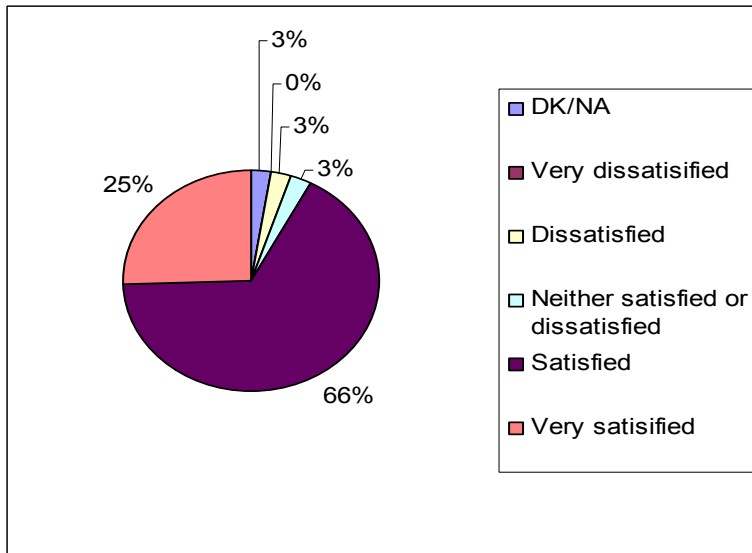


Brucella User Survey Dec 2006

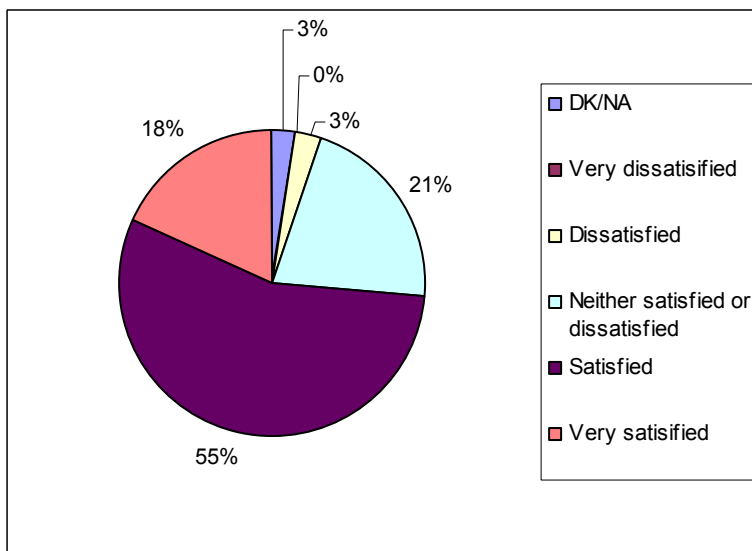
In December 2006, 90 'User Satisfaction Survey' forms were sent out to users of the Brucella Reference Unit (BRU). By the end of January 2007, 39 (43%) completed survey forms had been received back at (BRU). This report gives a breakdown of the responses received in the completed survey forms

1. Overall Satisfaction with service



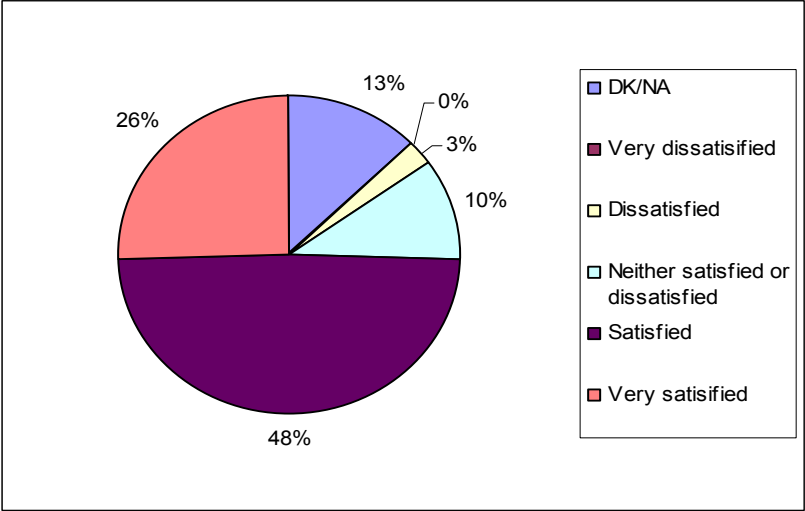
91% of users were either satisfied or very satisfied with the service. One user (3%) was dissatisfied.

2. Satisfactory turnaround



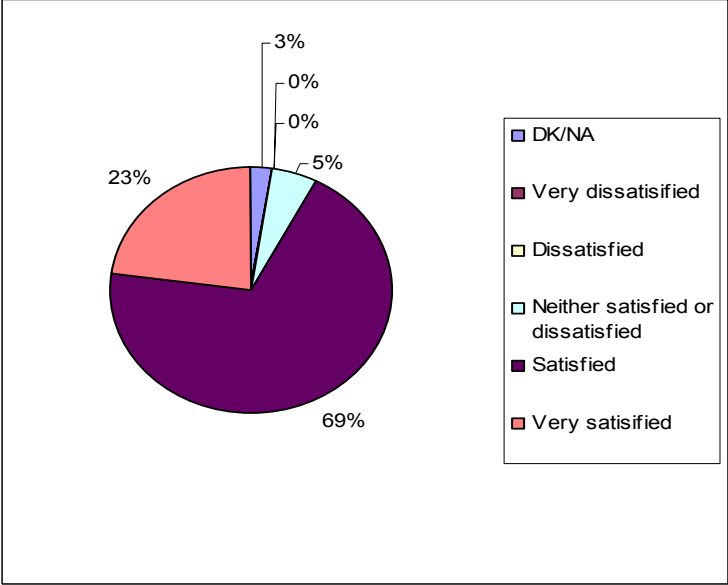
73% of users were either satisfied or very satisfied with turn round times. One user (3%) was dissatisfied

3. Instructions on how to use BRU services



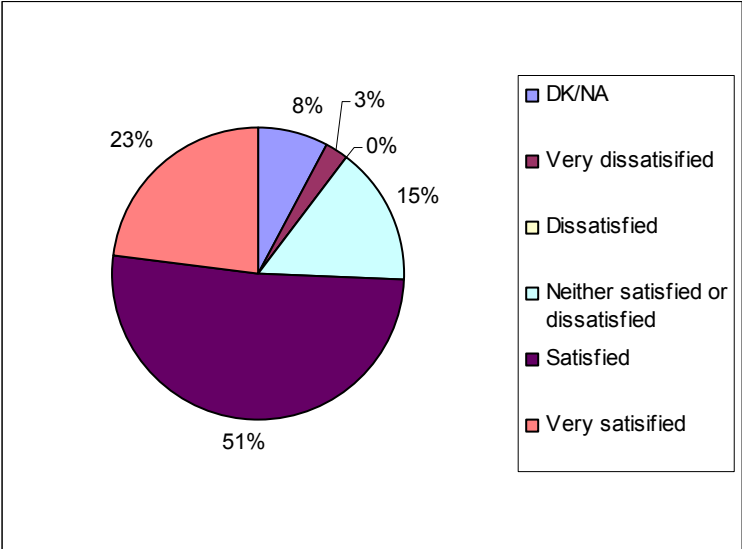
74% of users were either satisfied or very satisfied with the instructions on how to use the BRU services (available on HPA website)

4. Presentation of laboratory results



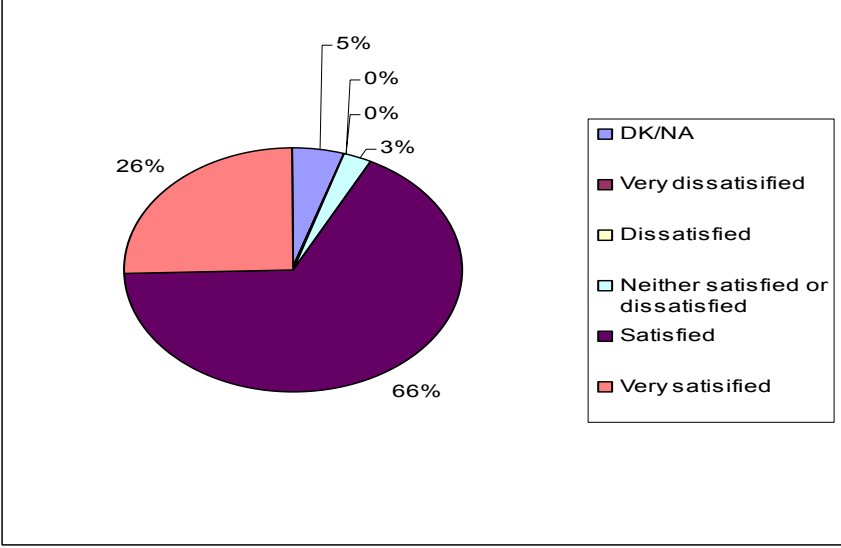
82% of users were either satisfied or very satisfied with presentation of laboratory results

5. Clarity of clinical interpretative comments



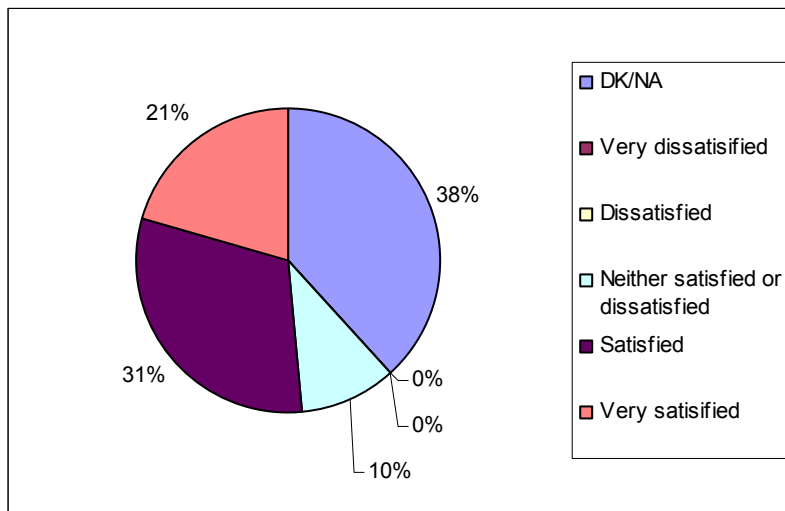
74% of users were either satisfied or very satisfied with clarity of clinical interpretative comments. 1 (3%) user was very dissatisfied and stated 'Some reports have no comments at all!' This point has been addressed (see below).

6. Current laboratory tests suitable for clinical need



94% of users were either satisfied or very satisfied with current laboratory tests being suitable for clinical need.

7. Helpfulness of clinical telephone advice



52% of users were either satisfied or very satisfied with the helpfulness of clinical telephone advice. 38% of users answered 'Don't know/ not applicable' to this question, probably indicating they have not had the need to contact the unit.

8. Further comments/suggestive:

'Any molecular testing in the near future? Some reports no comments at all!'

'To reduce the turn round if possible'

'All telephone requests for further information or interpretation are handled in a polite, informed and useful way'

'Perhaps a bit much to ask but would feedback on an analysis of your overall results be possible? We still get pressure to test patients who are farmers. Have you has any cases of Brucella infection in the last 5 years that were chronic infections needing treatment?'

'Excellent service'

BRU Responses

Comments on reports: All laboratory reports now have an interpretative comment.

Molecular testing: Use of the polymerase chain reaction (PCR) for detection of brucella DNA still remains an 'R&D' investigation. However we hope to incorporate PCR in our testing repertoire in the near future.

Feedback on analysis of laboratories results: Our brucella fact sheet (See HPA website) has been updated.

Instruction on how to use the service: See Brucella/ topics/ HPA website.