

**RSIL Customer Satisfaction Survey March 2005 Full Breakdown**

| Tests provided by RSIL   | Do you use this service? | Turnaround /reporting times |              |      |              |      | Response to phone enquiries |              |      |              |      | Relevance of reports |              |      |              |      | Advice given |              |      |              |      | Overall service provision |              |      |              |      |
|--|--------------------------|-----------------------------|--------------|------|--------------|------|-----------------------------|--------------|------|--------------|------|----------------------|--------------|------|--------------|------|--------------|--------------|------|--------------|------|---------------------------|--------------|------|--------------|------|
|  |                          | Number                      | Unacceptable | Poor | Satisfactory | Good | Excellent                   | Unacceptable | Poor | Satisfactory | Good | Excellent            | Unacceptable | Poor | Satisfactory | Good | Excellent    | Unacceptable | Poor | Satisfactory | Good | Excellent                 | Unacceptable | Poor | Satisfactory | Good |
| <b>Group A streptococcus serotyping</b>                                      | 63                       | 0                           | 4            | 25   | 26           | 4    | 0                           | 0            | 11   | 11           | 10   | 0                    | 0            | 17   | 28           | 8    | 0            | 1            | 6    | 17           | 8    | 0                         | 1            | 17   | 26           | 11   |
| <b>Group B streptococcus typing</b>  | 26                       | 0                           | 0            | 8    | 12           | 3    | 0                           | 0            | 2    | 7            | 3    | 0                    | 0            | 4    | 13           | 4    | 0            | 0            | 2    | 8            | 3    | 0                         | 0            | 4    | 14           | 4    |
| <b>Group C or G streptococcus typing</b>                                     | 16                       | 0                           | 1            | 3    | 7            | 1    | 0                           | 0            | 0    | 2            | 3    | 0                    | 0            | 5    | 3            | 2    | 0            | 0            | 0    | 3            | 3    | 0                         | 0            | 4    | 4            | 3    |
| <b>Streptococcus pneumoniae serotyping</b>                                   | 62                       | 0                           | 4            | 28   | 19           | 5    | 0                           | 0            | 11   | 13           | 5    | 0                    | 0            | 14   | 26           | 9    | 0            | 0            | 8    | 16           | 4    | 0                         | 1            | 16   | 28           | 6    |
| <b>Speciation of streptococci and related genera</b>                         | 41                       | 0                           | 3            | 25   | 8            | 2    | 0                           | 2            | 10   | 9            | 4    | 0                    | 0            | 15   | 14           | 7    | 0            | 0            | 8    | 10           | 4    | 0                         | 1            | 16   | 15           | 5    |
| <b>C.diphtheriae/other corynebacteria - Toxin testing and identification</b> | 50                       | 0                           | 2            | 13   | 8            | 21   | 0                           | 0            | 6    | 10           | 22   | 0                    | 0            | 7    | 11           | 22   | 0            | 0            | 6    | 9            | 16   | 0                         | 1            | 8    | 13           | 18   |
| <b>Diphtheria antitoxin levels</b>   | 17                       | 0                           | 3            | 4    | 5            | 2    | 0                           | 1            | 2    | 4            | 3    | 0                    | 0            | 2    | 7            | 3    | 0            | 0            | 1    | 6            | 3    | 0                         | 0            | 4    | 5            | 3    |
| <b>Tetanus antitoxin levels</b>  | 11                       | 0                           | 2            | 3    | 2            | 1    | 0                           | 0            | 2    | 3            | 1    | 0                    | 0            | 0    | 4            | 2    | 0            | 0            | 0    | 3            | 1    | 0                         | 0            | 2    | 3            | 1    |
| <b>Haemophilus influenzae identification and typing</b>                      | 50                       | 0                           | 2            | 21   | 18           | 3    | 0                           | 0            | 7    | 12           | 7    | 0                    | 0            | 14   | 16           | 7    | 0            | 0            | 7    | 13           | 5    | 0                         | 1            | 12   | 21           | 6    |
| <b>Identification of Haemophilus species</b>                                 | 17                       | 0                           | 2            | 9    | 3            | 1    | 0                           | 0            | 3    | 2            | 3    | 0                    | 0            | 5    | 3            | 3    | 0            | 0            | 2    | 3            | 3    | 0                         | 0            | 5    | 4            | 3    |
| <b>Legionella</b>  | 24                       | 0                           | 1            | 10   | 7            | 3    | 0                           | 0            | 2    | 5            | 6    | 0                    | 0            | 2    | 11           | 6    | 0            | 0            | 0    | 8            | 6    | 0                         | 0            | 3    | 11           | 7    |

|  |            |          |               |              |          |             |              |          |              |               |          |             |              |          |              |              |  |  |  |
|--|------------|----------|---------------|--------------|----------|-------------|--------------|----------|--------------|---------------|----------|-------------|--------------|----------|--------------|--------------|--|--|--|
| <b>pneumophila serology</b>  |            |          |               |              |          |             |              |          |              |               |          |             |              |          |              |              |  |  |  |
| <b>L.pneumophila urinary antigen testing</b>                               | 14         | 0        | 1 2           | 4 5          | 0        | 0 1         | 3 6          | 0        | 0 2          | 6 4           | 0        | 0 1         | 5 4          | 0        | 1 1          | 5 5          |  |  |  |
| <b>Culture of clinical specimens for L.pneumophila</b>                     | 2          | 0        | 0 0           | 1 1          | 0        | 0 0         | 0 2          | 0        | 0 0          | 0 2           | 0        | 0 0         | 0 2          | 0        | 0 0          | 0 2          |  |  |  |
| <b>Identification of putative Legionellaceae</b>                           | 17         | 0        | 0 7           | 4 2          | 0        | 0 2         | 3 3          | 0        | 0 4          | 3 6           | 0        | 0 2         | 2 5          | 0        | 0 5          | 5 4          |  |  |  |
| <b>Bordetella pertussis serology</b>                                       | 25         | 1        | 0 13          | 7 3          | 0        | 1 3         | 5 4          | 0        | 0 7          | 6 6           | 0        | 0 2         | 6 5          | 0        | 1 5          | 8 5          |  |  |  |
| <b>PCR detection of Bordetella pertussis DNA in respiratory samples</b>    | 12         | 0        | 0 4           | 7 0          | 0        | 0 1         | 5 0          | 0        | 0 3          | 6 1           | 0        | 0 1         | 6 1          | 0        | 0 2          | 8 0          |  |  |  |
| <b>Identification and characterisation of isolates of Bordetella spp.</b>  | 20         | 0        | 1 9           | 6 1          | 0        | 0 2         | 5 2          | 0        | 0 6          | 8 2           | 0        | 0 2         | 6 2          | 0        | 0 6          | 10 1         |  |  |  |
| <b>M. pneumoniae serology</b>  | 2          | 0        | 0 1           | 1 0          | 0        | 0 0         | 1 1          | 0        | 0 0          | 0 2           | 0        | 0 0         | 1 1          | 0        | 0 0          | 1 1          |  |  |  |
| <b>Attempted isolation of mycoplasma/ureaplasma from clinical material</b> | 8          | 0        | 0 3           | 4 1          | 0        | 0 1         | 4 3          | 0        | 0 0          | 4 4           | 0        | 0 0         | 4 2          | 0        | 0 0          | 6 2          |  |  |  |
| <b>B.henselae and B.Quintana serology</b>                                  | 41         | 0        | 0 21          | 15 2         | 0        | 0 7         | 8 4          | 0        | 0 8          | 18 7          | 0        | 0 6         | 16 4         | 0        | 0 9          | 20 7         |  |  |  |
| <b>TOTALS :</b>  | <b>518</b> | <b>1</b> | <b>26 209</b> | <b>16461</b> | <b>0</b> | <b>4 73</b> | <b>11292</b> | <b>0</b> | <b>0 115</b> | <b>187107</b> | <b>0</b> | <b>1 54</b> | <b>14282</b> | <b>0</b> | <b>7 119</b> | <b>20794</b> |  |  |  |

**RSIL CUSTOMER SATISFACTION SURVEY 2005 RESULTS - Grand Totals**

**No. of Surveys sent out: 243**

No. of Responses received:

80 33%

**NEWSLETTER**

|  | <b>Yes</b> | <b>%</b> | <b>No</b> | <b>%</b> | <b>Not known</b> | <b>%</b> |
|--|------------|----------|-----------|----------|------------------|----------|
| <b>Have you seen our Nov 2004 Newsletter?</b>                | 41         | 51.3%    | 28        | 35.0%    | 11               | 13.8%    |
| <b>Have you seen the RSIL components of the HPA website?</b> | 27         | 33.8%    | 45        | 56.3%    | 1                | 1.3%     |
| <b>If yes, did you find them helpful and useful?</b>         | 28         | 35.0%    | 2         | 2.5%     | 3                | 3.8%     |

Please note that customers responding to our survey did not always tick all the boxes for the tests they use, most completed the questionnaire in detail, some just completed a few columns (e.g. turnaround times, overall service) and a few only replied to the Newsletter questions and forgot to complete the actual survey!

Reviewed on 01 May 2003