

## Results of Molecular Genetics Laboratory User Satisfaction Survey Report 2008

### Prader-Willi and Angelman syndromes

4/5 responses were received (all external clinicians).

#### 1) Reporting times

Reporting times rating - average 4/5

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

#### 2) Reporting practice

Respondents generally thought the wording was "about right" with one user being concerned that wording was "too much". We are currently awaiting the results of this year's external quality assessment scheme (UKNEQAS) before discussing any changes required to reporting.

General comments were made that reports are "usually clear and informative".

#### 3) Information

Only one user was aware of the Laboratory website ([www.southwestthamesgenetics.nhs.uk](http://www.southwestthamesgenetics.nhs.uk)) and no further comments were made.

Information regarding sample sending rating – average 3.75/5.

Advice from staff rating – average 4.25/5

#### 4) Overall quality of service

Overall service rating – average 4.25/5

No general comments were made.

### Conclusions

The results of this survey were discussed at a PWS/AS service review meeting, held 10/11/08. Overall the service is rated highly by users. No immediate changes are required to the service but we are still waiting to see the results of the UKNEQAS scheme to ensure report wording is approved. More information will be added to the departmental website regarding information for sample sending as there should be greater detail.

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

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