

Report on User Survey 2018

WRGL performed a user survey in February 2018. We received 42 responses. 100% of respondents were either very satisfied or satisfied with the overall quality of service provided by WRGL and all would recommend the service to a colleague. Four of the six questions (content and format of reports, responses to duty scientist email, helpfulness and responsiveness of staff (both technical/scientific and office) elicited 100% positive responses. The two questions which scored less than 100% satisfaction were turnaround times for reports (9.5% not satisfied) and information available via the website (2.4%; 1 person dissatisfied).

When asked if there was one aspect of the WRGL service that could be improved some respondents mentioned turnaround times. One respondent objected to having to get an nhs.net email account and wished results to be phoned (which is inappropriate given the complexity of the results and Best Practice Guidelines on such matters). Fourteen comments were entered in response to the question asking if people had any other comments. Thirteen of these were positive; the one negative comment related to a request form but it appears to refer to a Pathology form which they are using incorrectly for requests to WRGL.

Therefore the only “valid” criticism was in relation to turnaround times. WRGL actively manages turnaround times to ensure that we meet requirements for each test.