



HSL-AD USER SURVEY 2023

There was a 16% response rate for this year's user survey. Overall, the responses were good and the users who responded being very positive about the majority of aspects of the service provided by HSL-AD. Respondents did not require to be contacted by the laboratory to discuss any issues or to give further feedback however, please feel free to contact ad@hslpathology.com and we would be happy to discuss.

100%

Quality of the Service

100% of respondents were satisfied with the quality of the service provided to users.

79%

Turnaround Times

79% of respondents were satisfied with the test TATs

93%

Range of Tests Available

93% of respondents were satisfied with the range of the test repertoire offered by HSL-AD. 79% of respondents did not require additional tests.

86%

HSL-AD Service User Guide (web-based)

86% of respondents had accessed the web-based service user guide and found it to be easy to access and useful.

100%

Response to Queries

100% of respondents were satisfied with the response to queries.

Service User Update in 2022/23

Updated IHC & ISH request form and successful implementation. All reported tests are now available on a single request form.

Major Laboratory Improvements in 2022/23

Completed stability study for all concentrated antibodies used in the service.

Extension to scope granted for extraction-based molecular testing.

Laboratory Feedback on Users' Comments

Thank you for the positive comments which we will share at our team meetings.

The tests offered by HSL-AD are reviewed on a continual basis and new tests are added based on the clinical need and service user demand.

The HSL-AD Service User Guide is available on HSL Advanced Diagnostics (hsl-ad.com).

HSL-AD endeavour to ensure slides/results are returned in a timely manner.

If a repeat test is being performed this is noted on the request form.

HSL-AD will email clients with updates to our test repertoire on a six-monthly basis.