

# Cholinesterase User Survey 2024

Did you know we are one of only a handful of sites to provide testing for cholinesterase activity, phenotyping, and genotyping.

Your feedback is important for helping us shape services to meet the needs of patients and clinicians.

## About You

Responses were received from seven users encompassing a variety of Specialist Biomedical Scientists and Clinical Scientists from across the UK.

**Please tell us whether you agree or disagree with the following statements:**

Most responses were very positive.



Users indicated they were very happy with the range of Cholinesterase investigations, report formats, interpretive comments, turnaround times and advice.

We are glad to know that you feel our staff are friendly, helpful, and sufficiently knowledgeable. They absolutely try their best!

We monitor our turnaround times (TATs) on a monthly basis and these are usually within 100% of our guidelines. We always keep TATs realistic to our methods, instruments, processes and technologies.

**Did you know:** Urgent requests (for example pre-surgery) can be prioritised by contacting the laboratory. We can usually provide an enzyme activity and supporting advice within one working day, which may help inform patient management before the full phenotype report is available.

**Really like the alert cards for patients. We received one recently and it was a very practical and useful addition which we fed back to the GP.**

**Contact and staff is always easy and helpful.**

## **Do you find the Severn Pathology website easy to navigate?**

Five out of seven of you do, but we had no suggestions about how we could improve it. If you do have any ideas, please contact us to discuss.

**It's very informative and plenty of information, easy to find samples requirements etc. for tests.**

**We don't send many samples but no issues with the service. Your website is very useful with plenty of information and contact details too.**