



2,376 patients
258 donors
>13,000 procedures
8 units



57% 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.



78% 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 9.2 out of 10.

Therapeutic Apheresis Services

User Satisfaction Survey 2024



78% of responding clinicians rated the overall service provided by TAS as 9 or 10 out of 10, above our target of 68%



75% of over 1300 referring clinicians during the 2024/25 financial year were asked to participate, with a 7% response rate among those surveyed. This is small improvement over last year's response rate.



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 8.5 out of 10.