

Toxicology User Survey 2019-2020



Summary

We had seven responses in total from pathologists and coroners.

Overall, responses were positive

One user commented that β -Hydroxybutyrate testing is not available on blood. We provide this test in vitreous humour but unfortunately the method is not suitable for blood samples. However, blood β -Hydroxybutyrate testing can be requested if necessary and is available as a referred test.

The test repertoire offered by the laboratory is satisfactory.

We offer a good level of service to our users with the ability to refer samples to other laboratories for rarer analytes, or for confirmations where necessary.

Having recently acquired a Waters TQS Micro Tandem Spectrometer we are in the position to start expanding our services and will be looking to offer a greater variety of analytes in the future.

All responses from users were positive.

Good level of service all round

I'm quite happy with the service.
Does what it says.

Turnaround time for requests is satisfactory

All users agreed with this statement. We work to standard turnaround times for both clinical and coronial work and monitor our compliance with these.



Urgent requests or queries are dealt with in a timely way

Again, all responses were positive.

Interpretative comments on reports are sufficient and helpful

All respondents agreed.

Staff are friendly and helpful

We think they are, glad our users agreed.

Staff are sufficiently knowledgeable

All respondents agreed with this statement. We aim to provide full and comprehensive interpretation of results based on up to date published information. Further specialist advice is always available if required.

Have you accessed our Severn Pathology Website for information?

Respondents had not accessed our website, but hopefully having completed the survey they will be aware that this resource is available.

Other Comments

One respondent commented that requested tests were sometimes not performed. Some tests cannot be carried out in post-mortem samples, or results may not be interpretable after death. Where this is the case we would usually provide a comment on the report and we will endeavour to always do so in future. You can help us by providing clear and legible information on the request form or contacting the laboratory to discuss any unusual requests.

