

**NEUROIMMUNOLOGY LABORATORY
QUEEN ELIZABETH UNIVERSITY HOSPITAL**

**USER SATISFACTION QUESTIONNAIRE RESULTS
2017**

124 FORMS WERE SENT OUT

40 FORMS RETURNED

32% 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)	33% (13)	57% (23)	5% (2)	0	5% (2)
2.	The turnaround of results (target times on the website) meets your requirements.	38% (15)	60% (24)	0	0	2% (1)
3.	The mechanisms for reporting results (phoning, internal mail, Telepath) meet your needs.	43% (17)	53% (21)	2% (1)	2% (1)	0
4.	The laboratory reports provide clear information that enables the Interpretation of results.	35% (14)	63% (25)	2% (1)	0	0
5.	The availability of clinical advice and interpretation of results meets your needs.	40% (16)	48% (19)	2% (1)	0	10% (4)
6.	Interpretive comments are clear.	43% (17)	53% (21)	2% (1)	0	2% (1)
7.	Interpretive comments are useful.	48% (19)	48% (19)	2% (1)	0	2% (1)
8.	Telephone enquiries are dealt with efficiently and effectively.	55% (22)	38% (15)	2% (1)	0	5% (2)
9.	The repertoire of laboratory investigations offered by the laboratory is clinically relevant and meets your requirements.	40% (16)	50% (20)	2% (1)	0	8% (3)

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COMMENTS:

- The use of NPEX would further speed up the receipt of results. Please let us know if you are thinking of using this as we are in the process of implementing NPEX. Thanks.
- Electronic reporting such as NPEX would be useful.
- The rapid turnaround time of the Neuroimmunology tests is very important to good clinical care. This has helped reduce potentially unnecessary investigations for some patients when negative and more rapid initiation of treatments for other patients. I have seen the benefit in patients with Bickerstaff Encephalitis and Autoimmune Encephalitis patients in particular. The flagging up of key abnormal results is also important. When samples for some of these tests were sent to Oxford they took considerably longer and the results did not always find their way to the requestor.
- The Glasgow laboratory is good. Have had serious issues with results when sent to other labs without using the Glasgow lab.
- Electronic reports would improve turnaround times.
- Very happy with the service overall. Telephone advice has always been useful. The website is also great for getting information. Turnaround times are one of the best of our referral labs. Great Service!
- At some point would we be able to explore having the results returned electronically eg. Via email as this may reduce the turnaround time a little. Otherwise thank you for your service, really very happy.
- Excellent service; no issues with reports.
- As ever Neuroimmunology offers a very good service regarding turnaround times and advice. Cost is a problem and stops us sending more tests.
- A very good service, thank you.
- Always excellent.
- Anti VGCA locally?
- Availability of out of hours advice.
- We would prefer to receive results by email as we do from other labs.
- Interpretative comments on Neuroimmunology reports can be very sparse, lacking in detail and unhelpful in some cases. However, in cases where we contact Professor Willison regarding specific cases the response is typically prompt and very helpful. Please can more detailed interpretative comments be included on your reports.

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To whom it may concern

User Satisfaction Survey 2017

I would like to thank those of you who took the time to fill in our user satisfaction survey 2017. 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.

Last year we reported that our Laboratory IT department were looking into setting up NPEX, which would improve reporting mechanisms. I am pleased to inform you that we are now in the process of implementing NPEX, and any users interested in this facility should contact me in the first instance.

We continue to review our test repertoire and all suggestions for introduction of new assays will be considered.

Although the department does not offer an out of hour's service, information on our website for each of the assays is available. We will review the information provided and if appropriate, update with further clinical information.

Interpretative comments have been reviewed and updated over the last year. We would encourage users to provide as much relevant clinical details with requests. We will continue to monitor and review the reporting comments.

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