

Results of Molecular Genetics Laboratory User Satisfaction Survey Report 2008

Myotonic dystrophy

4/5 responses were received (all from external users).

1) Reporting times

Reporting times rating - average 4/5

All respondents were happy that reporting times met their clinic needs. One general comment was made that "it would be nice to have allele sizes for future research". Whilst the Laboratory does not report allele sizes, the advent of automated genotyping in 2003-4 means that this data is more readily available should it be required.

2) Reporting practice

All respondents thought the wording was "about right" and one general comment was made that "the allele size at the bottom of the reports is helpful as patients often enquire."

3) DM2

All respondents were happy with the Laboratory's policy on DM2 testing and one general comment was made that the service is "reliable, efficient and thorough".

4) Information

All users were aware of the Laboratory website and no further comments were made.

Information regarding sample sending rating – average 3.75/5.

Advice from staff rating – average 4.25/5

One comment was made that lab staff are helpful but sometimes difficult to get through to the department at times. As a result of this, all telephones in the Laboratory have now been set to divert to a central voicemail should any be unattended when users call.

5) Overall quality of service

Overall service rating – average 4/5

A general comment was made from lab staff do not consistently check the identity of users calling the lab.

Conclusions

The results of this survey were discussed at a genotyping service review meeting, held 13/10/08 (see separate minutes). Overall the service is rated highly by users. No immediate changes are required to the service.

Staff were reminded at a lab meeting 22/09/08 and again in the review meeting 13/10/08 regarding checking caller's identities and confirming they are speaking to the correct user and not a patient or unauthorised person (media etc.). The user who raised the issue has been contacted by letter as well.

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

WILL KING
Quality Manager