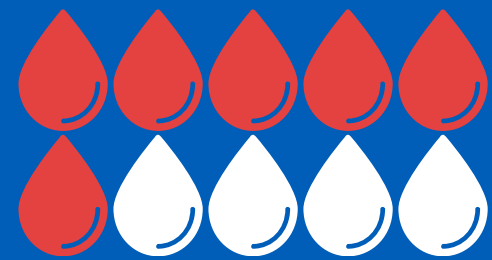


NHSBT Overall



Average score for Overall Service with NHSBT

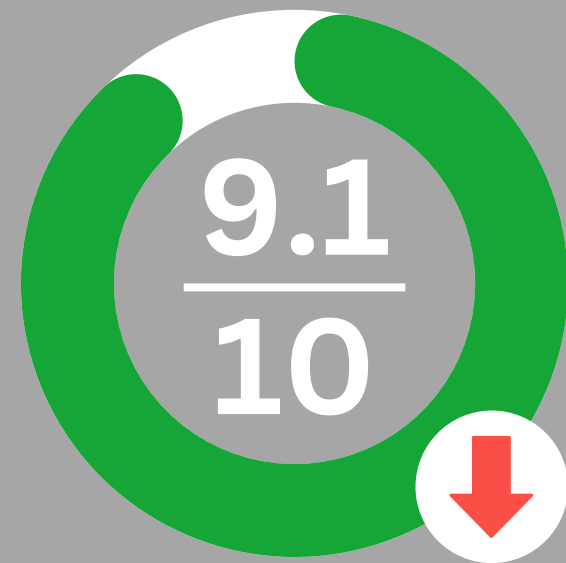


Transfusion Laboratory Managers responded at 59% of Hospitals.

72% ✓

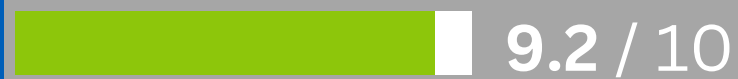
Top box score for Overall Satisfaction - NHSBT

Component Fulfilment

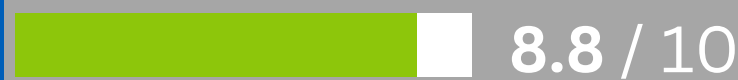


Average score across fulfilment category.

Ordering Process



Availability



Hospital Services



9.1 / 10
Quality & Range

Component Delivery



Average score across delivery category.



8.7 / 10 Routine



8.7 / 10 Ad-Hoc



9.0 / 10 Emergency

Diagnostic Services



Average score across diagnostic services category.

RCI Overall 8.7



Turn around



8.6

8.9 Referral

IBGRL 8.7

H&I 9.1

Customer Service



Average score across customer service category.



9.2

Customer Service Support



9.3

BSMS

9.1

Clinical Support

8.8 Easy to do business with

