

User Satisfaction Survey Report**Date of survey: August 2011**

Questionnaires were sent to 50 referring clinicians to enable a broad "picture" of the disease services offered by the Laboratory. 21 responses were received for this survey; five from SW Thames Genetics, five from St. Georges Hospital, and the remainder from regional, London-based and national centres and hospitals.

Results**1) Disease services coverage**

The table below indicates the number of respondents who use each service.

Myotonic dystrophy type 1 and 2	10
Breast and ovarian cancer	9
Fragile X syndrome	9
Noonan syndrome	8
Marfan syndrome	6
LEOPARD syndrome	6
Prader-Willi / Angelman syndromes	6
Sotos syndrome	6
Incontinentia Pigmentii	5
11p15	5
Huntington disease	5
CADASIL	3
Costello syndrome	3
Li-Fraumeni syndrome	3
Chromosome 14 UPD	3
Lymphoedema distichiasis / Milroy Disease / Hennekam syndrome	2
1p19q gliomas	1
Long QT syndrome	1

2) Reporting times

Reporting times rating - average 4.2/5

Many positive comments were received with regards to reporting and speed of urgent testing. Whilst no negative comments were received, the Laboratory remains committed to improving routine turnarounds.

3) Reporting practice

All respondents stated that the report information was "about right". Positive comments regarding report content and clarity were received.

4) Information

Most users were aware of the departmental website and none had any comments regarding it. The information regarding sample sending was rated at an average of 4.2/5 and the advice from staff rated as 4.6/5. Positive comments were received regarding the website, the availability of the referral form online and the generic email, as well continued good communication from staff.

5) Overall quality of service

Users rated the service 4.4/5 overall. Positive comments were received including the helpfulness of staff and processing urgent requests. Comments were made regarding adoption of new technologies and improving areas of service expertise, which are reflected in the current objectives of the Laboratory.

WILL KING

Quality Manager

Date of report: 17/09/11