

Biochemical Genetics User Survey

2019-2020

Summary

Fifteen responses were received from mainly clinical scientists, as well as other lab staff (quality manager, senior BMS, biomedical support worker) and including one genetic counsellor.

The laboratory offers all the tests that I need (directly or referred away)

Those respondents that answered this question (about 75%) did so with positive comments.

Turnaround time for requests is satisfactory

We constantly monitor our turnaround times to ensure we provide a high quality service that fits the needs of our users. Majority of respondents agreed with this statement. There were no negative responses.

Urgent or unexpected requests are communicated promptly

Again, strong agreement with no negative responses.

Interpretative comments on reports are sufficient and helpful

All respondents selected either “agree” or “strongly agree” to this statement.

Advice is readily available

All respondents selected either “agree” or “strongly agree” to this statement.



Staff are friendly and helpful

Comments were very complimentary, referring to staff as approachable, friendly, very helpful, with good communication and a friendly service with advice readily available.

Thank you for all of your help, keep up the good work and with my best wishes to you all in 2020.

Staff are sufficiently knowledgeable

Advice readily available.
Approachable staff

Have you accessed our Severn Pathology Website for information?

Only a third of our respondents had accessed the website

Thank you for drawing attention to your website!