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To whom it may concern

User Satisfaction Survey 2019

I would like to thank those of you who took the time to fill in our user satisfaction survey 2019. 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. This year, the main themes were as follows:

NPEx

Work is ongoing with implementation of NPEx to improve reporting mechanisms. Progress is slow due to demand for IT support within high volume routine areas of the laboratory, but we remain optimistic that we can progress in due course.

Turnaround times

Turnaround times for all assays have been reviewed and updated where applicable. During 2019 the department has undergone some major instrument upgrades and this may have had an impact on turnaround times during the implementation period, however, turnaround times are closely monitored and are showing improvement.

Laboratory Handbook

We are delighted that the Laboratory Handbook is proving to be helpful to our users. Updates are made regularly and we would encourage users to continue to use it. It can be accessed via the link below:
[Handbook](#)

Clinical indications

Preparations are underway to include clinical indications for requests on Trackcare and GP ICE. We are working with primary care and speciality groups to develop this.

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
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