

Results of Molecular Genetics Laboratory User Satisfaction Survey Report 2008

Fragile X syndrome

4/5 responses were received (2 from SW Thames Clinical Geneticists, 2 from external users).

1) Reporting times

Reporting times rating - average 4.5/5

All respondents were happy that reporting times met their clinic needs.

General comments were positive and there was appreciation of the flexibility of lab staff and the service

2) Reporting practice

All respondents thought the wording was "about right" and general comments included "good wording" and "clear reports with useful information in the explanatory box at bottom of report"

3) Intermediate alleles

All respondents were happy with the Laboratory's policy on intermediate allele testing and reporting. No further comments were made.

4) Information

Not all respondents were aware of the website (www.southwestthamesgenetics.nhs.uk).

Information regarding sample sending rating – average 5/5 but only two responses were received
Advice from staff rating – average 5/5

Comments made included a request from one user to have the blood tubes better labelled as she has received notifications from the Laboratory regarding samples being taken in the wrong tubes. The user has been contacted as the Laboratory has no control over blood tubes used by phlebotomy. Whilst instructions on our referral forms are clear on the use of EDTA tubes, an updated referral form is about to be released which will attempt to address these issues.

5) Overall quality of service

Overall service rating – average 5/5

Conclusions

The results of this survey were discussed at a genotyping service review meeting, held 13/10/08
Overall the service is rated very highly by both local users and those outside. No immediate changes are required to the service.

Many thanks to all colleagues who took part in our survey.

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Quality Manager