

05th January 2022

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User Survey Feedback Response

Thank you to all those that complete our user survey, we had a response rate of 14%.

Below is a summary of the survey's findings.

		Poor	Unsatisfactory	Satisfactory	Good	Excellent	Satisfactory or above
1	Please rate the information provided by the Oxford Immunology Laboratory: assay repertoire, sample requirements, clinical utility and contact information.	0%	0%	12%	54%	34%	100%
2	Please rate the Oxford Immunology Laboratory email and phone support service available to users.	0%	0%	24%	44%	32%	100%
3	Please rate the Oxford Immunology Laboratory with regards to technical assay support offered	0%	2%	26%	58%	14%	98%
4	Please rate the Oxford immunology Laboratory regarding clinical interpretation support offered.	0%	0%	23.3%	43.3%	33.3%	100%
5	When comparing us to other referral laboratories that you work with, please rate our turnaround times offered.	2%	14%	38%	36%	10%	84%
6	When comparing us to other referral laboratories that you work with, please rate our test costs offered.	0%	7%	41%	45%	7%	93%
7	Please rate the overall quality of the Oxford Immunology laboratory service provided to you	0%	0%	18%	58%	24%	100%

Concerns around extension to some of our turnaround times was raised the survey.

Our Response:

Over the past 12 months there have continued to be some issues with our turnaround times, specifically within our neuroimmunology assays. This has been for a number of reasons including the supply of reagents and batch acceptance problems.

We have made several changes in working practice during the first half of 2021 and this has allowed for some improvement in our turnaround times, and the arrival of additional automation in the laboratory has continued to improve our assay times and increase our capacity.

We are aware that there is room for improvement regarding notifying our users regarding delays to our service and when these are released, they can be found as letters on our website under announcements.

Additionally, we are an NPEX user and we encourage as many of our other users to make use of this system. It allows the direct transfer of patient test requests and results between laboratory information systems improving turnaround times.

- [Immunology Home Page](#)
- For more information on [NPEX](#)
- Or, if you wish to start NPEX testing with us contact us on:
Immunology.office@nhs.net

Responsiveness to correspondence

Our response:

Although there has been positive feedback regarding our level of service and the assays we perform, there has been an underlying theme of lack of response to the varying formats of correspondence (for example, phone/email). Over the last 12 months we have improved our training of staff and triage system for email enquiries that should improve this.

We would always encourage our users to email at Immunology.office@nhs.net.

Although, urgent queries should still be telephoned to 01865 225995.

Electronic test requesting, reporting, and receiving results.

Our response:

As we have outlined before in previous survey responses, we do not currently have reliable ability to email reports directly from our laboratory information system. We can email reports from our secure NHS.net account to other NHS.net accounts if you are able to contact us regarding missing or delayed reports, but the process can be very time consuming and labour intensive that can result in additional delays.

However, as stated earlier we are an NPEX user and we encourage as many of our other users to make use of this system. It allows the direct transfer of patient test requests and results between laboratory information systems improving turnaround times.

We have also moved to improve our laboratory information system such that GABA A requests now have their own result field and as such these reports will be a lot clearer for our users.

- For more information on [NPEX](#)

Website Improvements

Our response: We are aware that our website has occasional areas with conflicting information on it, and we are in the process of updating this. Due to time constraints and other commitments the maintenance of our website has slipped. During 2022 this is

something that we would like to work on to improve and will take the feedback provided on board when doing this.

Oxford Immunology Team