

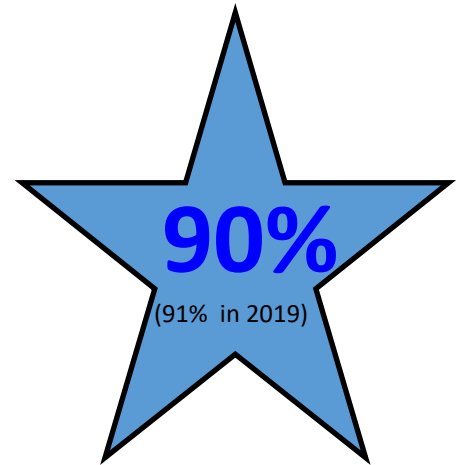
BTL User Survey 2021/2022 *Feedback summary*

We have completed our analysis of our user survey for the year. Below is a quick summary of some of the results. It is important we consider these results in the context that our Laboratories is under pressure like never before.

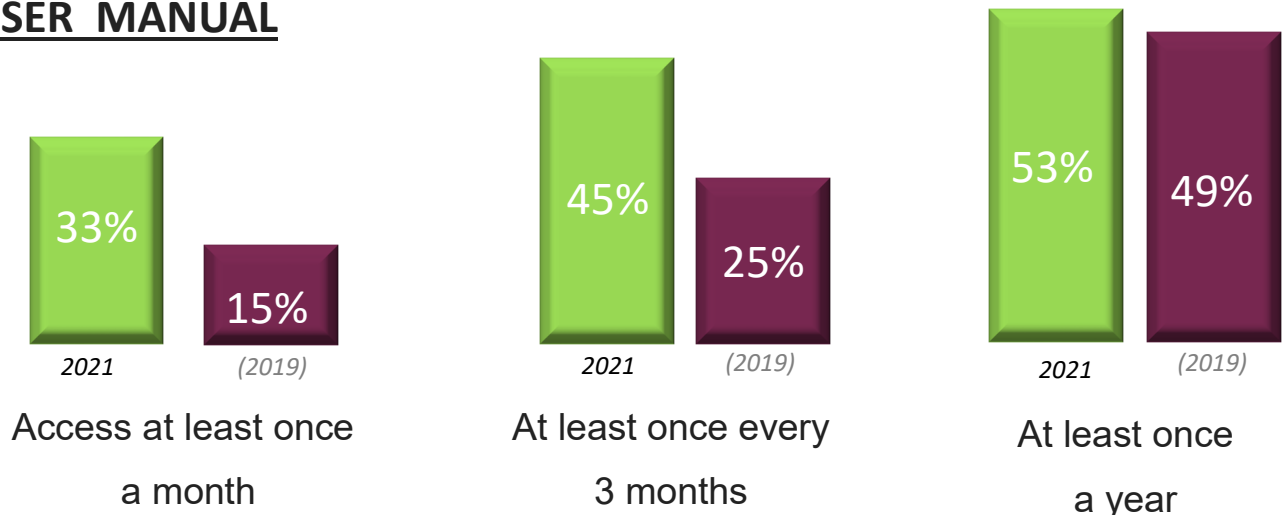
LABORATORY SERVICES responses satisfied or very satisfied



Overall BTL Rating

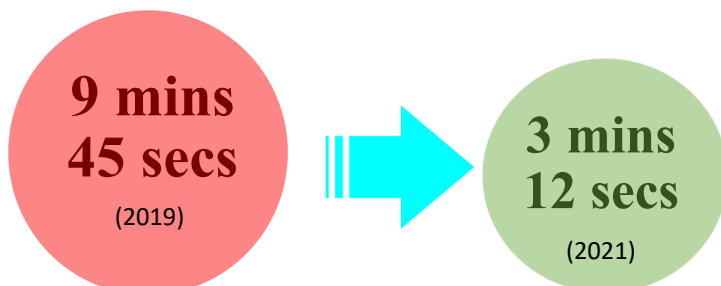


BTL USER MANUAL



FIND IT HERE: <https://belfasttrust.hscni.net/service/laboratory-services/laboratories-user-manual/>

SURVEY AVERAGE COMPLETION TIME



SURVEY COMPLETION RATE



Examples of user comments

Belfast Trust Laboratories is greatly encouraged by many of the very kind comments that we have received. However there are challenges we face, which have been raised in our survey, often these challenges are common to all Laboratories, not just our own.

Demands upon our services continue to increase year on year. Medical care is a partnership, and to effectively continue to provide quality care to all our patients, we need the support of users and their cooperation.

Our users value our staff & the jobs they do:

'... a credit to the organisation'

'Excellent prompt service'

'Excellent, underrated service'

'Valuable service'

'All staff are approachable ... valuable service'

'People on the phone are always nice'

'very helpful and go the extra mile for you ...'

'Well done for all your work during the pandemic'

'Great asset to the Trust and our department!'