



The provision of transfusion components and services
Customer Satisfaction Survey Spring 2024

Summary of Findings

● Survey: 6th March - 28th March 2024

● Conducted by Hospital Customer Service

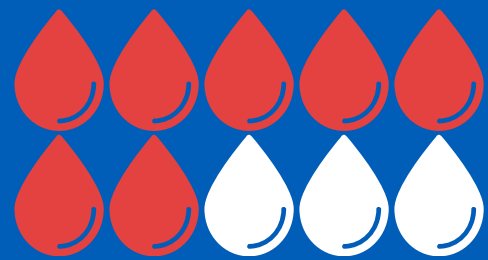


Blood and Transplant

NHSBT Overall



Average score across all categories.



Transfusion Laboratory Managers responded at 65% of Hospitals.

76% ✓

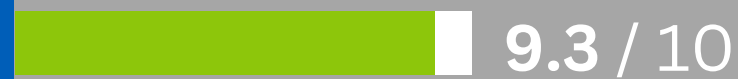
Top box score for Overall Satisfaction - NHSBT

Component Fulfilment

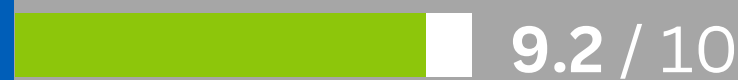


Average score across fulfilment category.

Ordering Process



Availability



Hospital Services



9.4 / 10
Quality & Range

Component Delivery



Average score across delivery category.



9.4 / 10 NHSBT Drivers



8.5 / 10 Couriers



9.0 / 10 Routine



8.9 / 10 Ad-Hoc



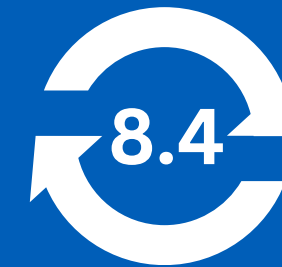
9.4 / 10 Emergency

Diagnostic Services



Average score across diagnostic services category.

RCI Overall 8.7



Turn around



8.9

8.8 Referral

IBGRL 8.9

H&I 9.1

Customer Service

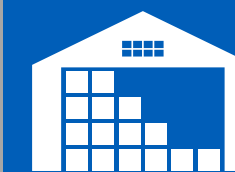


Average score across customer service category.



9.3

Customer Service Support



9.3

BSMS

9.0

Clinical Support

9.0 Easy to do business with

