



Customer Opinion Survey (2015) Report

Thank you to all who took part in our customer survey in 2015. Below is a summary of the feedback received.

The questionnaire was sent to Magna Laboratories customers who received clozapine assay reports via e-mail during April 2015 and 100 sites that submitted consumables requests during May/June 2015. Only 1 response was received from the former group, but the response from the latter group was better at 22 out of 100 sent (22%). This is considered to be a good response, as anecdotal evidence is that survey responses are often very low.

In general, the responses received were very positive with many respondents strongly agreeing with a good performance by Magna Laboratories.

There was only 1 negative response, which related to assay results not being available in good time. However, the respondent was unclear how long it had taken for the result to be analysed and reported after the sample was received. It is planned to address this by adding the sample receipt date to the clozapine assay report so the turnaround time can be seen readily.

One other comment was received. This was that it would be useful for Magna Laboratories to reply in acknowledgement of emails received requesting labels or consumables. Magna Laboratories staff do send read receipts to emails when requested automatically, but it was decided that writing replies to all e-mails would be impractical.

We welcome any feedback on our service at any time, as we are always trying to improve the service we provide.