

CIU User Survey

2022



Summary

We had eighteen responses in total from consultant and principal biochemists from all over the country. This is more than the previous survey in 2019-20

All responses were positive with supportive comments.

The laboratory provides a suitable range of Cholinesterase investigations

Most users strongly agreed with this statement

An excellent service with a good turnaround time and informative comments with results.

Turnaround time for requests is satisfactory

Almost all users agreed with this statement with one user selecting the 'neutral' option.

Urgent or high priority requests are processed in a timely way

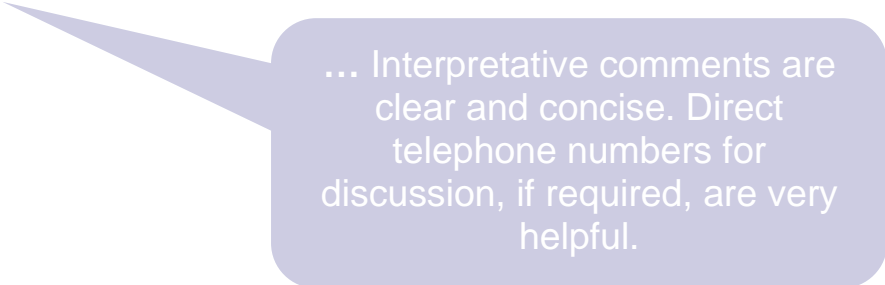
Again, almost all users agreed with this statement with one user selecting the 'neutral' option.

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

Most users agreed with this statement, with the majority strongly agreeing

Interpretative comments on reports are sufficient and helpful

All users agreed with this statement



... Interpretative comments are clear and concise. Direct telephone numbers for discussion, if required, are very helpful.

Advice is readily available

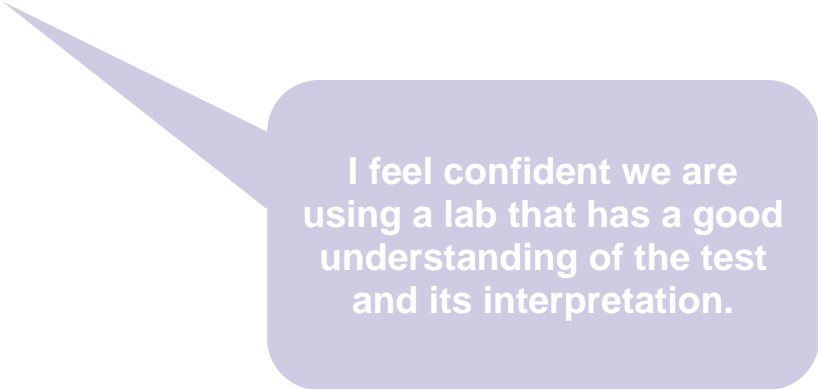
All users agreed with this statement

Staff are friendly and helpful

All users agreed with this statement – we agree with this too!

Staff are sufficiently knowledgeable

Lots of strong agreement with this statement shows us we're helping keep our knowledge and skills up to date.



I feel confident we are using a lab that has a good understanding of the test and its interpretation.

