

LABORATORY USER SATISFACTION SURVEY

1. INTRODUCTION

The Laboratory recognises that in order to achieve continual quality improvement, any feedback from its service users is vitally important. In order to monitor user experiences and satisfaction levels the Laboratory undertakes a regular user satisfaction survey every year [LAB MAN-26]. This survey was conducted by the Laboratory Quality Manager in conjunction with the Laboratory quality team.

2. OBJECTIVES

The objectives of the survey were:

- To gauge satisfaction levels of Laboratory hospital-based users
- To identify potential improvements to the Laboratory service
- To continually improve the Laboratory service and user relations

3. METHOD

The survey was launched on Wednesday 23rd July 2025 via SurveyMechanics when the Laboratory sent an email to all of its hospital-based users. Reminders regarding the survey were distributed in the Trust Weekly Wrap on 7th August 2025 and by the Assistant Director for Pharmacy, Labs, Paediatrics, Audiology, ENT & Med Photography on 20th August 2025.

The principal focus of the survey was to seek user opinions on:

- Result turnaround times
- Laboratory reports
- Clinical advice and Laboratory assistance
- Laboratory User Manual
- Overall Laboratory service

A total of 7 questions relating to the above areas were posed to each user. A copy of the survey is in the Appendix.

The nature of the survey ensured that it was as simple and quick as possible for users to complete, which should ensure as large a number of respondents as possible.

The survey closed on Sunday 31st August 2025.

Before reviewing the results of the survey, it's important to ensure the definition of satisfaction is stated. The Laboratory has measured satisfaction on a scale of 1 to 5, with 1 being most dissatisfied and 5 most satisfied.

SATISFACTION RATING	SATISFACTION LEVEL	SATISFACTION DEFINITION
5	Very good	User satisfied
4	Good	User satisfied
3	Average	User satisfied
2	Poor	User dissatisfied
1	Very poor	User dissatisfied

Therefore, the Laboratory defines user results of 3 or greater out of 5 as satisfied and 2 or less out of 5 as unsatisfied.

The Laboratory has set a target of at least 95% of survey respondents having a satisfaction rating of 3 or higher for the overall service provided by the Laboratory.

4. RESULTS

4.1 OVERVIEW OF RESULTS

- A relatively high number of hospital-based service users responded to the survey (38 responses in total)
- Responses to the survey included a good mix of nursing (74%), medical (21%) and healthcare professional (5%) staff from across 26 different hospital areas, including multiple responses from the Emergency Department and ICU (7)
- The vast majority of respondents (94%) gave a satisfaction rating of 3 or higher for the overall service provided by the Laboratory
- The majority of feedback from users in regards to the services provided by the Laboratory was positive
- There was some negative feedback, with specific comments addressed in the discussion/action plan

4.2 RESULTS TABLES & GRAPHS

See overleaf.

1. Please specify your site:

Site	Amount	Percentage
Ulster Hospital	34	90
Ards Hospital	2	5
Bangor Hospital	2	5

2. Please specify your Ward/Department/Area:

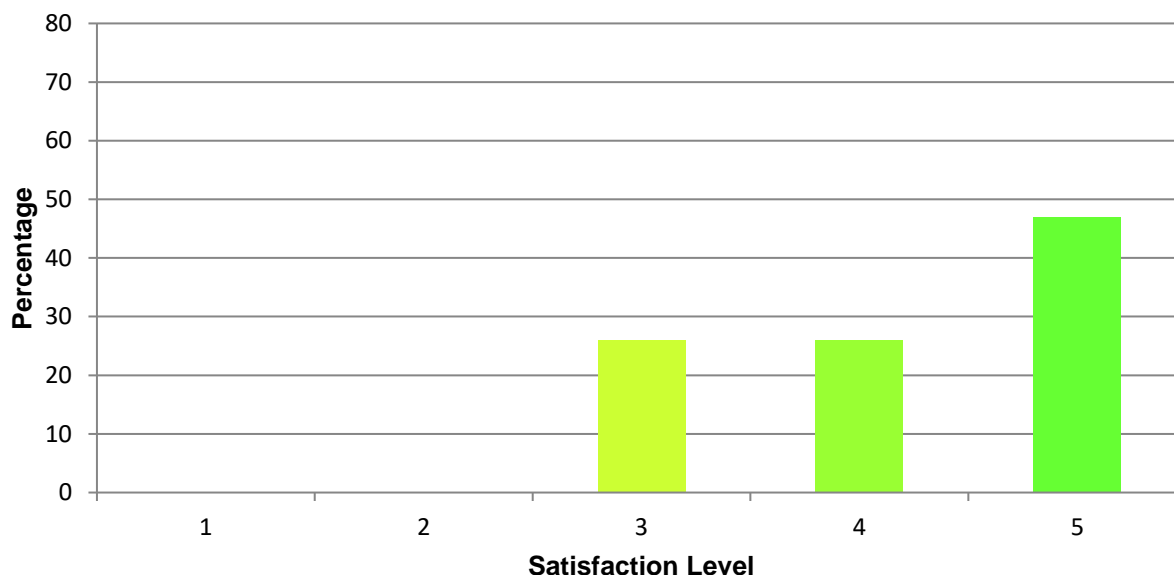
Department / Location	Amount	Percentage
ICU	5	13
Outpatients	3	8
Emergency Department	2	5
Fractures	2	5
General Medicine	2	5
MacMillan Unit	2	5
Ward 4C	2	5
Cardiac Rehabilitation	1	3
Critical Care Outreach Team	1	3
Gynaecology	1	3
Hospital at Night	1	3
Microbiology	1	3
Occupational Health	1	3
Oral & Maxillofacial Surgery	1	3
Paediatric Outpatients	1	3
Paediatrics	1	3
Respiratory Ambulatory Hub	1	3
Rheumatology	1	3
Surgery	1	3
Ward 3A	1	3
Ward 3D	1	3
Ward 4A	1	3
Ward 4D	1	3
Ward 6	1	3
Ward 8	1	3

3. Please select your staff group:

Staff Group	Amount	Percentage
Nursing	28	74
Medical	8	21
Healthcare Professional	2	5
Administration/Clerical	0	0
Other	0	0

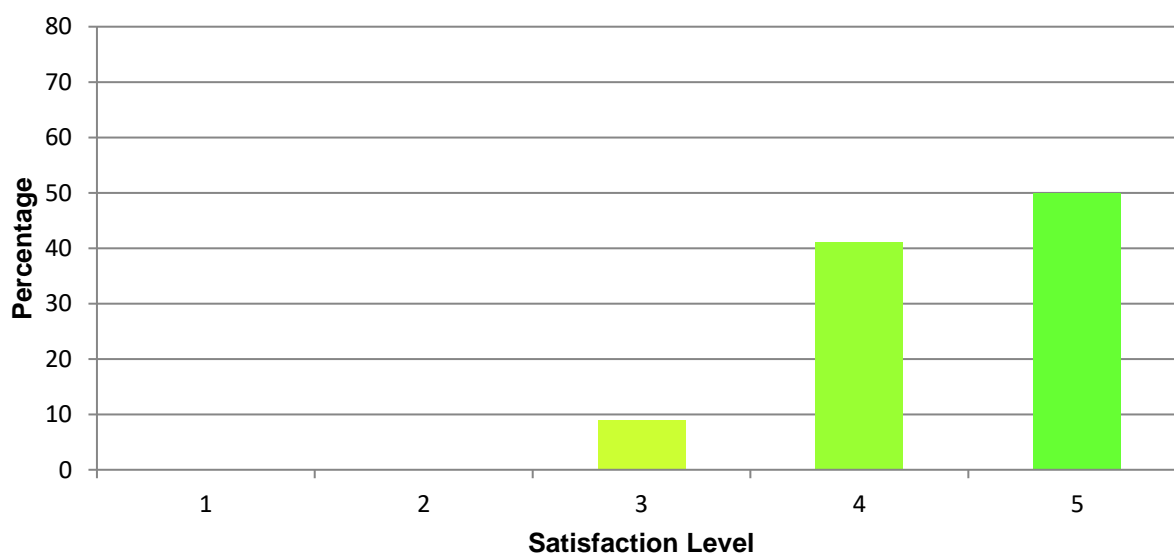
4. How satisfied are you with Biochemistry result turnaround times?

Satisfaction Level	1	2	3	4	5	N/A
Amount	0	0	9	9	16	4
Percentage	0	0	26	26	47	



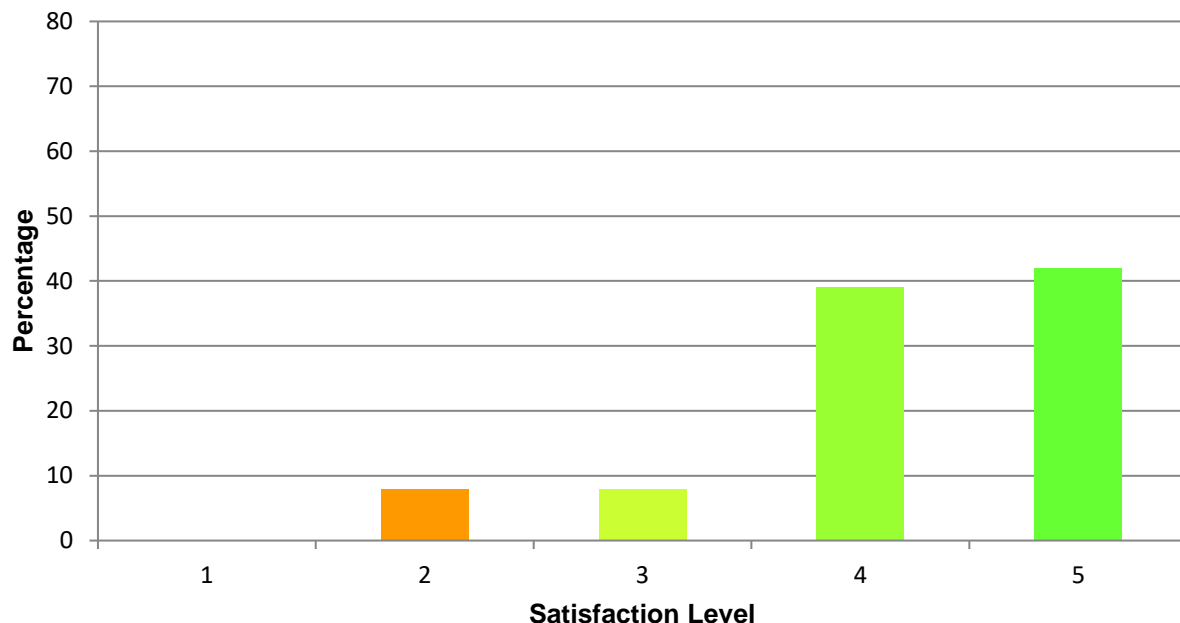
5. How satisfied are you with Haematology & Blood Transfusion result turnaround times?

Satisfaction Level	1	2	3	4	5	N/A
Amount	0	0	3	13	16	6
Percentage	0	0	9	41	50	



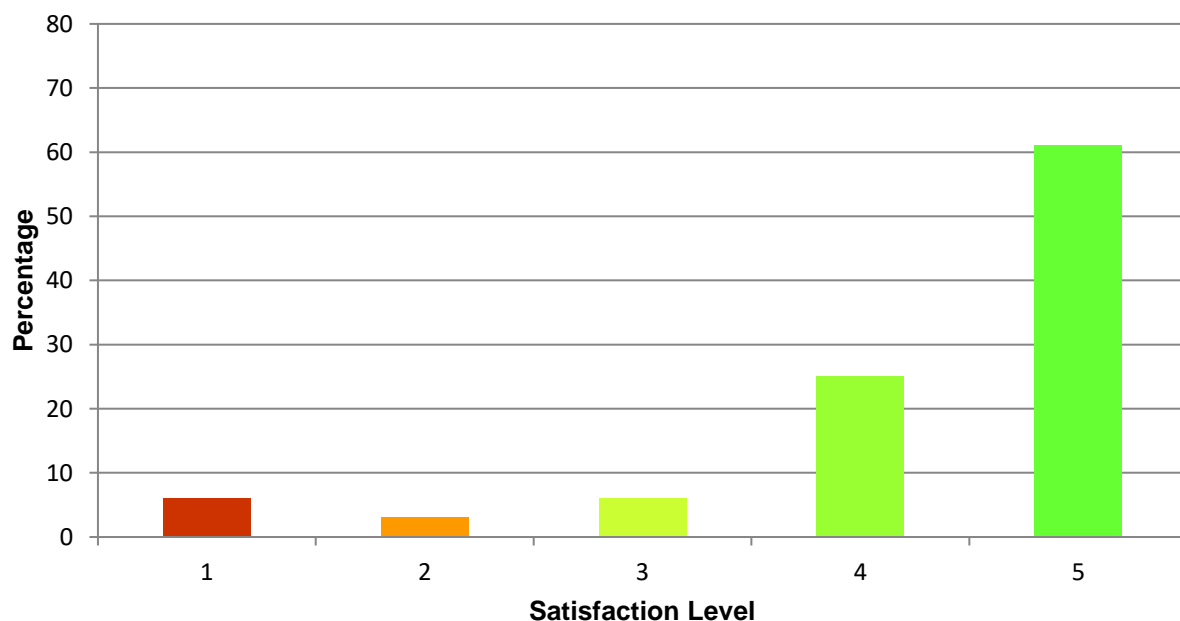
6. How satisfied are you with Microbiology result turnaround times?

Satisfaction Level	1	2	3	4	5	N/A
Amount	0	3	3	13	14	5
Percentage	0	8	8	39	42	



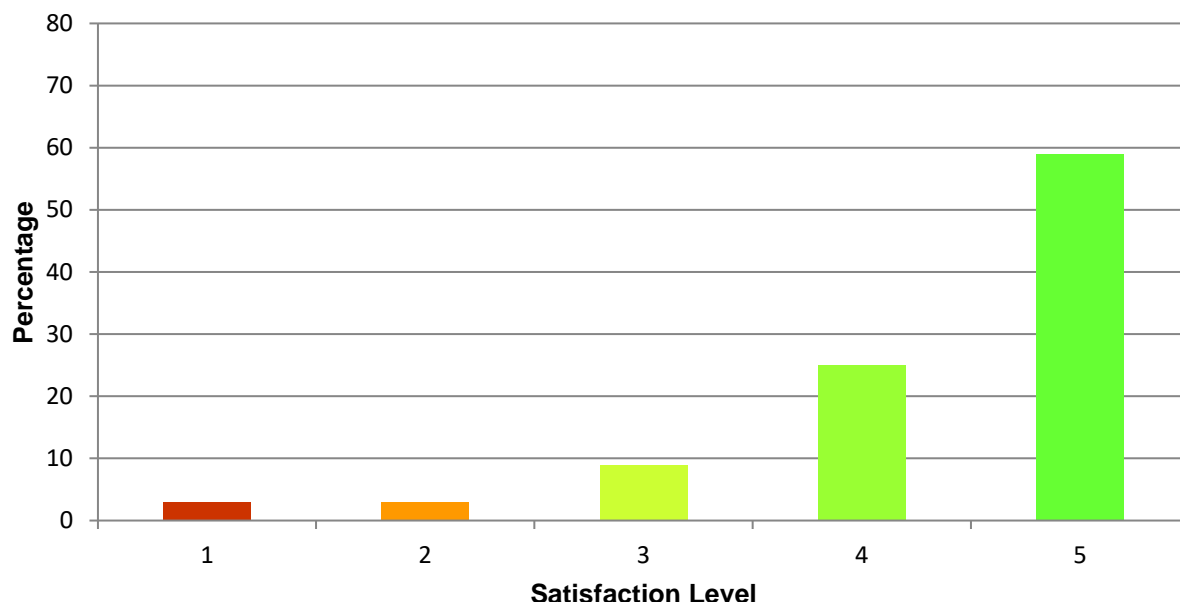
7. How satisfied are you that Laboratory reports are clear and unambiguous?

Satisfaction Level	1	2	3	4	5	N/A
Amount	2	1	2	9	22	2
Percentage	6	3	6	25	61	



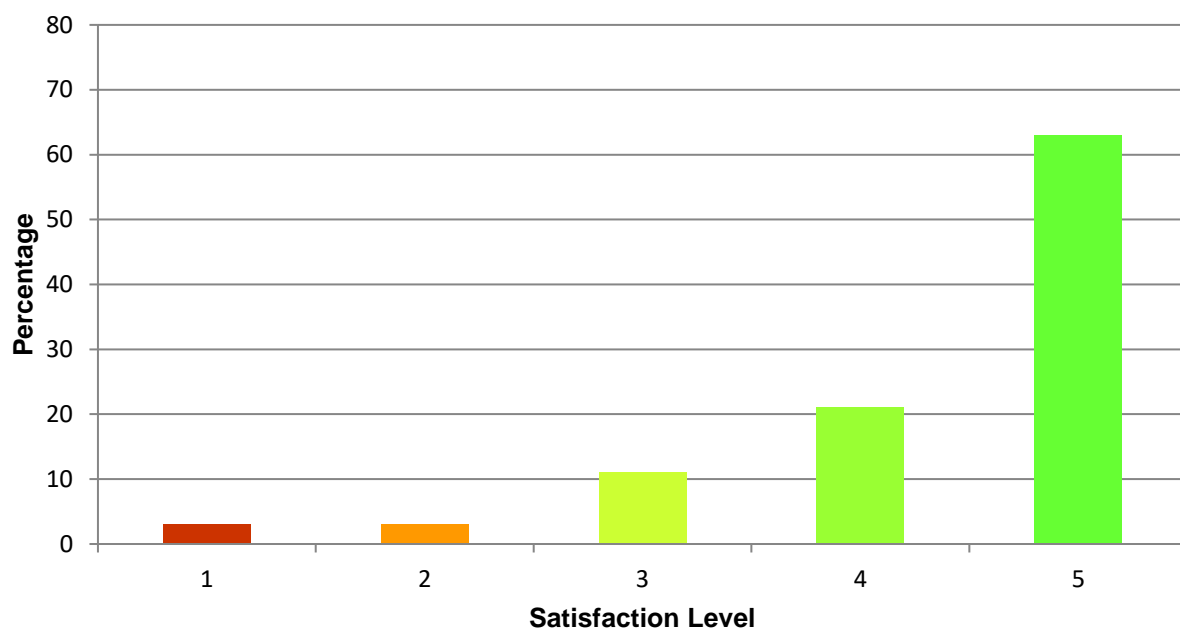
8. How satisfied are you with clinical advice given on how to interpret test results?

Satisfaction Level	1	2	3	4	5	N/A
Amount	1	1	3	8	19	6
Percentage	3	3	9	25	59	



9. How satisfied are you with any assistance provided by Laboratory staff?

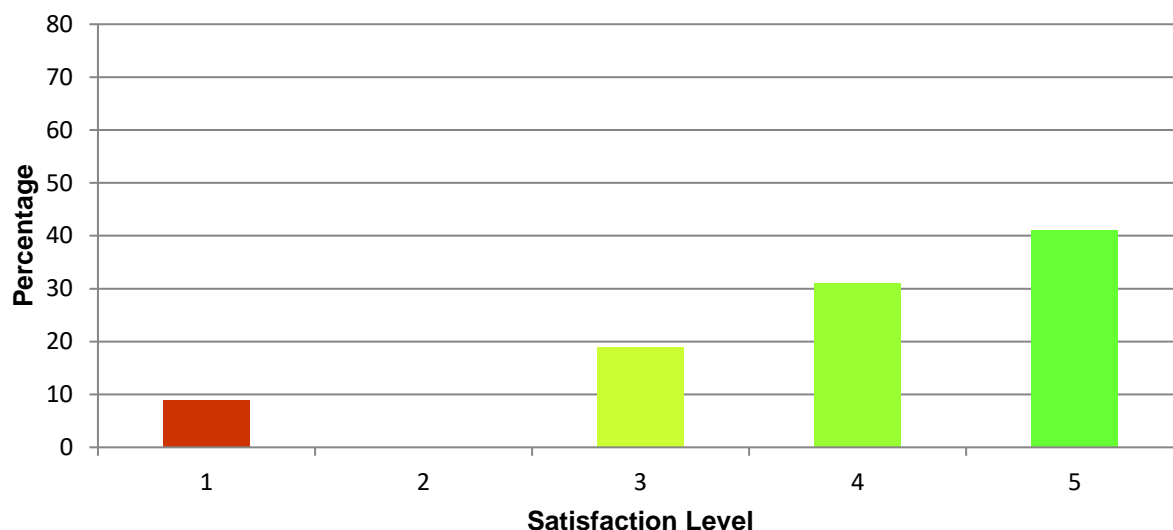
Satisfaction Level	1	2	3	4	5	N/A
Amount	1	1	4	8	24	0
Percentage	3	3	11	21	63	



10. How satisfied are you with the Laboratory User Manual?

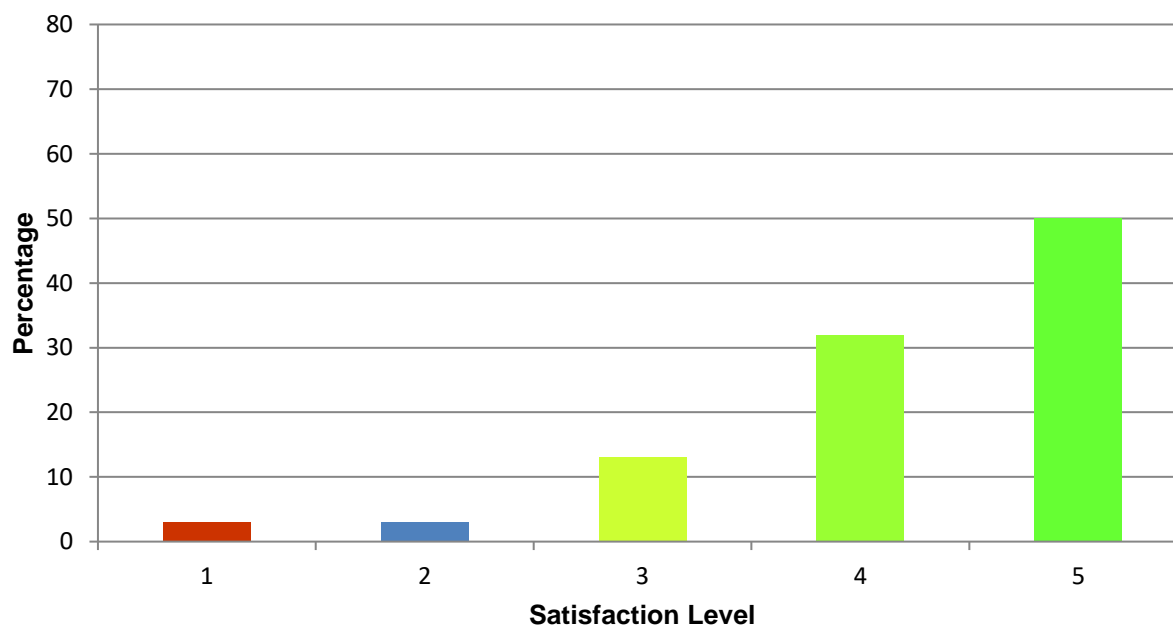
Available at <https://setrust.hscni.net/service/laboratory-services/>

Satisfaction Level	1	2	3	4	5	N/A
Amount	3	0	6	10	13	6
Percentage	9	0	19	31	41	



11. Overall, how satisfied are you with the Laboratory's service?

Satisfaction Level	1	2	3	4	5	N/A
Amount	1	1	5	12	19	0
Percentage	3	3	13	32	50	



5. DISCUSSION

The survey received 38 responses from our hospital-based users, with a good mix of responses across different types of service user, departments and locations. There were responses received from nursing (28), medical (8) and healthcare professional (2) staff from across 26 different hospital departments, including multiple responses from the Emergency Department and ICU (7). With the amount of responses received and the various user groups & departments that responded the Laboratory is confident that the results of this survey accurately reflect the service provided¹.

All of the relevant survey respondents were satisfied with Biochemistry result turnaround times, with 100% giving a satisfaction rating of 3 or greater out of 5. In fact, 91% of the relevant respondents gave a satisfaction rating of 4 or greater. There was only one negative comments in regards to occasionally slow Gentamicin results. All of the relevant survey respondents were also satisfied with Haematology & Blood Transfusion result turnaround times, with 100% giving a satisfaction rating of 3 or greater out of 5 and 91% giving a satisfaction rating of 4 or greater. There were no negative comments. Nearly all relevant survey respondents were satisfied with Microbiology result turnaround times, with 92% giving a satisfaction rating of 3 or greater. Although one user only gave a satisfaction rating of 2, there were no comments as to why. All Laboratory turnaround times are kept under constant review to see if improvements can be made and they are audited quarterly by the Laboratory. Any investigations that are not meeting their target turnaround times are analysed and corrective actions put in place to ensure improvement. There are no ongoing issues observed via the quarterly turnaround time audits, however the turnaround times for Gentamicin will be investigated in further detail [LAB MAN-4].

Of the users who responded, 91% were satisfied (satisfaction rating of 3 or greater) that Laboratory reports are clear and unambiguous. There were only 3 respondents that gave rating less than 3, however they did not provide any further feedback on how reports are not clear and unambiguous so there is no action that the Laboratory can take.

Most survey respondents (94%) were satisfied with the clinical advice given on how to interpret results by Laboratory consultants, with 85% giving a rating of 4 or higher. Again, although there were 2 respondents that gave a rating less than 3, they did not provide any further feedback so there is no action that the Laboratory can take. As stipulated within the Laboratory User Manual [LAB MAN-4], which is available on the [Trust website](#), all Laboratory disciplines provide consultative advisory services in relation to advising on choice of examinations and use of the services (including type of sample required, clinical indications and limitations of examination procedures and the frequency of requesting the examination). The service also provides advice on individual clinical cases and professional judgments on the interpretation of the results of examinations. The advisory service promotes the effective utilization of Laboratory services and can also be used to consult on scientific and logistic matters, such as instances of failure of samples to meet acceptance criteria. Please see the appropriate departmental section of the user manual for Consultant contact details.

The vast majority of respondents were satisfied with assistance provided by Laboratory staff, with 94% of respondents giving a satisfaction rating of 3 out of 5 and 63% of

respondents giving a 5 out of 5 rating. There was one very positive comment in regards to the helpfulness of Blood Transfusion staff in relation to transfusion queries and telephoning results. Unfortunately there were also 2 comments regarding “unhelpful” Laboratory staff, but no details were provided. The Laboratory will ensure that it reminds staff that they should be polite, courteous and helpful to all users at all times.

A satisfaction rating of 3 or greater was given by 91% of survey respondents in regard to the Laboratory User Manual. On the whole users seem satisfied with the user manual and its content; however some staff stated that it is difficult to find information or that there is too much information. There were also 6 respondents that deemed that this question was not applicable. The Laboratory User Manual [LAB MAN-4], which is available on the [Trust website](#), is a very important document and should be a user’s first port of call if they have a query about the Laboratory service. The user manual includes important information on tests offered by the Ulster Hospital Laboratories, including container types, specimen types, references ranges, specific patient preparation, etc. There is also a search function (CTRL + “F”) to find information on a specific test, which users will be reminded of.

A large proportion of the survey respondents gave a satisfaction rating of 3 or greater for the overall service provided by the Laboratory (94%), suggesting that most users are satisfied with the service provided. In fact, 82% of the respondents gave a satisfaction rating of 4 or greater out of 5, which is higher than the last 2 years. This high satisfaction rating is backed up by the fact that in the last 12 months the Laboratory has received only 2 complaints and that the vast majority of comments received in this survey were positive.

Although there was a high level of overall satisfaction with the service provided the Laboratory’s users did provide some suggestions for improving the service. These suggestions will be recorded on the Laboratory’s quality management system (Q-Pulse) [LAB MAN-26] for consideration and discussion by the Laboratory Quality Team. If you would like to discuss your suggestion further please feel free to contact the Laboratory Services Manager, Sinead Carty, (028 904 11572 / ext. 21541) or the Laboratory Quality Manager, Darren Crawford, (028 904 11565 / ext. 21534).

6. ACTION PLAN

By carrying out the action plan detailed below the Laboratory hopes to address the main issues highlighted by our users, where possible, to ensure the Laboratory service continues to improve.

No.	Action	Person Responsible	Target
1	Check turnaround time performance for Gentamicin requests	Darren Crawford	30 th September 2025
2	Remind staff that they should be polite, courteous and helpful to all users at all times.	Darren Crawford	30 th September 2025

No.	Action	Person Responsible	Target
3	Remind users of the search functionality in the Laboratory User Manual	Darren Crawford	30 th September 2025

7. CONCLUSION

In conclusion, this user satisfaction survey has shown that the majority of respondents are satisfied with the service provided by the Laboratory. However, although most survey respondents (94%) gave the Laboratory's overall service a satisfaction level of 3 or higher, we did not meet the Laboratory's aim of at least 95%. Missing out on our target by 1% shows that the Laboratory still has work to do to ensure that we improve our service and provide an excellent service to all our users. We hope that by carrying out the action plan within this report, along with our continued commitment to quality, we will continue to improve the service provided and, ultimately, provide better care for patients.

8. REFERENCES

1. Genroe (2025). Acceptable Survey Response Rate. Available at: <https://www.genroe.com/blog/acceptable-survey-response-rate-2/11504#What-is-a-good-Survey-Response-rate> [Accessed 1st September 2025]



9. APPENDIX – LABORATORY USER SATISFACTION SURVEY 2025

Laboratory User Satisfaction Survey 2025

PREVIEW ONLY

This survey is not currently visible to others. To make your survey live and receive responses, set survey status to 'open' in the Survey Settings page.

Laboratory User Satisfaction Survey

1. Please specify your site

- ☐ Ards
- ☐ Bangor
- ☐ Ulster
- ☐ Other

2. Please specify your Ward / Department / Area

3. Please select your staff group

- ☐ Administration/Clerical
- ☐ Healthcare Professional
- ☐ Medical
- ☐ Nursing
- ☐ Other

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Laboratory User Satisfaction Survey 2025

PREVIEW ONLY

This survey is not currently visible to others. To make your survey live and receive responses, set survey status to 'open' in the Survey Settings page.

Laboratory User Satisfaction Survey

Please answer the following questions by selecting a rating out of 5, with 1 being most dissatisfied and 5 being most satisfied.

4. How satisfied are you with Biochemistry result turnaround times?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A :

5. How satisfied are you with Haematology & Blood Transfusion result turnaround times?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A :

6. How satisfied are you with Microbiology result turnaround times?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A :

7. How satisfied are you that Laboratory reports are clear and unambiguous?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A :

8. How satisfied are you with clinical advice given on how to interpret tests results?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A :

9. How satisfied are you with any assistance provided by Laboratory staff?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A :

10. How satisfied are you with the Laboratory User Manual?
Available at <https://setrust.hscni.net/service/laboratory-services/>

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ N/A :

11. Overall, how satisfied are you with the Laboratory's service?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 :

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Laboratory User Satisfaction Survey 2025

PREVIEW ONLY

This survey is not currently visible to others. To make your survey live and receive responses, set survey status to 'open' in the Survey Settings page.

Laboratory User Satisfaction Survey

12. Do you have any suggestions on how you would like the Laboratory services to be improved?

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