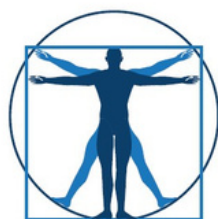


USER SURVEY SUMMARY 2023



**Advance
Histopathology
Laboratory**



INTRODUCTION:

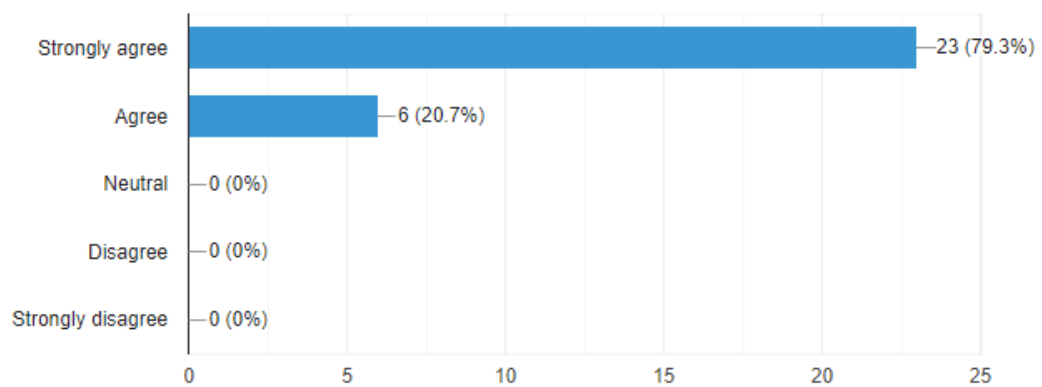
Advance Histopathology Laboratory Ltd User Satisfaction Survey 2023

- Advance Histopathology Laboratory Ltd (AHLab) undertakes a user satisfaction survey as part of its annual compliance to United Accreditation Service (UKAS).
- The survey uses 14 questions covering key areas of service.
- A summary of the responses received is shown in this document.

QUESTION 1

1) I am satisfied with the range of investigations provided.

29 responses



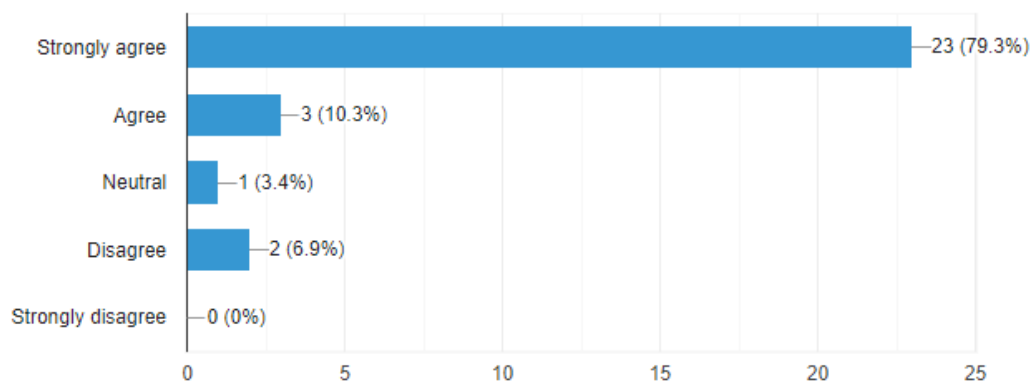
Please add any comments

Excellent service

QUESTION 2

2) I am satisfied that results are available in a timely manner.

29 responses



Please add any comments

2 responses

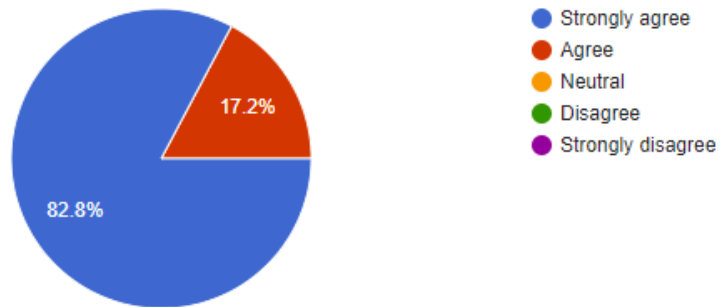
HPV results generally take over 1 week, whereas HCA usually have them within 24 hours

Our reports are always done very promptly

QUESTION 3

3) Laboratory reports are clear, understandable and comprehensive.

29 responses



Please add any comments

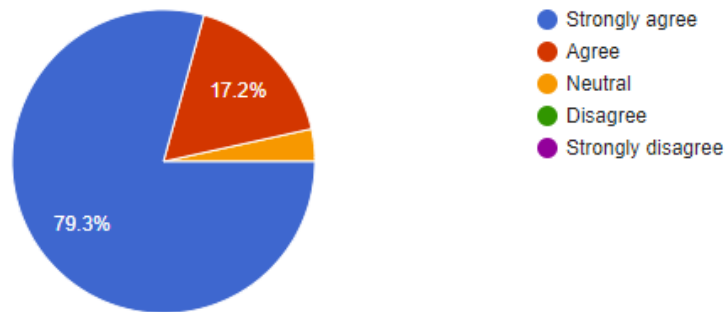
0 responses

No responses yet for this question.

QUESTION 4

4) Laboratory reports are readily accessible in a format that meets my needs.

29 responses



Please add any comments

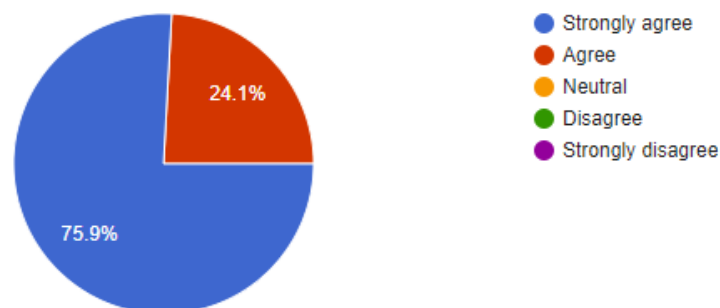
0 responses

No responses yet for this question.

QUESTION 5

5) Consultant Pathologists are easy to contact.

29 responses



Please add any comments

2 responses

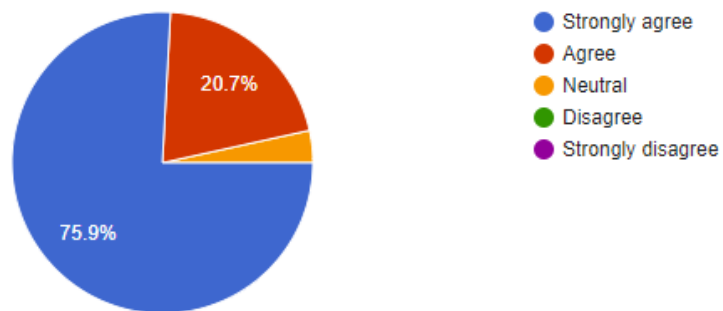
I usually contact Dr Moonim. He is always available. He demonstrated to listen carefully. His knowledge is exceptional and I am very happy with his help with very difficult cases and differential diagnosis. Brilliant service provided by Dr Moonim.

Usually via the office or Prof. Stamp

QUESTION 6

6) Laboratory staff are easy to contact.

29 responses



Please add any comments

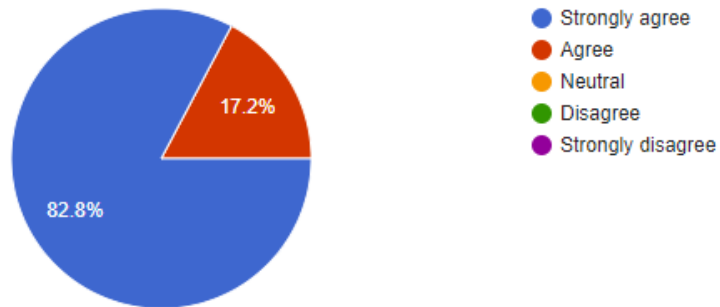
0 responses

No responses yet for this question.

QUESTION 7

7) I am satisfied with any advice and assistance provided by Consultant Pathologist.

29 responses



Please add any comments

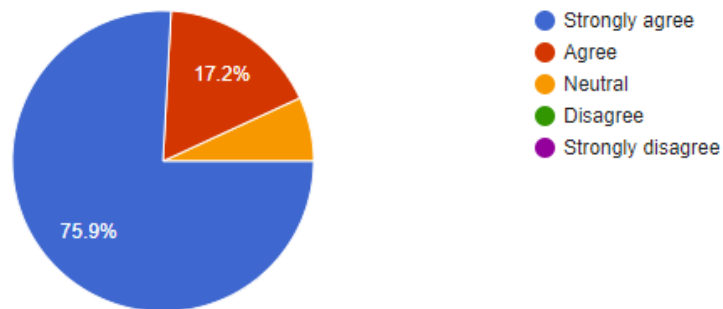
0 responses

No responses yet for this question.

QUESTION 8

8) Arrangements for agreed specimen collection/ transport meet my needs.

29 responses



Please add any comments

2 responses

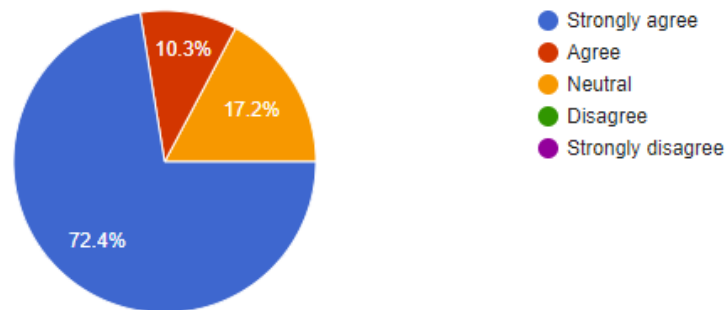
sometimes there is a delay

via telephone or e-mail request

QUESTION 9

9) Provision of consumables meets my needs.

29 responses



Please add any comments

3 responses

I dont have any consumables

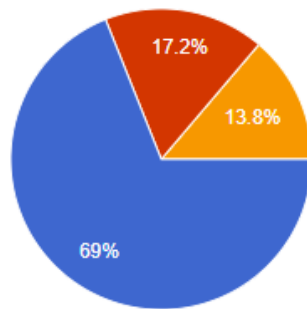
Consumables not provided

Consumables not supplied

QUESTION 10

10) The User Guide meets my requirements.

29 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Please add any comments

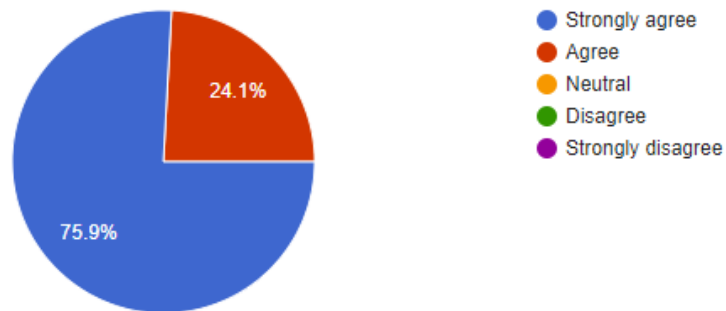
1 response

What user guide?

QUESTION 11

11) The level of service provided is consistent at all times of the day/week.

29 responses



Please add any comments

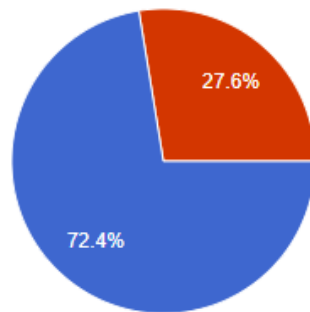
0 responses

No responses yet for this question.

QUESTION 12

12) The overall service is meeting my needs.

29 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Please add any comments

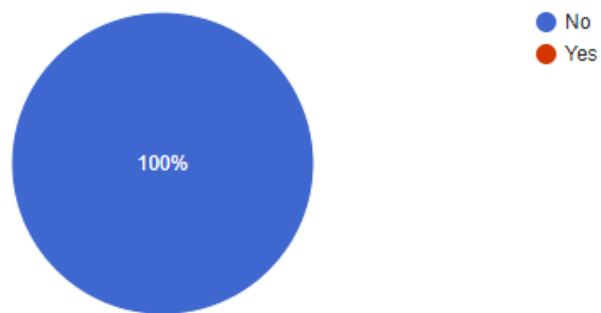
1 response

I use several labs and this is the best

QUESTION 13

13) Do you anticipate any development or changes in clinical practice which will affect your demands on the laboratory services in the next 12 months?

29 responses



If yes, please provide details in the space provided, below.

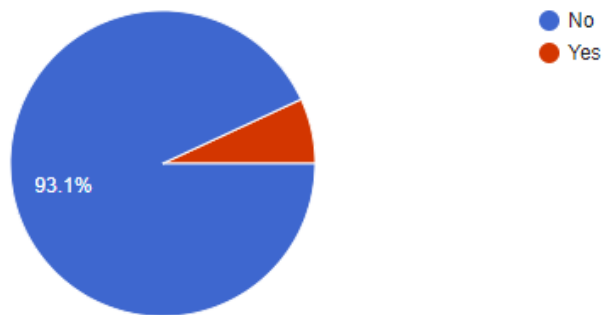
0 responses

No responses yet for this question.

QUESTION 14

14) Are there any developments or changes in service that you would like to see from us?

29 responses



If yes, please provide details in the space provided, below.

2 responses

Quicker results. It is now taking between 8 and 14 days to get pathology results which is longer than it was last year

To ensure consultants/ secretaries are e-mailed their results

COMMENTS

Please provide any other feedback or comments below.

7 responses

An excellent service - many thanks indeed.

Would only like a faster turnaround time of HPV results; they are slower than they were several years ago.

Please continue the good work

Thank you for your service

A very efficient and helpful service, many thanks.

Excellent service - we can't fault you! Thank you!

Excellent service which my patients and I really appreciate