



USER SATISFACTION SURVEY RESULT 2018



Advance Histopathology Laboratory Ltd (AHLab) undertakes a user satisfaction survey as part of its annual compliance to United Accreditation Service (UKAS) ISO 15189 requirements.

The survey is to be conducted using a questionnaire submitted to the users via post with the opportunity of responding by email if preferred.

The survey is to be sent out to the following groups of people:

- Clinics
- Health care providers
- GP practices
- Hospitals
- Individual consultants

The survey uses fourteen statements of enquiry to cover eight areas of service.

Survey respondents are asked to select from the following, and invited to provide comments as appropriate:

<input type="checkbox"/> Strongly Agree	<input type="checkbox"/> Agree	<input type="checkbox"/> Neutral	<input type="checkbox"/> Disagree	<input type="checkbox"/> Strongly Disagree	<input type="checkbox"/> n/a
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1. Range of Investigations
I am happy with the range of investigations available.
2. Turnaround Time
Results are received in a timely manner.
3. Laboratory Reports
Laboratory reports are clear, understandable and comprehensive.
Laboratory reports are readily accessible, in formats that meet my needs.
4. Communication and Ease of Contract
Consultant Pathologists are easy to contact.
Laboratory staff are easy to contact.
5. Advice
I am satisfied with any advice and assistance provided by laboratory Consultant Pathologists.
6. Support Services
Arrangements of specimen transport meet my needs.
Provision of consumables meet my needs.
7. Service
The User Guide meet my requirements.
The level of service provided is consistent, at all times of the day/week.
The overall service is meeting my needs.
8. Developments or Changes in Practice.
Do you anticipate any development or changes in your clinical practice which will affect your demands on the laboratory services in the next 12 months, if so please provide details in the space provided.

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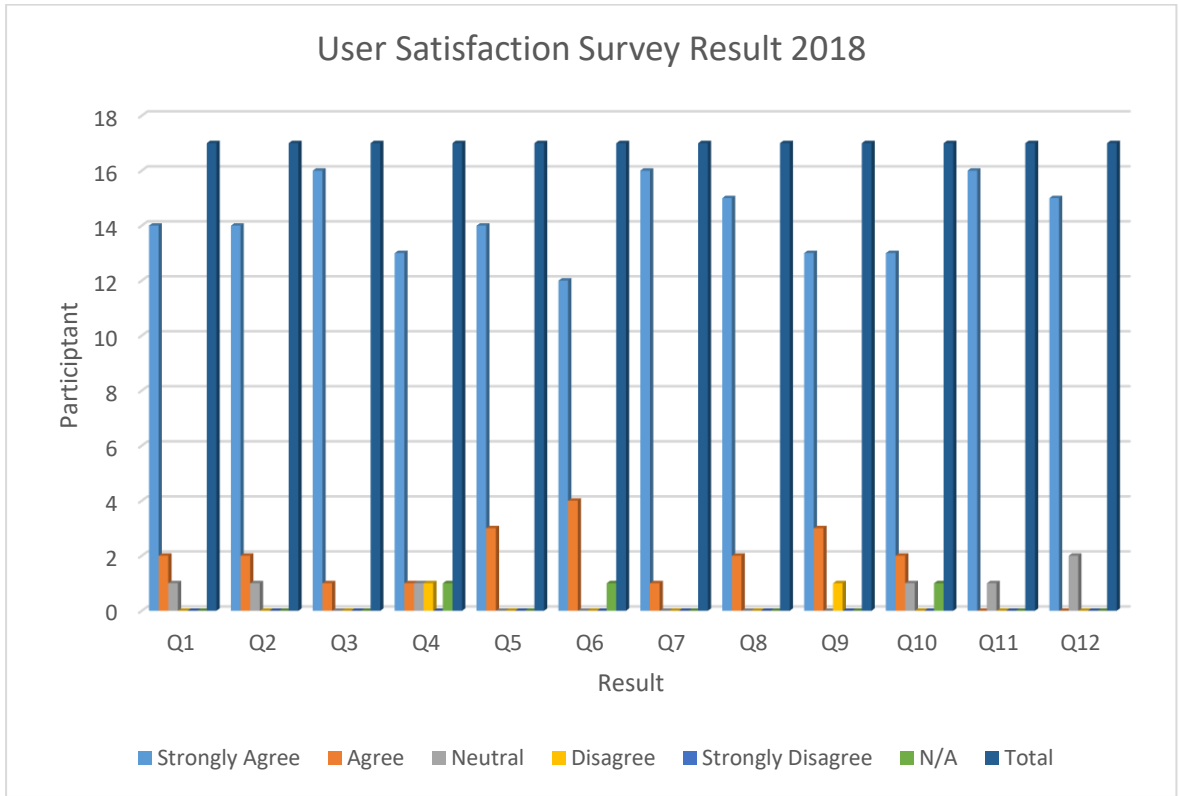
Are there any developments or changes in service that you would like to see from us? If so, please provide details in the space provided.

50 Survey questionnaires with cover letter were sent out in December 2018. 17 out of the 25 surveys were returned, making the response 34%.

Question	Description
1	I am happy with the range of investigations available
2	Results are received in a timely manner
3	Laboratory reports are clear, understandable and comprehensive
4	Laboratory reports are readily accessible, in formats that meet my needs
5	Consultant Histopathologist are easy to contact
6	Laboratory staff are easy to contact
7	I am satisfied with any advice and assistance provided by laboratory Consultant Pathologists
8	Arrangements for specimen transport meet my needs
9	Provision of consumables meet my needs
10	The User Guide meet my requirements
11	The level of service provided is consistent, at all times of the day/week
12	The overall service is meeting my needs.

The rating was given a score number (0 – 5) and result collated.

		Answer to questions											
Rating	Score	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12
Strongly Agree	5	14	14	16	13	14	12	16	15	13	13	16	15
Agree	4	2	2	1	1	3	4	1	2	3	2	0	0
Neutral	3	1	1	0	1	0	0	0	0	0	1	1	2
Disagree	2	0	0	0	1	0	0	0	0	1	0	0	0
Strongly Disagree	1	0	0	0	0	0	0	0	0	0	0	0	0
N/A	0	0	0	0	1	0	1	0	0	0	1	0	0



The last two parts of the questionnaire assess any development or changes in practice by asking the following questions:

- Do you anticipate any development or changes in your clinical practice which will affect your demands on the laboratory services in the next 12 months?

Out of the 17 surveys returned 1 provided service user informed us of additional surgeon that would be using the service.

- Are there any developments or changes in service that you would like to see from us?

Out of the 17 surveys returned 4 provided comments.

"Thank you for your help with various specimens..."

"Perfect all around! Thank you"

"Very happy with the current service provision and communications"

"Everything is spot on! Excellent service"