

Immunology & Neuroimmunology Laboratory
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Website: www.nhsggc.scot/inilab

To whom it may concern

User Satisfaction Survey 2024

I would like to thank those of you who took the time to fill in our user satisfaction survey towards the end of 2024. As you know the responses help us provide continued quality improvement. As part of our Quality process, all comments are reviewed and, where possible, positive actions taken.

This year, we cut down the number of questions to fit on one page to make it quicker and easier to complete and ultimately attract more responses. Although the response rate to the survey remained the same at 12%, there was a slight increase in the returns from Webropol (7%) and decrease in paper copies (23%).

There were elements of the service where users noted dissatisfaction, however, the comments were generally backed up with positive feedback, which is circulated to all our staff.

Areas for improvement:

- With the introduction of the new Managed Service Contract, we aim to enhance our diagnostic services by introducing in house testing for specific tests, starting with myositis antibodies and diabetic markers. This will help to increase the laboratory repertoire and reduce turnaround times to further improve the service we provide.
- We are progressing with NPEx where possible; however, progress is currently limited due to the implementation of the new national Laboratory Information Management System (LIMS). The implementation of the new LIMS in NHS Scotland is designed to enhance collaboration and efficiency across health boards and facilitate the exchange of samples between different NHS boards. Following implementation of the new LIMS we can start to consider NPEx progression with health boards outwith Scotland, and any health boards within Scotland who will not be on the national LIMS.
- Our website provides comprehensive information about our services and the tests we offer, however we understand it may be difficult to navigate within NHS GGC staffnet. The link at the bottom of this letter will take you directly to the Immunology Laboratory website, where you can access our laboratory handbook which offers detailed guidance on our diagnostic service. The website will also include links to useful forms, contact details and any current news items which may affect our service. Please contact us if there is anything you would like us to consider adding to the website.

- We have a generic email for all non-urgent enquiries (ggc.immunology.labs@nhs.scot) This email is only reviewed once a day, so please ensure all urgent requests are phoned to 0141 347 8872. For outstanding results, please email ggc.band4admin@nhs.scot. These requests will be checked and responded to once a week by our admin team.

Once again, thank you for taking part and I hope that the updated information will be useful to you.

Yours Sincerely,

Carolyn

Carolyn Watt
Quality and Training Manager
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Useful Laboratory Contact Details

Immunology Enquiries:

Tel: 0141 347 8872 Ext 68872

Email(non-urgent enquiries): ggc.immunology.labs@nhs.scot

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