

Immunology & Neuroimmunology Laboratory
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To whom it may concern

User Satisfaction Survey 2022

I would like to thank those of you who took the time to fill in our user satisfaction survey 2022. As you know the responses help us provide continued quality improvement. As part of our Quality process, all comments are reviewed and, where possible, positive actions taken.

Although the response rate to the survey was low (12%), less than 1% were dissatisfied with aspects of the service. There was also good positive feedback which has been circulated to all staff.

NPEx

Requests for NPEx to improve reporting mechanisms has again been significant and we recognise the benefits that this will bring. However, demand for IT support continues to be a challenge. We remain optimistic that we can resume progress when resources become available.

Reporting / Clinical Advice

The majority of users were satisfied with interpretive comments, however, it was noted that CSF Oligoclonal bands can be difficult to interpret due to 2 results being issued. A new LIMS is due to be installed in 2023 and this will be reviewed as an improvement suggestion at that time.

Turnaround times

Turnaround times for ANCA and GBM antibodies are delayed over weekends as the laboratory opening hours are Monday to Friday 9am-5pm. However GBM, PR3 and MPO antibodies are performed daily (Monday to Friday excluding bank holidays) and we continue to telephone first time positive results to the requesting ward or clinician. We encourage the requesting clinician to contact the Duty Immunologist (0141 347 8872) to arrange any urgent tests.

Test repertoire

We are continually looking at our test repertoire and where there is an identified clinical need, we will strive to bring tests in house. In 2023, we hope to bring the Myositis screen in house. During 2022, we identified issues with our Anti-MAG assay using the Buhlmann kit. This resulted in suspension of the assay at very short notice. We are hopeful that we can resume this service in 2023.

Communications

The organisation went through a website upgrade during the first part of 2022. It was discovered that not all content had transferred correctly and we were left without access to our site and user handbook for approximately 2 months. During this time, contact could be made via our generic email addresses and telephone, detailed below:

Immunology Enquiries:

Tel: 0141 347 8872 Ext 68872

Email: Immunology.Labs@ggc.scot.nhs.uk (non-urgent enquiries)

Neuroimmunology Enquiries:

Tel: 0141 354 9010/9023 or ext. 89010/89023

Email: Neuroimmunology.Labs@ggc.scot.nhs.uk (non-urgent enquiries)

Once again, thank you for taking part and I hope that the updated information will be useful to you.

Yours Sincerely,

Carolyn

Carolyn Watt

Quality, Training and Health and Safety Manager

Website: www.nhsggc.scot/inilab