

USER SURVEY SUMMARY 2024



**Advance
Histopathology
Laboratory**



INTRODUCTION:

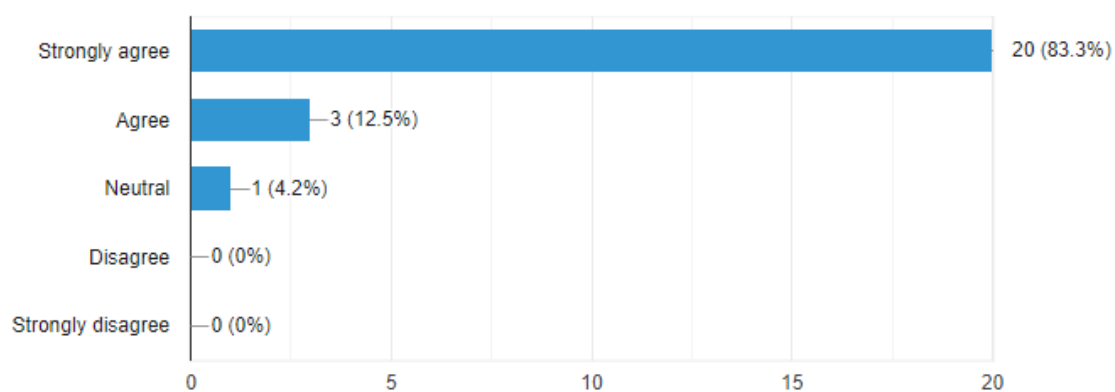
Advance Histopathology Laboratory Ltd User Satisfaction Survey 2024

- Advance Histopathology Laboratory Ltd (AHLab) undertakes a user satisfaction survey as part of its annual compliance to United Kingdom Accreditation Service (UKAS).
- The survey uses 14 questions covering key areas of service.
- The following report provides a summary of responses received.

QUESTION 1

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

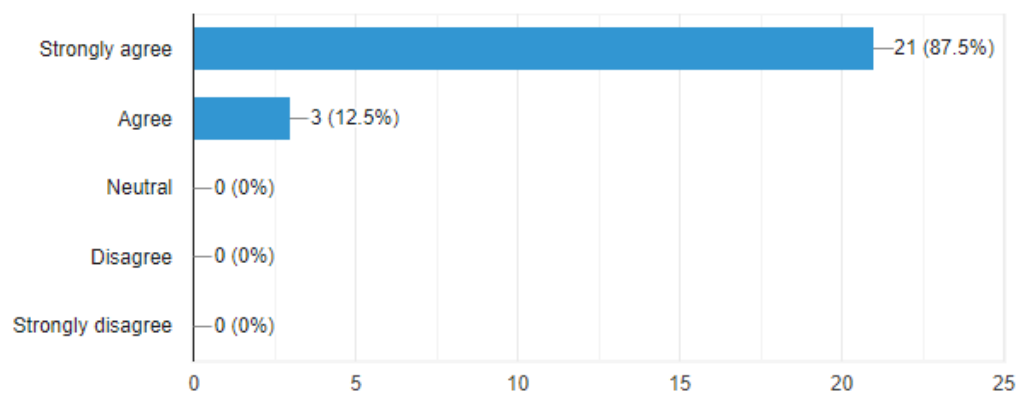
24 responses



QUESTION 2

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

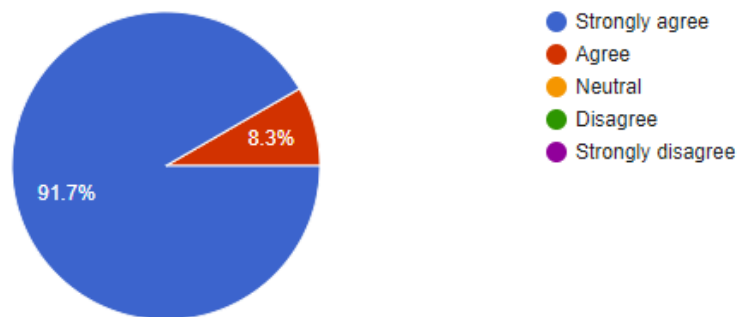
24 responses



QUESTION 3

3) Laboratory reports are clear, understandable and comprehensive.

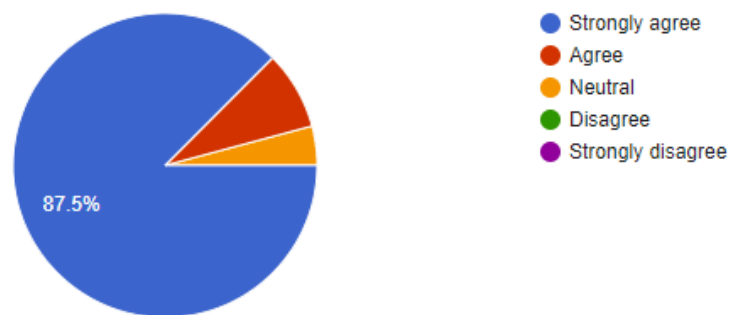
24 responses



QUESTION 4

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

24 responses

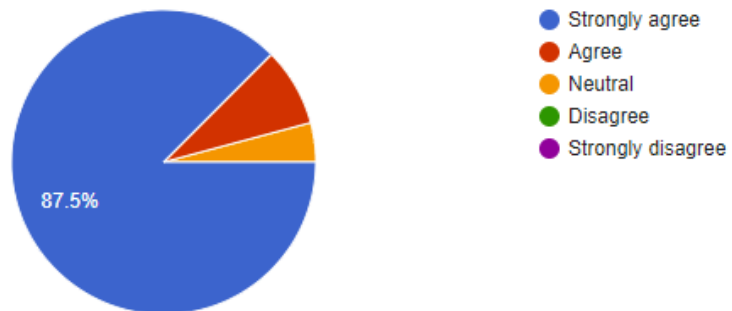


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QUESTION 5

5) Consultant Pathologists are easy to contact.

24 responses

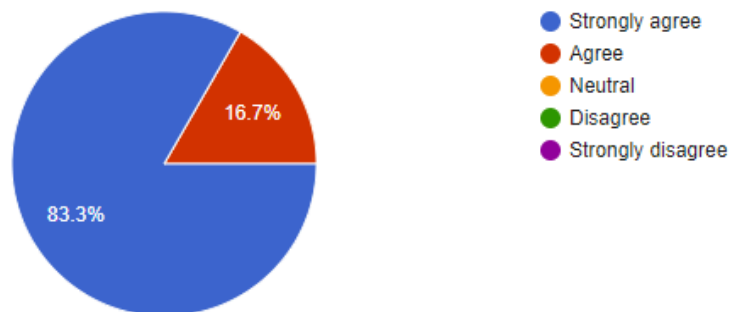


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QUESTION 6

6) Laboratory staff are easy to contact.

24 responses

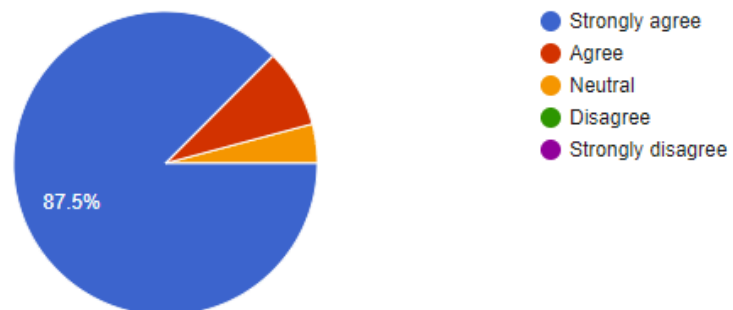


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QUESTION 7

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

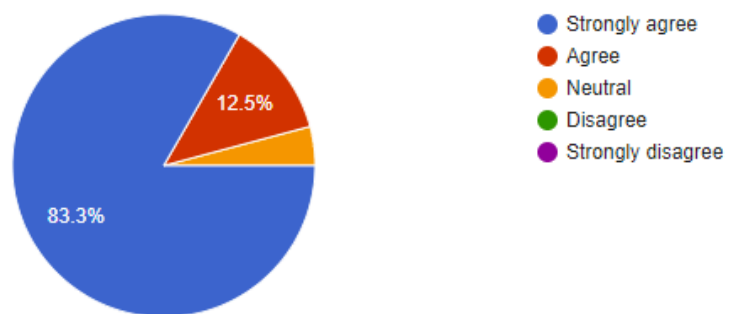
24 responses



QUESTION 8

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

24 responses

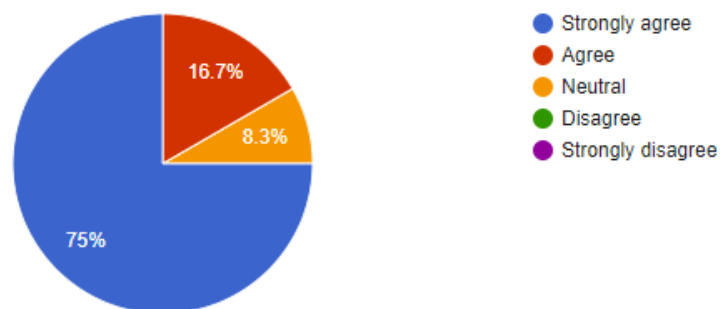


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QUESTION 9

9) Provision of consumables meets my needs (view consumable request guide [here>](#)).

24 responses

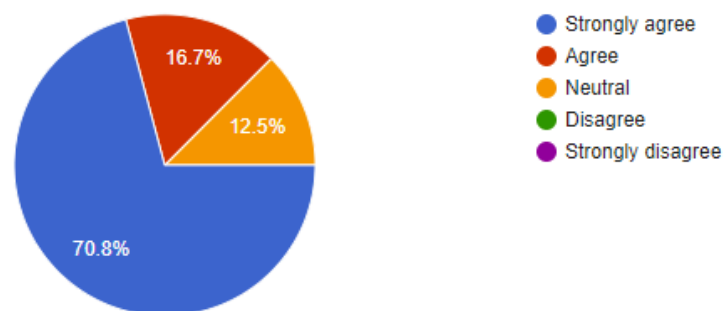


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QUESTION 10

10) The User Guide meets my requirements (view the user guide [here>](#)).

24 responses

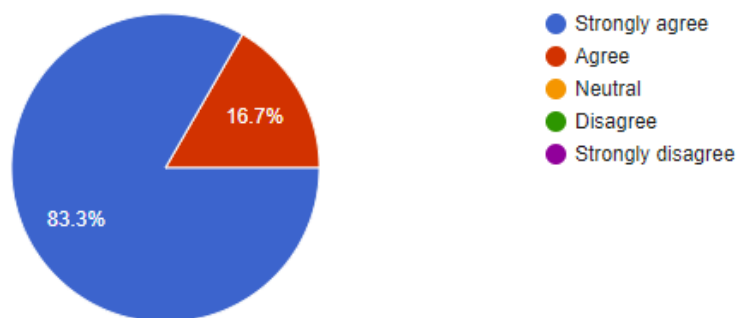


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QUESTION 11

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

24 responses

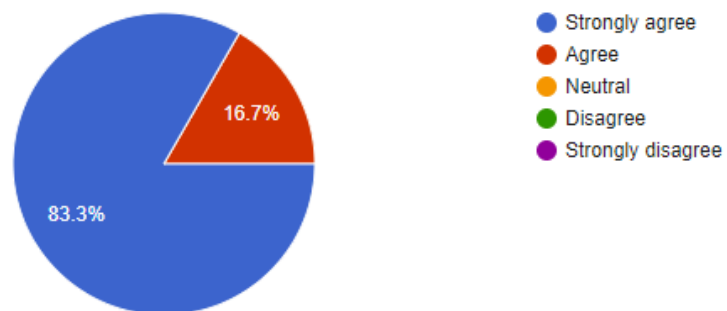


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QUESTION 12

12) The overall service is meeting my needs.

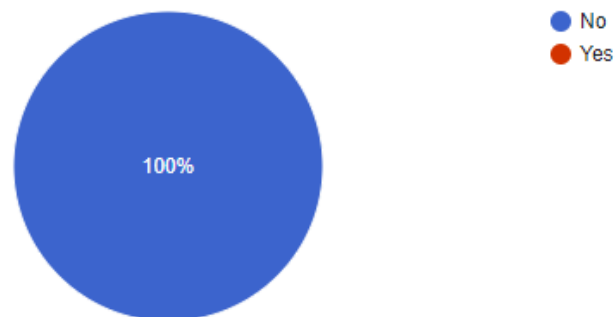
24 responses



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?

24 responses



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QUESTION 14

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

24 responses

