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To whom it may concern

User Satisfaction Survey 2020

I would like to thank those of you who took the time to fill in our user satisfaction survey 2020. 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.

In 2019, turnaround times were impacted during the implementation period for major instrument upgrades. I am pleased to see that the majority of users have been satisfied with turnaround times in 2020, despite potential delays due to the ongoing Covid19 pandemic.

We also continue to work with primary care and speciality groups, supporting them to disseminate guidance on clinical indications, via their newsletters.

Notable topics this year:

NPEx

Requests for NPEx to improve reporting mechanisms has again been significant, especially for our Neuroimmunology users. Demand for IT support has been a challenge with resources being moved to coping with Covid19 demands in other laboratory areas. We remain optimistic that we can resume progress when resources become available.

Interpretative Comments

The majority of users were satisfied with interpretive comments, however, a suggestion was made for comments to be added for positive LGI1 and CASPR2 results. This suggestion will be taken on board and updated in due course.

Test repertoire

We are continually looking at our test repertoire and where there is an identified clinical need, we will strive to bring tests in house. A few suggestions were raised for a 'wish' list and we will monitor these where applicable.

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

<http://www.nhsggc.org.uk/immunologyneuroimmunology>