

SW Thames Genetics Service

Results of the Cytogenetics Laboratory User Survey 2011

1) Availability of information from the laboratory

Information availability for sending specimens – average 3.7 out of 5 (down from 4.1 last year)
Information availability and advice from staff – average 4.4 out of 5 (no change from last year)

Positive comments were received from various users on the helpful and courteous manner of staff. The lower score for availability of information may be representative of the respondent “set”, many of whom don't use the website (for example, Clinical Geneticists and Genetic Counsellors within the SW Thames Genetics Service).

2) Reporting times

Reporting times rating – average 3.5 out of 5 – slightly down from 3.9 last year

Responses were generally favourable, as reflected by the greatly improved turnaround times and many congratulatory statements being made. The Laboratory continues to strive to reduce reporting times.

One respondent would prefer a turnaround of tests in 72 hours however this is not possible on a routine basis due to the nature of cell culture and sample throughput.

One respondent commented on the turnaround of connexin testing – as this is a Molecular Genetics test and therefore outside the remit of this survey, the user has been contacted separately.

3) Interpretive reports

No complaints were received for reporting style and all respondents were fully satisfied.

4) General performance and further comments

Helpfulness of laboratory staff – average 4.5 out of 5

Some comments were made by regarding internal developments and issues which are ongoing (for example, prenatal array CGH). The service is currently in a transition phase as routine testing begins to move more towards array CGH. Users are being contacted individually by letter regarding this.

Many positive comments were received regarding the service offered – this will be fed back to all staff of the Laboratory.

Thank you to all those colleagues and users of the service who responded to this year's survey.

Will King
Quality Manager

21/03/11