

CIU User Survey

2019-2020



Summary

We had eleven responses in total from consultant and principal biochemists from all over the country.

All responses were positive with supportive comments.

The laboratory provides a suitable range of Cholinesterase investigations

All users agreed with this statement, with the majority strongly agreeing.

... we provide a cholinesterase service ourselves, but use you with cases where a 'second opinion' is required. I have always found you to be very helpful colleagues with that.

Turnaround time for requests is satisfactory

All users agreed with this statement.

Urgent or high priority requests are processed in a timely way

Again, all responses were positive.

Reports are in an appropriate format and include all of the information I require

All users agreed with this statement.

... reports are always very informative and helpful

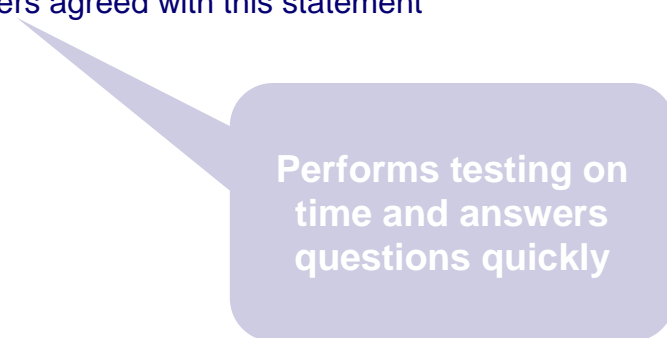


Interpretative comments on reports are sufficient and helpful

All users agreed with this statement

Advice is readily available

All users agreed with this statement



Performs testing on time and answers questions quickly

Staff are friendly and helpful

All users agreed with this statement

Staff are sufficiently knowledgeable

All users agreed with this statement

