

Immunology Laboratory
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User survey feedback response

Thank you to all those that completed our user survey we had a response rate of 22%. 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%	2.1%	10.6%	55.3%	31.9%	97.9%
2	Please rate the Oxford Immunology Laboratory email and phone support service available to users.	0%	2.1%	29.8%	27.7%	40.4%	97.9%
3	Please rate the Oxford Immunology Laboratory with regards to technical assay support.	0%	0%	23.4%	51.1%	25.5%	100%
4	Please rate the Oxford immunology Laboratory with regard to clinical interpretation support.	0%	0%	21.6%	32.4%	45.9%	100%
5	When comparing us to other referral laboratories that you work with, please rate our turnaround times.	2.1%	19.1%	38.3%	31.9%	8.5%	78.7%
6	When comparing us to other referral laboratories that you work with, please rate our test costs.	3.8%	0%	34.6%	42.3%	19.2%	96.2%
7	Please rate the overall quality of the Oxford Immunology laboratory service provided to you	0%	0%	17.0%	52.1%	31.9%	100%

Suggestions and concerns raised:

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

Our response: In the past year we experienced problems with the turnaround time on some of our Neuroimmunology assays. This was for a number of reasons including issues with supply of reagents, significant increase in our workload at short notice and batch acceptance issues with reagents. We have seen significant improvements in our turnaround times since February 2020. We have made a number of changes to working practice and systems in the lab to aid this improvement in turnaround times. We are pleased to announce that as of July 2020 we have a new Neuroimmunology Workstation in the laboratory which automates an increased repertoire of our tests to improve the assay times, increase our capacity, efficiency and resilience. This project has been successful and we have seen a marked improvement in our turnaround times for these assays. When we have delays to our turnaround times these are posted as letters on our website under announcements.

- [Immunology Home Page](#)

2. Electronic test requesting, reporting and receiving results and requests to email reports.

Our response: We currently do not have the technology to email reports from our laboratory computer system. We can email reports from our NHS.net account to another NHS.net account if you contact us about an individual missing or delayed report. To do this we have to generate the paper report again, scan it and then email it. This is very time consuming and labour intensive. Unfortunately we cannot do this on a large scale as we generate approximately 1,000 reports a day for up to 250 users.

However, we are an NPEX user and would encourage other labs to use NPEX. This system allows electronic test requesting. This allows the direct transfer of patient test requests and the results between your laboratory computer system and our laboratory computer system.

We have been putting a lot of resource into NPEX and a growing number of laboratories are sending their requests this way. It reduces data entry errors and means you get the results back into your system as soon as they are ready instead of waiting for the post.

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

3. Having a different format style to the report and for reports to be printed in colour.

Our response: Due to limitation of our current LIMS system, our report format cannot be changed, nor can we print in colour. All our printed reports have our laboratory address and contact number on them.

4. Concerns over what clinical questions can be asked via email correspondence.

Our response: Our Consultant Clinical Scientists can answer clinical queries regarding appropriate test results or interpretation of our results by phone call or email. Contact by phone is: 01865 225 995; and email correspondence can be via immunology.office@nhs.net or laboratoryimmunology.advice.ouh@nhs.net (this email address is for non-urgent queries only). Urgent queries should be phoned.

Oxford Immunology Team.