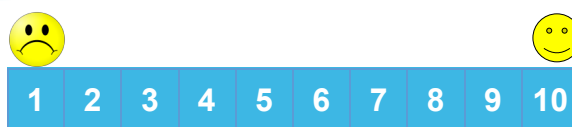


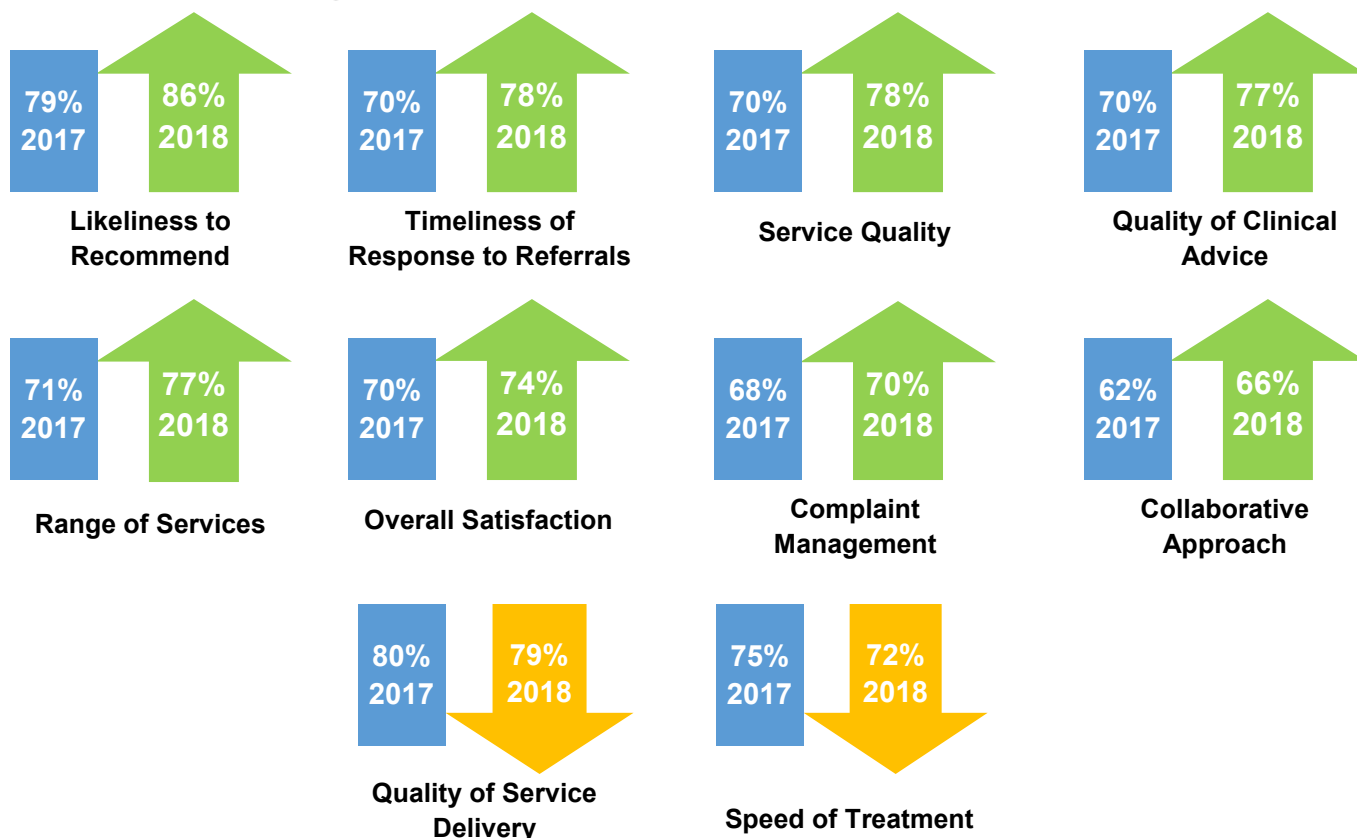
Therapeutic Apheresis Services

2017/2018 User Satisfaction Survey—Results

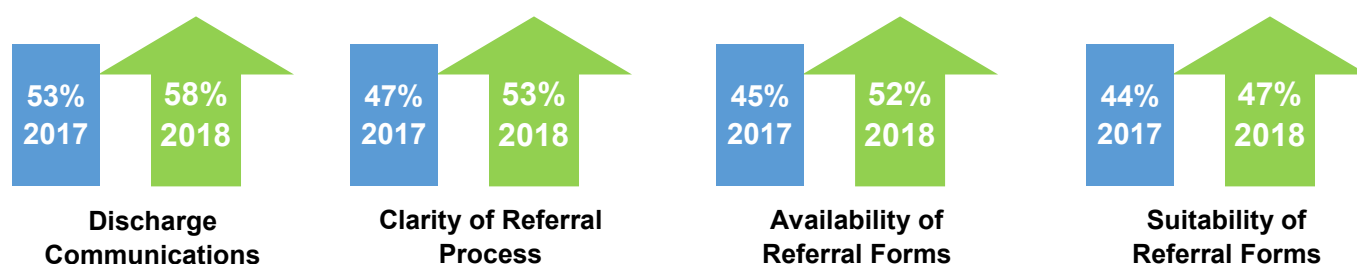
353 service users were surveyed, with 115 responses (33% return rate).



What we did well: 😊 (percentage of users who scored our services as 9 or 10 out of 10)



What we need to improve: 😞



Areas we will commit to improving in 2018/2019

- Availability, suitability and clarity of referral forms (average score 8.3)
- Quality of discharge communications (average score 8.5)

We acknowledge that completing surveys is onerous and want to improve how we better seek feedback from our users. We are therefore seeking to overview the process of gathering information for future satisfaction surveys and will keep you updated.

If you would like further information about our services please contact:

therapeuticapheresisservices@nhsbt.nhs.uk

Or visit our web pages:

<http://hospital.blood.co.uk/patient-services/therapeutic-apheresis-services/>