



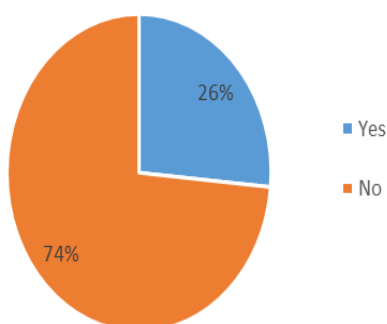
Biochemistry User Satisfaction Survey

Clyde Sector

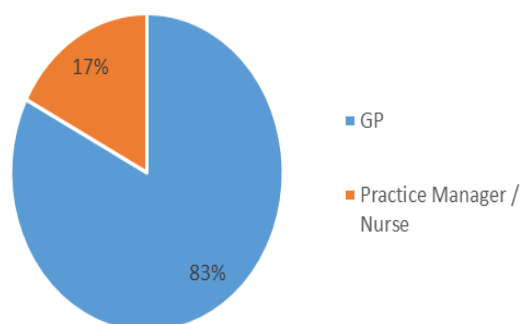
The Biochemistry Department conducted a GP user satisfaction survey via Microsoft forms from 25th May – 8th June 2022. A summary of feedback received is presented in the charts below.

Individual comments have been reviewed & investigated as part of our Quality Improvement procedure, to ensure we maintain a high quality of service, to all our users.

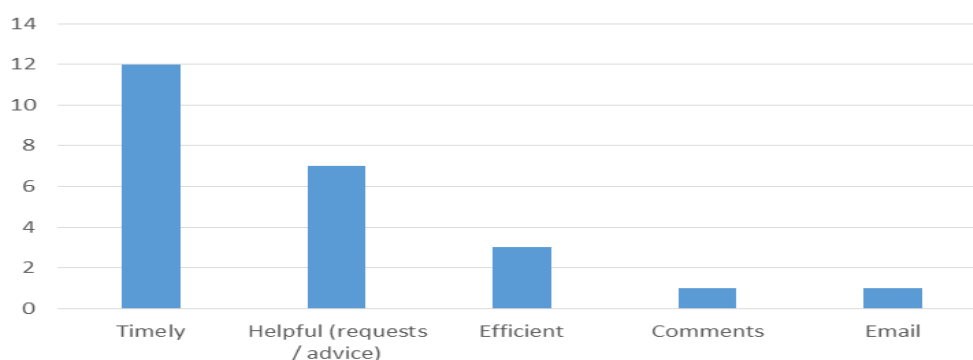
Survey Response Rate



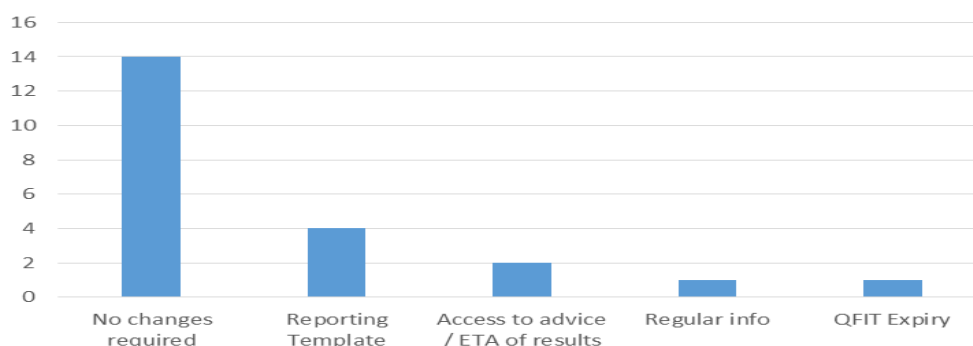
Who Responded?



What have Clyde Biochemistry Done well?

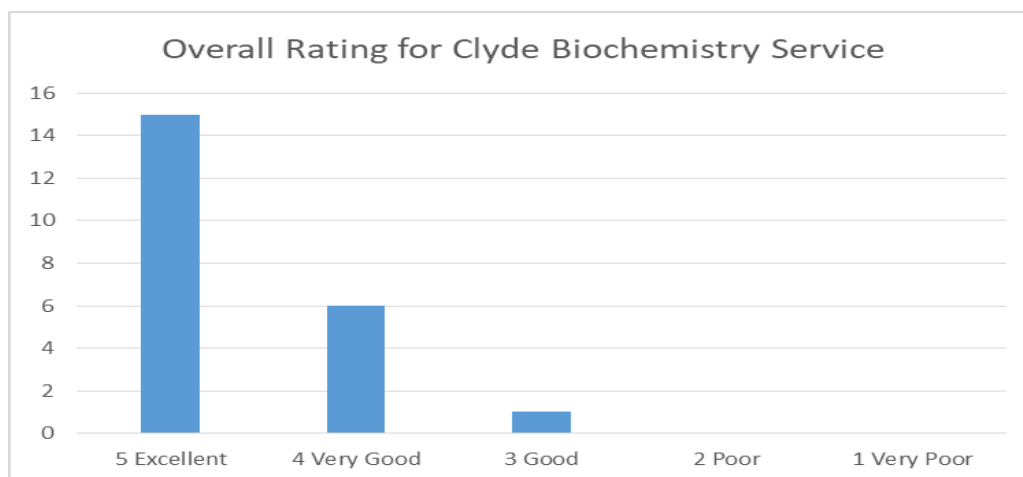


What could Clyde Biochemistry Do Better?





Please circulate to all members of staff within the practice



Thank you to everyone who took the time to complete the survey.

Biochemistry Email Advice

ClydeBiochemAdvice@ggc.scot.nhs.uk

A reminder that clinical advice can be obtained via email at the above address in addition to telephone queries. Users can expect a response within 24 hours and the service runs Mon - Fri 9 - 5pm.

Laboratory Genetics

As part of our Laboratory Information Management System (LIMS) update, we notified our service users that as of 1st January 2023 we would be changing to paperless reporting.

Your practice can choose to either receive an email notification that the report has been uploaded to Clinical Portal or alternatively the report can be emailed directly to a secure practice email address. This should be a generic practice email and not to an individual staff member email address. For users who have access to Clinical Portal, reports can be accessed via the 'Genetics' section.

To ensure you receive either electronic notifications of the report being up uploaded onto Clinical Portal or electronic copies of the reports, please contact geneticlabs@ggc.scot.nhs.uk for the reporting preferences form. Please return completed forms by email or post. Our postal address along with further information about our services can be found on our website [West of Scotland Genetic Services](#).

The laboratory is working with NHSGGC eHealth to try and send genetics reports via the EDT-Docman system. However, this requires a significant amount of development and therefor the interim measure above will be in place for all practices from 1st January 2023.

A very Merry Christmas to all our readers

We would be delighted with your feedback on issues that you would like us to address in the newsletter. Comments or suggestions can be sent to: Dr Iain Jones (Iain.Jones2@ggc.scot.nhs.uk), Martin Wight (Martin.Wight@ggc.scot.nhs.uk) or Lindsay Thomson (Lindsay.Thomson@ggc.scot.nhs.uk)