

Hospital Customer Satisfaction Survey

Autumn 2025

● Survey: 9th - 27th September 2025

● Conducted by Hospital Customer Service

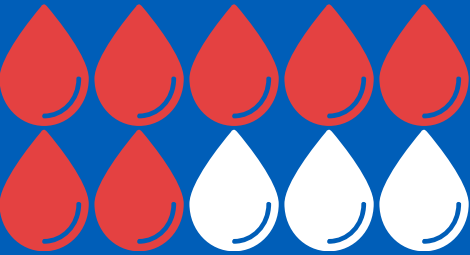


Blood and Transplant

NHSBT Overall



Overall service provided by NHSBT



75% ✓

Top box score for Overall Satisfaction with NHSBT

Component Fulfilment



Average score across fulfilment category

OBOS and Ordering Process
9.4 / 10

Component Availability
8.9 / 10

Hospital Services
9.3 / 10



9.3 / 10
Range, Specification & Quality

Delivery Services



Average score across delivery category

9.3 / 10 NHSBT Drivers

8.5 / 10 Couriers



8.9 / 10 Routine



8.9 / 10 Ad-Hoc



9.3 / 10 Emergency

Diagnostic Services



Average score across diagnostic services category

RCI Overall 8.4



Turn around



Reports

8.6 Referral

Mol.Diag 8.6

H&I 9.0

Customer Support



Average score across customer service category



9.3

Customer Service Support



9.2

BSMS

9.3

Clinical Support

9.1 Easy to do business with

