

**NEUROIMMUNOLOGY LABORATORY
QUEEN ELIZABETH UNIVERSITY HOSPITAL**

**USER SATISFACTION QUESTIONNAIRE RESULTS
2018**

118 FORMS WERE SENT OUT

30 FORMS RETURNED

25% 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)	43% (13)	50% (15)	0	0	7% (2)
2.	The turnaround of results (target times on the website) meets your requirements.	53% (16)	43% (13)	0	0	4% (1)
3.	The mechanisms for reporting results (phoning, internal mail, Telepath) meet your needs.	43% (13)	40% (12)	13% (4)	0	4% (1)
4.	The laboratory reports provide clear information that enables the Interpretation of results.	50% (15)	43% (13)	0	0	7% (2)
5.	The availability of clinical advice and interpretation of results meets your needs.	40% (12)	47% (14)	0	0	13% (4)
6.	Interpretive comments are clear.	43% (13)	50% (15)	0	0	7% (2)
7.	Interpretive comments are useful.	43% (13)	50% (15)	0	0	7% (2)
8.	Telephone enquiries are dealt with efficiently and effectively.	63% (19)	27% (8)	0	0	10% (3)
9.	The repertoire of laboratory investigations offered by the laboratory is clinically relevant and meets your requirements.	50% (15)	43% (13)	4% (1)	0	4% (1)

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COMMENTS:

- Any problems or queries we have had have always been dealt with in a timely manner and the lab was very helpful when we were seeking advice and info regarding handling CJD samples to write our local policy/guidance for staff in the lab.
- Your staff are extremely helpful and lovely to speak to on the rare occasion I have to phone about anything. Please thank them for me and my staff.
- Excellent service, stellar secretarial support.
- If there is any possibility of receiving reports through an nhs.net account to speed up the process, it would be appreciated.
- Great and expanding service – Vital !!
- Not easy to navigate as not all info in the handbook – Question 1.
- Availability of NPEX for requesting/reporting would be good.
- We will be implementing NPEX in 2018-2019. Availability to use NPEX would be good.
- The occasional time I have to ring, the staff on the phone were very helpful and informative. Thanks a million!
- It is unfortunate that results cannot be emailed or faxed for urgent results, though the phone calls are appreciated.
- Would like results emailed to an nhs.net account.
- We would like to implement an NPEX connection to transmit results electronically.
- This is a very good service – The main barrier to using more tests is cost, so much so that we have brought neuronal blots in-house as it is cheaper than sending to yourselves – An additional barrier is workflow as some tests go to Oxford it is easier to send majority to Oxford – Very happy to discuss but please discuss with us and don't badger our neurologists who are caught in the middle and are generally very sensible.

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To whom it may concern

User Satisfaction Survey 2018

I would like to thank those of you who took the time to fill in our user satisfaction survey 2018. 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.

- Request for electronic reporting continues to be an area for improvement. Implementation of NPEx is ongoing and once IT issues have been resolved we hope to be able to roll this out to our users, thereby improving reporting mechanisms.
- The cost of tests is currently under review.
- The laboratory handbook has been reviewed and updated to incorporate more information.

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
Quality, Training and Health and Safety Manager
www.nhsggc.scot.nhs.uk/neuroimmunology