

Regional Immunology Laboratory User Survey 2025

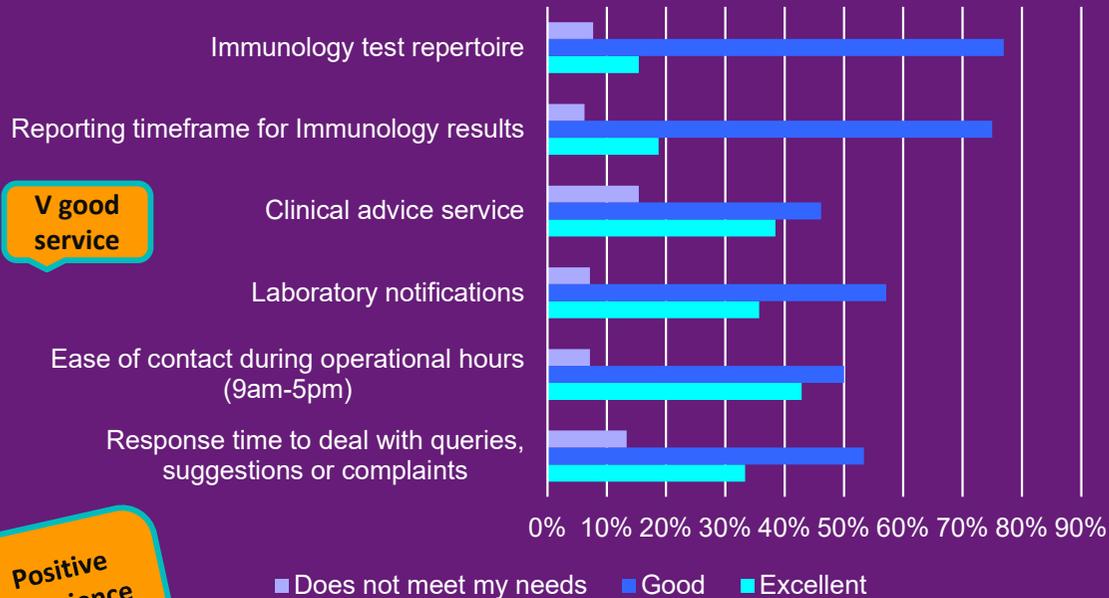
I have no concerns at all if I need advice I can ring and my queries are always answered with politeness

Email is very useful and helpful

Staff always helpful

Thank you for your service and patience

% User Ratings



V good service

8.19 /10

Average user rating of Overall Service of RIL*

8.25 /10

Average user rating of Helpfulness and Attitude of staff*

I always like to speak with someone to avoid endless typing – and I've always managed to do this – and have appreciated this

Positive experience since assay changed

The holding message in Immunology tests such as appears looking for further clinical details with immunologyaddons@belfasttrust.hscni.net is a reasonable balance for managing demand for complex tests

I will often email with requests for additional tests or queries about results that I am awaiting and the response is always prompt and helpful.

Actions taken following feedback

- ACHR test name updated
- Continuing with Immunology add on email service
- Sample turnaround times improved

*one user response omitted from total as rating was provided after stating they do not use Regional Immunology Laboratory services

