



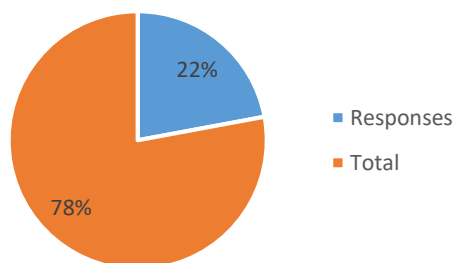
## Biochemistry User Satisfaction Survey

## Clyde Sector

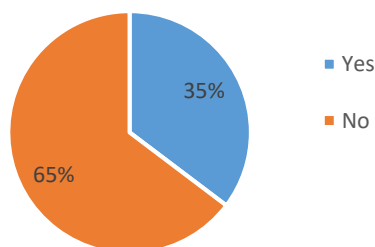
The Biochemistry Department conducted a GP user satisfaction survey from 10<sup>th</sup> March – 11<sup>th</sup> April 2025. A summary of feedback received is presented in the charts below. Individual comments have been reviewed & investigated as part of our Quality Improvement procedure, to ensure we maintain a high quality of service to all our users.

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

GP User Survey 2025 -  
Response Rate



Has anyone used the Clinical  
Advice email for non-urgent  
enquiries?

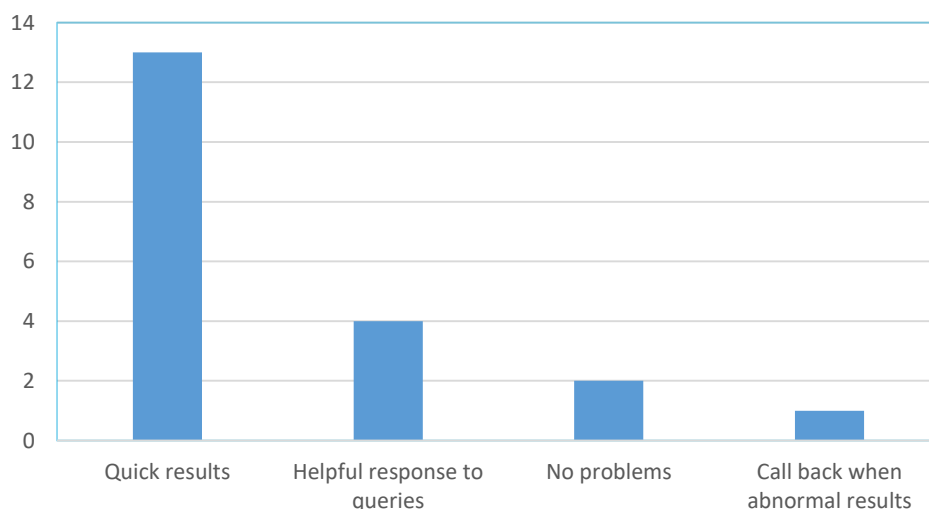


### Biochemistry Email Advice

[ggc.clyde.biochemistryadvice@nhs.scot](mailto:ggc.clyde.biochemistryadvice@nhs.scot)

**A reminder** that non urgent clinical advice can be obtained via email at the above address. Users can expect a response within 2-5 working days and the service runs Mon - Fri 9 - 5pm.

What do Biochemistry do well?

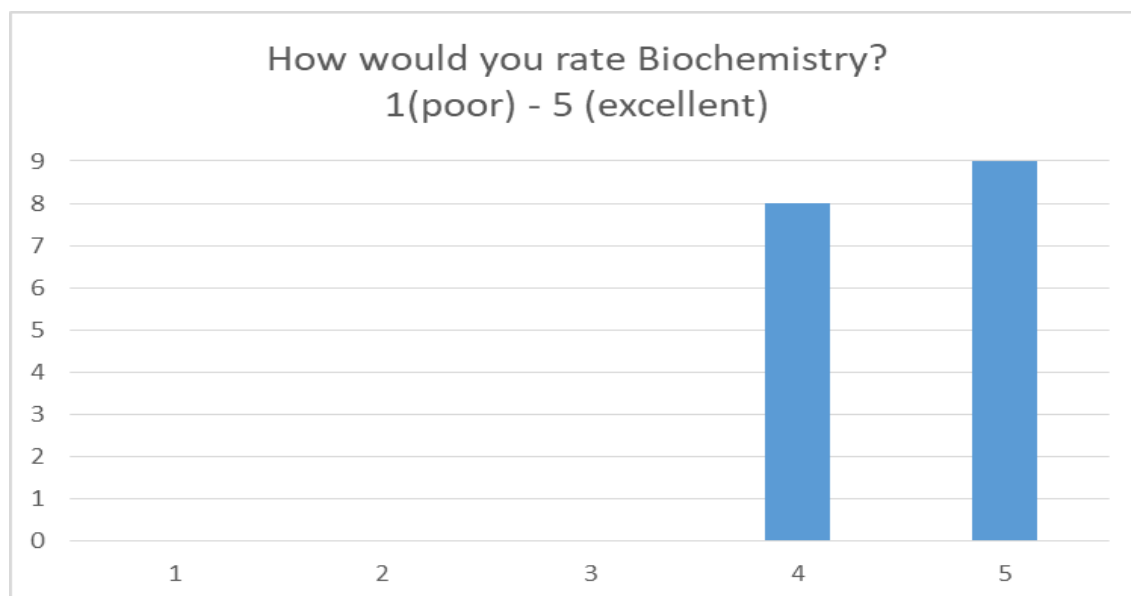




## Things we can improve, by number of suggestions received:

Suggestion	No.	Suggestion	No.
No complaints	6	Phoning of results (not phoned/phoned earlier	2
A very good service	2	Communication of changes	2
More/ unusual tests	2	Reports don't show trend of results like paper reports	1
Multiple versions of same results received	2	Easier way to amend or add samples	1
Reports don't show reason for request	2	Matching patients	1

In response to the query regarding practices receiving multiple copies of the same results we would be grateful if any of the affected practices could get in touch with examples in order that we can investigate this further.



## Discipline specific test requesting

A reminder that requests for tests performed by disciplines other than Biochemistry and Haematology should be put on their discipline specific request form and must include an appropriate separate sample.

At present, where an additional sample is provided, it will be forwarded to the appropriate laboratory. However, due to ongoing problems regarding this workaround, this will cease from 1<sup>st</sup> September 2025. For further details please refer to the memo sent to all GP practice managers on 26<sup>th</sup> May 2025.