



2,182 patients
252 donors
>12,000 procedures
8 units



56% of respondents rated the ease of the referral process as 9 or 10 out of 10. The referral process has been identified as a key area for improvement.



81% of TAS referring clinicians rated their likelihood of recommending TAS to a colleague as 9 or 10 out of 10



The average score for speed of treatment was 8.8 out of 10.

Therapeutic Apheresis Services

User Satisfaction Survey 2024



71% of responding clinicians rated the overall service provided by TAS as 9 or 10 out of 10, above our target of 68%



61% of the over 600 referring clinicians during the 2023/24 financial year were asked to participate, with a 16% response rate among those surveyed. This is an improvement over last year's response rate of 14%.



The average score for the quality of service from the TAS Nursing team was 9.3 out of 10.



The average score for the quality of the service from the TAS Medical team was 9.2 out of 10.