.**
- **If you were cheaper for ACH abs etc we would send them to you not Oxford.**

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To whom it may concern

User Satisfaction Survey 2015

I would like to thank those of you who took the time to fill in our user satisfaction survey 2015. As you know the responses help us provide continued quality improvement.

As part of our Quality process, all comments are reviewed and where possible, positive actions taken.

It was noted that the links to the OCB and Neuronal patterns were not functional on our website. This has now been rectified.

Reporting mechanisms have been updated. Reports are now available on Trackcare, SCI store and Clinical Portal for users where this facility exists. Where this facility is not available, hard copy results continue to be sent by first class mail.

A small percentage of respondents were dissatisfied with interpretative comments. However, no specific tests were identified. We have updated the comments on some of our assays and will continue to update as part of the review process.

Overall, the majority of users were satisfied with the service and many gave positive feedback.

Once again, thank you for taking part and I hope that the updated information will be useful to you.

Yours Sincerely,

Carolyn

Carolyn Watt
Technical Manager
www.nhsqgc.scot.nhs.uk/neuroimmunology