

OCCUPATIONAL AND ENVIRONMENTAL MEDICINE LABORATORY SERVICE

Dear

You have requested from us laboratory investigations for occupational lung disease. As part of our client satisfaction audit, we would appreciate your views on our service.

We would be most grateful if you could fill in the brief questionnaire and return it to us either by post or email at: j.welch@imperial.ac.uk

1. Overall, how would you rate the service we provide / provided to you?

Excellent Very Good Adequate Poor Very Poor

comment _____

2. How would you rate the time it took for us to send the result report/s out to you?

Excellent Very Good Adequate Poor Very Poor

comment _____

3. Have you contacted the laboratory service staff regarding any queries? If so how did you find the response?

Excellent Very Good Adequate Poor N/A

comment _____

4. Were all your specific queries addressed by the person you contacted?

All Most Some N/A

comment _____

5. What prompted you to send your sample/s to us?

Previous experience Personal contact Website (lungsatwork.org.uk)

Colleague / Word of mouth Delegate from one of our workshops

Other (*please state*) _____

6. Can you suggest any ways that we may be able to improve our service?

comment _____



ISO 9001:2015
FS 539378

Jennifer Welch BSc, Hons

Occupational and Environmental
Medicine Laboratory Service
National Heart and Lung Institute
Room G54, Emmanuel Kaye Building
1b Manresa Road
London SW3 6LR, UK

Telephone: +44 (0)20 7594 7969
e-mail: j.welch@imperial.ac.uk

***If you would like a copy of this questionnaire in Word format, please email.
Thank you for taking the time to complete this questionnaire.***