

## 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: [r.ahmed@imperial.ac.uk](mailto:r.ahmed@imperial.ac.uk) or [j.welch@imperial.ac.uk](mailto: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](http://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 \_\_\_\_\_

**Dr Raya Ahmed**

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