

NEUROIMMUNOLOGY LABORATORY
QUEEN ELIZABETH UNIVERSITY HOSPITAL

**USER SATISFACTION QUESTIONNAIRE RESULTS
2016**

109 FORMS WERE SENT OUT

37 FORMS RETURNED

34% 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)	40% (15)	60% (22)	0	0	0
2.	The turnaround of results (target times on the website) meets your requirements.	35% (13)	60% (22)	6% (2)	0	0
3.	The mechanisms for reporting results (phoning, internal mail, Telepath) meet your needs.	40% (15)	54% (20)	3% (1)	0	3% (1)
4.	The laboratory reports provide clear information that enables the Interpretation of results.	43% (16)	54% (20)	3% (1)	0	0
5.	The availability of clinical advice and interpretation of results meets your needs.	37% (14)	60% (22)	3% (1)	0	0
6.	Interpretive comments are clear.	35% (13)	62% (23)	3% (1)	0	0
7.	Interpretive comments are useful.	35% (13)	62% (23)	3% (1)	0	0
8.	Telephone enquiries are dealt with efficiently and effectively.	51% (19)	35% (13)	6% (2)	0	8% (3)
9.	The repertoire of laboratory investigations offered by the laboratory is clinically relevant and meets your requirements.	37% (14)	60% (22)	3% (1)	0	0

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COMMENTS:

- Thank you for your help when I telephoned with a query about gangliosides. The service you provide is very quick.
- An excellent clinically orientated service with extremely helpful staff. Could not be improved.
- More pictures of staining patterns on website would be useful for educational purposes.
- Laboratory handbook is hidden under a few tabs on website. As this contains most info needed by users, could a direct link on side tab be created to open the pdf directly?
- The lab is used for specialist assays not readily available elsewhere. In the past year I have telephoned a couple of times, both enquiries were dealt with in a friendly, professional and helpful manner. Thank you.
- I think Neuroimmunology provides an excellent service.
- I would like emailed reports to our generic email box. I think this would be a more effective use of everyones time.
- I am frustrated by your pricing policy of one size fits all. I would much rather send Anti ACHR Abs etc to Glasgow rather than Oxford but your pricing makes it impossible. In addition we are about to bring Neuronal blots in-house because it is cheaper for us to do this than send to you. Would you consider reviewing this policy particularly given current financial pressures to everyone?
- Although the local lab offers an excellent service, the repertoire of tests available could be wider. The need to send Autoimmune Encephalitis and Neuromyelitis Optica antibody testing to Oxford has a negative impact for patients and clinicians. The delay in giving early immunotherapy caused by a delay of about two weeks can have significant consequences on the outcomes for these patients.
- Staff are always helpful when I phone and are always quick to assist where possible. The turnaround times are very good compared to other reference labs. I know our clinicians appreciate that.
- Comments are sometimes included, sometimes not on positive samples.
- Things to consider? Posting one unified result for OCBs on Trakcare and Tracking advice on Trakcare for send away tests – i.e. To see sample has been received and dispatched.

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To whom it may concern

User Satisfaction Survey 2016

I would like to thank those of you who took the time to fill in our user satisfaction survey 2016. 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.

Our Laboratory handbook now has a direct link from the main menu on the website to make it easier for users to find the most frequently requested information. In addition, we have added to our test repertoire but offering anti-NMDA and anti- VGKC associated proteins (LG11 and CASPR2).

A small number of respondents continue to feel that our reporting mechanisms do not meet their needs. Our laboratory IT department is currently looking at the set up for NPEX. Should this become available in future we will notify users.

We have continued to update our reporting comments and hope that this has been beneficial to service users. In some cases an interpretive comment is not possible due to lack of relevant clinical information and we would encourage users to provide as much detail as possible.

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.nhs.gov.uk/nhs.uk/neuroimmunology