

NEUROIMMUNOLOGY LABORATORY
SOUTHERN GENERAL HOSPITAL, GLASGOW

**USER SATISFACTION QUESTIONNAIRE RESULTS
2012**

126 FORMS WERE SENT OUT

47 FORMS RETURNED

37% 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)	49% (23)	45% (21)	2% (1)	0	4% (2)
2.	The turnaround of results (target times on the website) meets your needs and requirements.	34% (16)	60% (28)	2% (1)	2% (1)	2% (1)
3.	The mechanisms for reporting results (phoning, internal mail, Telepath) meet your needs and requirements.	32% (15)	62% (29)	2% (1)	0	4% (2)
4.	The laboratory reports provide clear, unambiguous information that enables the Interpretation of results.	40% (19)	56% (26)	2% (1)	0	2% (1)
5.	The availability of clinical advice and interpretation of results meets your needs and requirements.	36% (17)	62% (29)	0	0	2% (1)
6.	Interpretive comments are clear, succinct and unambiguous.	38% (18)	60% (28)	0	0	2% (1)
7.	Interpretive comments are useful.	42% (20)	56% (26)	0	0	2% (1)
8.	Telephone enquiries are dealt with efficiently and effectively.	56% (26)	40% (19)	0	0	4% (2)
9.	The repertoire of laboratory investigations offered by the laboratory is clinically relevant and meets your needs and requirements.	56% (26)	42% (20)	0	0	2% (1)

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COMMENTS:

1. Staff always helpful and friendly. Thank you for an excellent service.
2. Would like to be able to look on Glasgow SCI Store.
3. We are a "light User" basically "no problems" – price increasingly important.
4. Excellent Service.
5. We request MAG & Ganglioside antibodies and generally it takes 3-4 weeks to get results back, which is far outside of your stated turn around times. Other than that a good service with helpful and friendly staff who are happy to fax results etc when we phone up.
6. Questionnaire should say "neither agree or disagree" also "not used" (eg clinical advice) also would prefer Survey Monkey (or similar).
7. Would be interested in setting up lab to lab electronic communication of results, not for speed but even to keep track of results, plus can be audited.
8. Telephone calls are always dealt with in a friendly and helpful manner.
9. It takes 17-21 days to get results back (we refer ganglioside & MAG abs) I allow at least a week for postage and reporting to our end but it seems to take a long time considering the assay is run 1-2 times/week. Have you looked into using Xlabs/NPEX at all?
10. A very good referral service!
11. We use the Southern General service for (very) specialised assays that cannot be performed locally. In general reports are clear but our users have had problems with positive ganglioside reports, contrasting the reported positive titre with the quoted titre for normal samples.
12. Oligoclonal Band reports could be made clearer, only listing the interpretive comment that applies eg. Not circling comments.
13. Ganglioside report would be clearer if negative results were reported as negative rather than a titre.
14. On the whole an excellent service. Occasionally we have a slight delay in getting results but usually a phone call resolves any problems – Keep up the good work!
15. Excellent Service.
16. With new lab system/Trakcare – all current Yorkhill workload will come to yourself.
17. I think the service from the lab is uniformly excellent.