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](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

ED-298 v2
3. Do our turnaround times meet your clinical needs?

1
Never_____________________Sometimes___________________Always

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

1
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
Never_____________________Sometimes___________________Always

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

1
Never_____________________Sometimes___________________Always

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

1
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
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

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