

**NEUROIMMUNOLOGY LABORATORY
SOUTHERN GENERAL HOSPITAL GLASGOW**

USER SURVEY 2010

Introduction

As a requirement by CPA the Neuroimmunology Laboratory must ensure an annual user survey is carried out by circulation a questionnaire to the users of the service. The Neuroimmunology lab receives samples from NHS GG&C hospital clinics and laboratories, other Scottish and English trusts as well as samples referred from overseas.

Coverage

The Neuroimmunology lab sent out 168 Questionnaires of which 46 were returned, a return of 27%.

The breakdown of the questionnaires sent/returned was as follows.

	Sent	Returned	%
Neurology Consultants/Wards	24	17	71
NHS GG&C hospital laboratories	15	4	27
Other Scottish Hospital laboratories	25	5	20
Non Scottish Hospital laboratories	96	17	18
Laboratories external to UK	8	3	38

Results

Question	% STRONGLY DISAGREE	% DISAGREE	% AGREE	% STRONGLY AGREE	% NO COMMENT
the handbook for Laboratory users provides clear information that facilitates proper use of the service (available on www.nhsggc.org.uk/neuroimmunology)	0	0	47	38	15
The turnaround of results (target times on the website) meets your needs and requirements.	2	2	60	36	0
The mechanisms for reporting results (phoning, internal mail, Telepath) meet your needs and requirements.	2	7	58	31	2
The laboratory reports provide clear, unambiguous information that enables interpretation of results.	0	2	54	42	2
The availability of clinical advice and interpretation of results meets your needs and requirements.	0	2	60	36	2
Interpretive comments are clear, succinct and unambiguous.	0	2	60	36	2
Interpretive comments are useful.	0	0	54	44	2
Telephone enquiries are dealt with efficiently and effectively	0	0	38	60	2
The repertoire of laboratory investigations offered by the laboratory is clinically relevant and meets your needs and requirements.	0	2	42	54	2

Continued

Response to points raised in user satisfaction survey.

First I would like to thank those of you who took the time to fill in our user satisfaction survey, as you know the responses provided will help us provide continued quality improvement.

Handbook/ website

One respondent was unable to access our website (www.nhsggc.org.uk/neuroimmunology), we hope this is now resolved. This lab was sent a hard copy of our up to date Laboratory Handbook.

Another asked if the Laboratory Handbook was redundant, the Laboratory Handbook is available on our website.

We felt the Laboratory Handbook was more accessible on the website and easier for us to keep up to date.

Turnaround times

One respondent felt turn around times for results on samples referred to external laboratories should be returned more quickly. I am sorry we are unable to do anything about this. We have no control over the frequency assays are carried out in other laboratories, reports are sent out to requesting physicians on the day we receive them.

Reporting mechanisms

One respondent asked if we would be able to FAX results to them, we are unable to do this at present. Individual requests can be sent by FAX to a secure FAX machine. Currently our reports are available on Telepath for NHS GG&C users. Reports for external trusts are generated as hard copy and sent out by first class mail.

Other users felt it essential that our results should be available on the Clinical Portal/ SCI store, as reports are not always filed in patient case notes. We are currently trying to have our results made available on Clinical Portal/ SCI store.

Clinical advice and interpretation

One respondent felt that clinical advice was sought it was useful but occasionally found clinical staff difficult to track down. Our laboratory director is available on email [Hugh.Willison@glasgow.ac.uk].

Interpretive comments

Two respondents were dissatisfied with our interpretive comments,

Sometimes handwritten interpretive comments are difficult to read, we have addressed this all comments are now typed.

More interpretive comments would be useful. We have expanded the list of interpretive comments available on anti Ganglioside assays, tying them more closely to diseases associated with particular Ganglioside antibody patterns.

Overall the majority of users (85-98%) gave positive responses to the Questionnaire. Many made positive comments

Excellent service – staff are always helpful.

Queries always dealt with promptly and efficiently- Very Helpful.

Staff are always very pleasant knowledgeable and helpful- Turnaround times are excellent- Reports give clear interpretation.

Overall service provides what we need.

Website is excellent.

We in the Neuroimmunology lab feel that access to Telepath and creation of our website has made communication between the lab and our users better.

We will try to get our results posted on Clinical Portal/SCI store to make access to results easier for our users.

I hope the information in this report is useful to users and may I thank you again for taking part in this survey

Yours Sincerely

Jan Gairns