

Hospital Customer Satisfaction Survey

Autumn 2025

Survey: 9th - 27th September 2025

Conducted by Hospital Customer Service

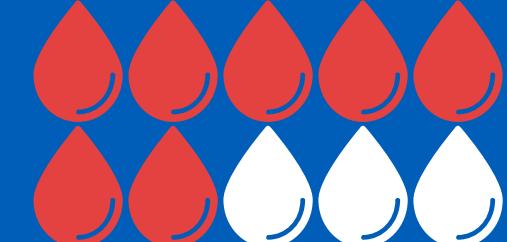
NHS

Blood and Transplant

NHSBT Overall



Overall service provided by NHBST



Responses received from 68% of hospitals.

75% 

Top box score for Overall Satisfaction with NHSBT

Component Fulfilment



Average score across fulfilment category

OBOS and Ordering Process

9.4 / 10



9.3 / 10 NHSBT Drivers

Component Availability

8.9 / 10



8.5 / 10 Couriers

Hospital Services

9.3 / 10



8.9 / 10 Routine



9.3 / 10
Range, Specification & Quality

Delivery Services



Average score across delivery category



8.9 / 10 Ad-Hoc



9.3 / 10 Emergency



9.3 / 10 Emergency

Diagnostic Services



Average score across diagnostic services category

RCI Overall 8.4



8.3

Turn around



8.7

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 Clinical Support



9.3

9.1 Easy to do business with