	Acute Services Division, Diagnostics, Department of Neuroimmunology, QEUH			NI-QF-006
	User Questionnaire			
	Author	Denise Marshall	Reviewer	Carolyn Watt
Active Date	14.06.16	Revision Date		

The Neuroimmunology Laboratory is committed to providing a service of the highest quality. The following questionnaire has been prepared to assess if the service provided relates to the needs, requirements, complaints and satisfaction of the user. Please take the time to answer the questions and use the space provided overleaf for additional comments.

Please indicate in the boxes provided the most appropriate response to the questions.

1 – Agree Strongly 2 – Agree 3 – Disagree 4– Disagree Strongly


1. **The Handbook for Laboratory Users provide clear information that facilitates proper use of the service (available on: www.nhsggc.org.uk/neuroimmunology)**
2. **The turnaround of results (target times on the website) meets your requirements.**
3. **The mechanisms for reporting results (phoning, internal mail, Telepath) meet your needs.**
4. **The laboratory reports provide clear information that enables the Interpretation of results.**
5. **The availability of clinical advice and interpretation of results meets your needs.**
6. **Interpretive comments are clear.**
7. **Interpretive comments are useful.**
8. **Telephone enquiries are dealt with efficiently and effectively.**
9. **The repertoire of laboratory investigations offered by the laboratory is clinically relevant and meets your requirements.**

Please use the space provided overleaf for any additional comments or any additional tests you would like to have considered for inclusion in the repertoire. Alternatively, you can email any useful suggestions, comments about the service or complaints to: carolyn.watt@ggc.scot.nhs.uk

Please return the completed questionnaire to:
 Neuroimmunology Laboratory, Level 1B Laboratory Medicine Building, Queen Elizabeth University Hospital,
 1345 Govan Road, Glasgow G51 4TF

Thank you for your co-operation.

Your Name
Hospital
Ward/Dept (anonymous comments are also valued but by their nature can prompt no reply)

	Acute Services Division, Diagnostics, Department of Neuroimmunology, QEUH			NI-QF-006	
	User Questionnaire				
	Author	Denise Marshall	Reviewer	Carolyn Watt	Version No – 1.0
	Active Date	14.06.16	Revision Date		

Additional Comments:-