



HSL-AD USER SURVEY 2025

The Survey was sent to 127 Clients across UK. The survey results indicate a high level of satisfaction with HSL-AD's services, with all respondents expressing satisfaction with the quality of service and range of tests available. Positive feedback highlights quality of service, tests repertoire, effective communication, and helpful staff. While a few issues were noted, such as the turnaround times for routine tests could be slightly quicker, and the need for more frequent updates to the test repertoire, respondents appreciate the lab's willingness to repeat tests free of charge and the overall reliability of the service.

100%

Quality of the Service

100% of respondents were satisfied with the quality of the service provided to users excluding the neutral vote.

91%

Turnaround Times

91% of respondents were satisfied with the test TATs.

100%

Tests Repertoire

100% of respondents were satisfied with the range of the test repertoire offered by HSL-AD.

100%

HSL-AD Service User Guide (web-based)

100% of respondents had accessed the web-based service user guide and found it to be easy to access and useful.

97%

Response to Queries

97% of respondents were satisfied with the response to queries.

Service User Update in 2024/25

Updated IHC & ISH request form and successful implementation. All reported tests are now available on a single request form.

Major Laboratory Improvements in 2024/25

Extension to scope granted for RNA Scope Molecular Testing.
Extension to scope granted for additional FISH Probes and Immunohistochemistry Tests.

Laboratory Feedback on Users' Comments

Thank you for the positive comments which we will share at our team meetings.

The tests offered by HSL-AD are reviewed on a continual basis and new tests are added based on the clinical need and service user demand.

The HSL-AD Service User Guide is available on HSL Advanced Diagnostics ([Service User Information | Health Services Laboratories](#)).

HSL-AD ensures to inform clients when Antibody is not in stock or not available.

HSL-AD will email clients with updates to our test repertoire on a six-monthly basis.