



Dear User,

The West of Scotland Specialist Virology Centre is committed to providing a high quality service to our users.

We would therefore like to invite you to take part in a quick survey to enable us to ensure we are achieving these objectives and to assure all our users are satisfied with our service.

Please help us to continually improve our service by answering the following questions.

First tell us who you are:

Location.....

Date.....

USER SURVEY

1a. Are you aware of our website <http://www.nhsggc.org.uk/virology>. (Please circle)

YES NO

1b. If YES does it provide clear information that facilitates the proper use of the service? (Please circle)

YES NO

If your answer to 1b is NO please provide feedback using the comments section at the end of this survey.

Please circle the sliding Likert scale for the following questions where:

- 1 = Never
9 = Always

2. Does our test repertoire meet your requirements?

1 4 9
Never _____ Sometimes _____ Always

3. Do our turnaround times meet your clinical needs?

1 4 9
Never _____ Sometimes _____ Always

4a. Do you have access to virology results *via* an electronic system?

1 4 9
Never _____ Sometimes _____ Always

4b. Which electronic systems can you access? (Tick all that apply)

SCI Portal Trak Gp-Ice NASH

5. If you do have access how often do you use it to look up results?

1 4 9
Never _____ Sometimes _____ Always

6. Do our laboratory reports give clear, unambiguous information enabling interpretation of results?

1 4 9
Never _____ Sometimes _____ Always

7. If you receive paper reports from us do these reports arrive within an acceptable timescale?

1 4 9
Never _____ Sometimes _____ Always

8. When telephoning the laboratory, are staff helpful?

1 4 9
Never _____ Sometimes _____ Always

9. When calling for clinical advice does availability and support meet your needs/ requirements?

1 4 9
Never _____ Sometimes _____ Always

10. Have any complaints you have raised with the lab been dealt with efficiently and effectively?

1 4 9
Never _____ Sometimes _____ Always

11. How often do you use the “on call” service?

1 4 9
Never _____ Sometimes _____ Always

Thank you for your co-operation and for taking the time to answer the above questions.

Please return the completed questionnaire within one month

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Please use below for further comments or to enquire about other areas of our service.

Also please feel free to contact our Compliance Manager on Jane.McOwan@ggc.scot.nhs.uk

Comments box

Or Email comments to: jane.mcowan@ggc.scot.nhs.uk (Compliance Manager)