



Certificate Number FS 500165



Lenticule discs for IQC

Customer Survey May 2008

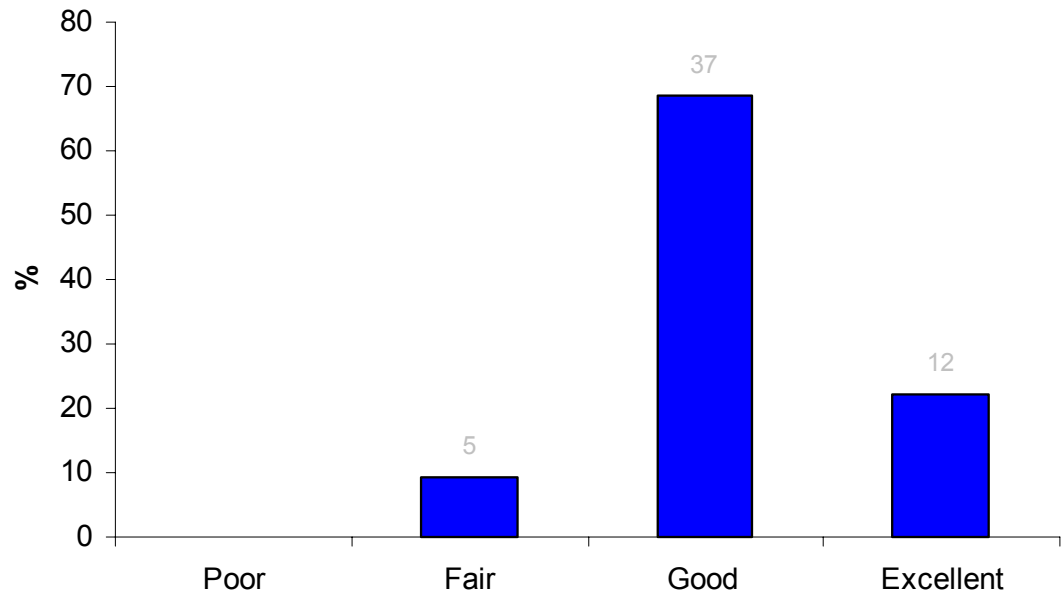
Health Protection Agency Water EQA, LENTICULE discs for IQC, Newcastle Laboratory,
Institute of Pathology, General Hospital, Westgate Road, Newcastle upon Tyne NE4 6BE
Tel +44 (0)191 272 4585 Fax +44 (0)191 273 7292 e-mail:weqa@hpa.org.uk
www.hpaweqa.org.uk

120 surveys sent, 54 returned (45% return)

Section 1 Lenticule discs

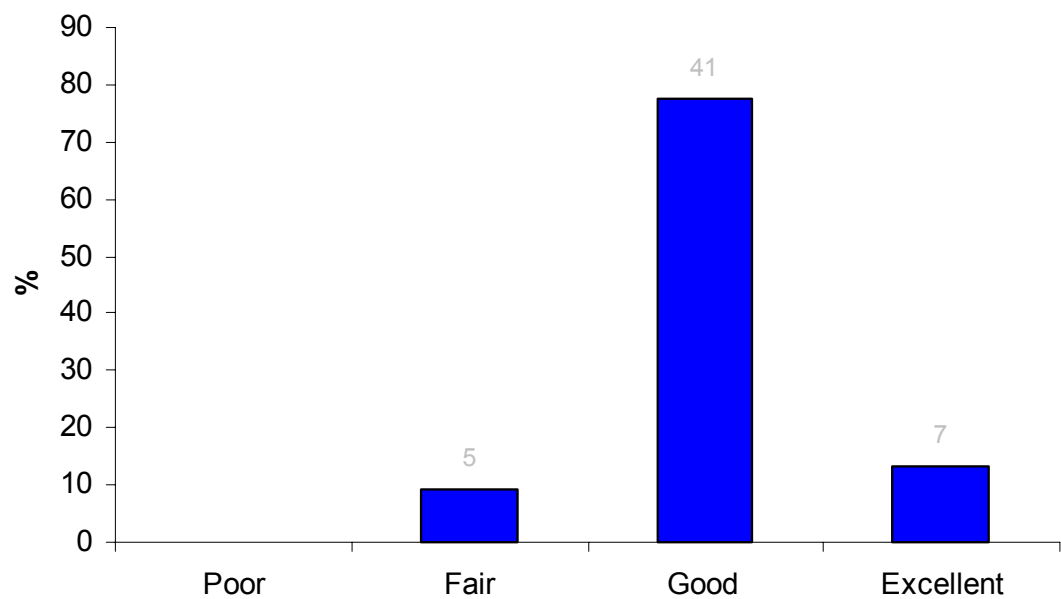
1.1 Range of organisms available

Number of replies = 54



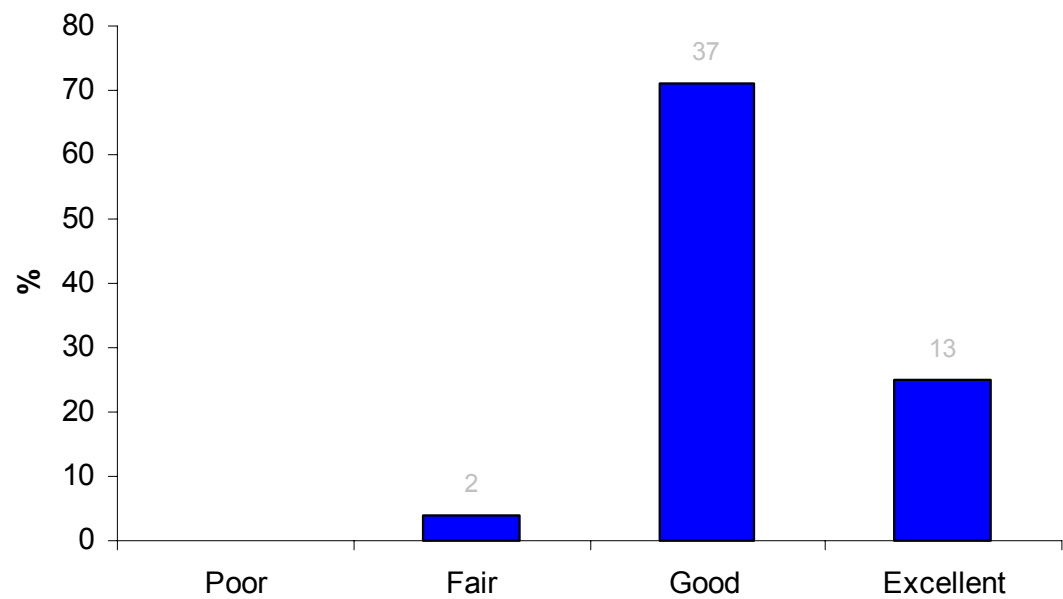
1.2 Suitability of counts available (cfu/Lenticule discs)

Number of replies = 53



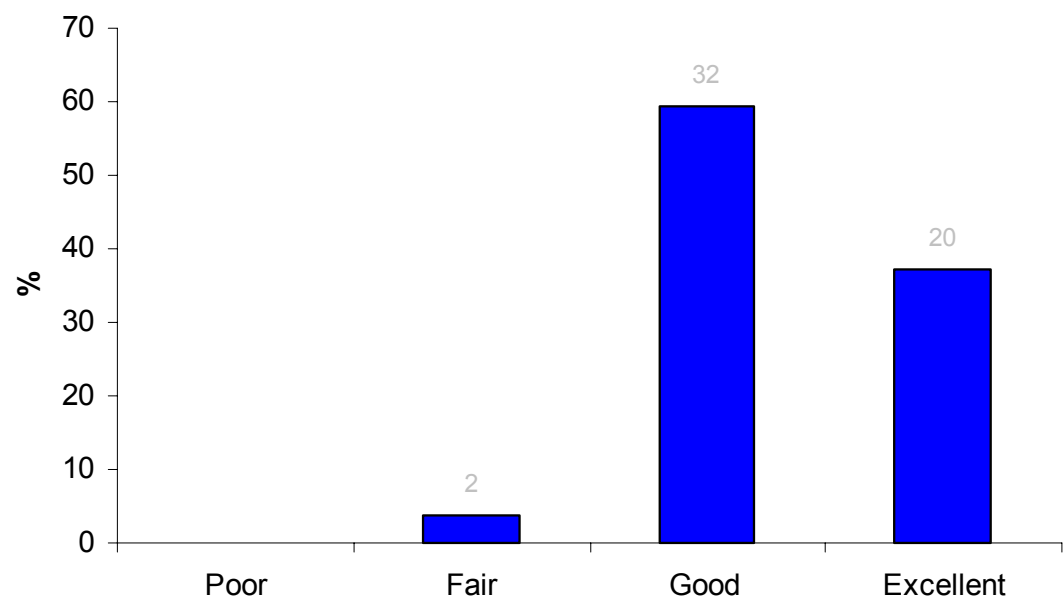
1.3 Usefulness of Performance Data supplied with each batch

Number of replies = 52



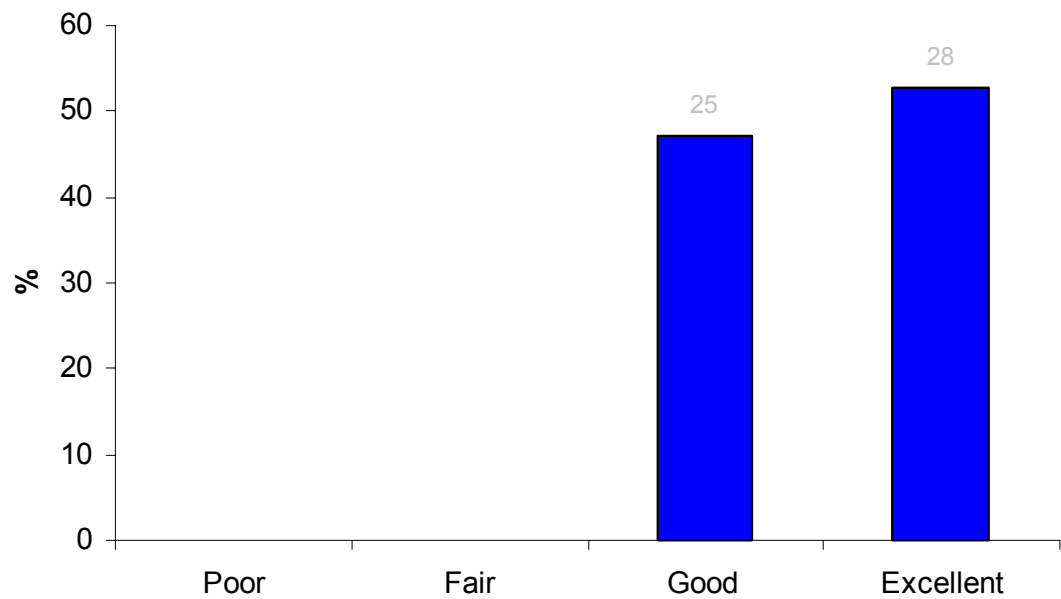
1.4 Ease of understanding Instructions for Use

Number of replies = 54



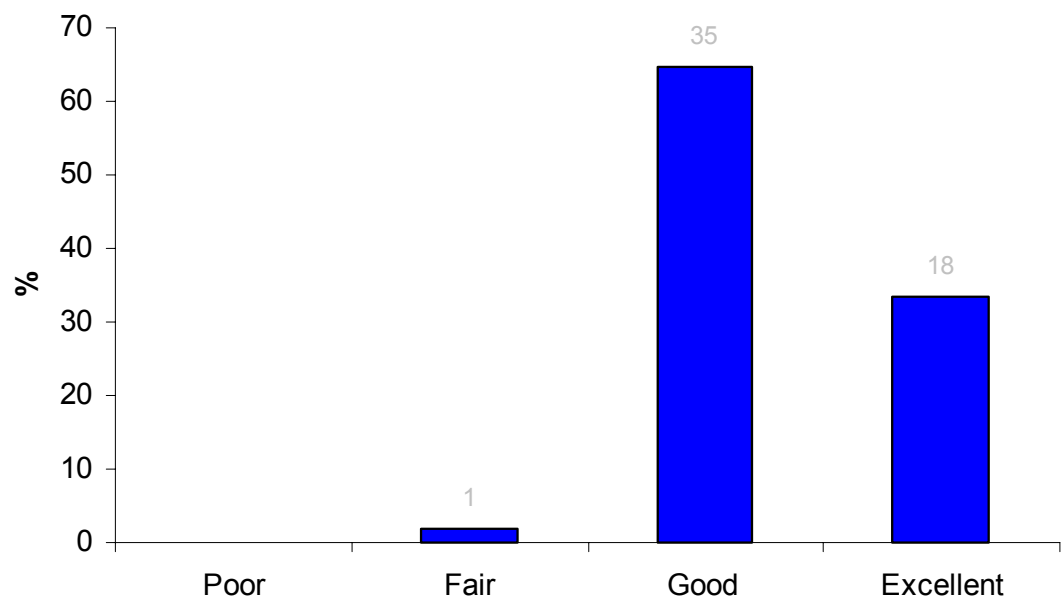
1.6 Ease of use of Lenticule discs

Number of replies = 53



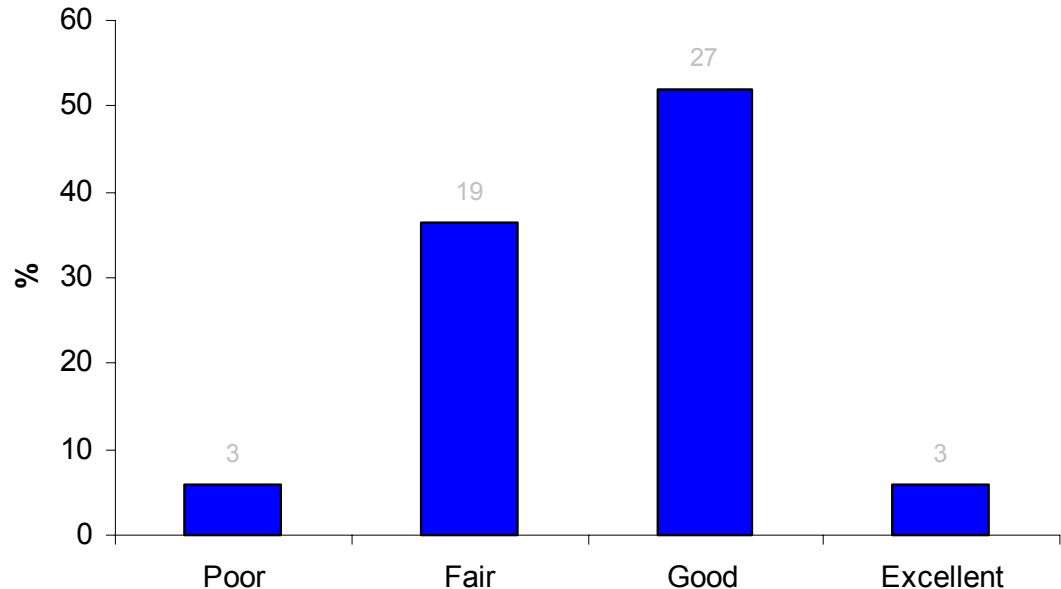
1.7 Presentation/packaging of Lenticule discs

Number of replies = 54



1.8 Cost

Number of replies = 52



Comments

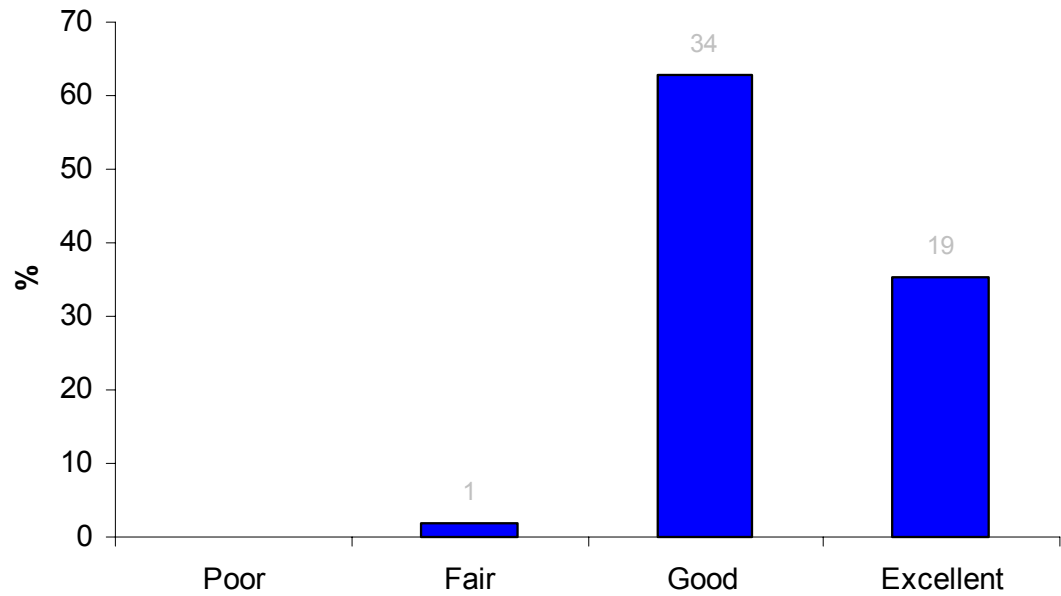
Section 1

- Extend range available to include Mycobacteria, Vibrio strains.
- Non-stock batches prepared on request.
- Availability of *Cl.perfringens* and *Camp. jejuni* in Lenticule format is useful as problems experienced with freeze-dried cultures.
- Higher count for Campylobacter Lenticules.
- Procedure for making up simulated water samples using Lenticules would be useful.
- New instruction sheet with diagram much easier to understand.
- Availability of 'Instruction for Use' in languages other than English e.g. Spanish, Portuguese, French, would be useful.
- Sometimes the Lenticule discs slip down between the filter insert and the side of the tube.
- Sometimes takes 'a while' for discs to dissolve in diluent.
- Occasional problems with *Cl.perfringens* Lenticules.
- Legionella Lenticules counts on BCYE and GVPC would be useful on individual tubes.
- Occasionally Lenticules not intact inside tubes.
- Smaller pack sizes would prove more cost effective.
- Delivery costs (courier charges) high.

Section 2 Administration/Communication

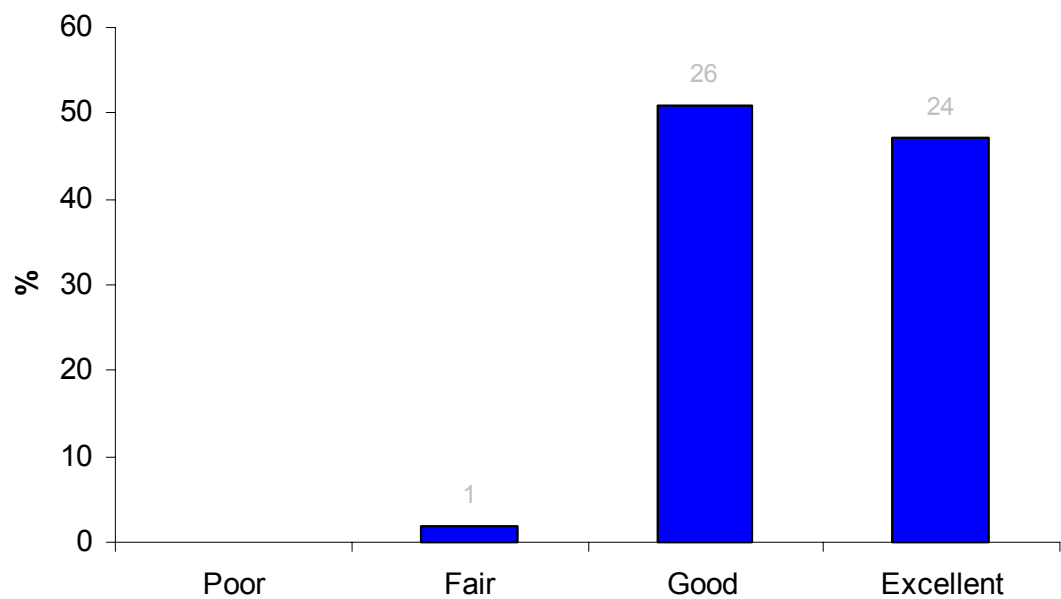
2.1 Response of enquiries/orders

Number of replies = 54



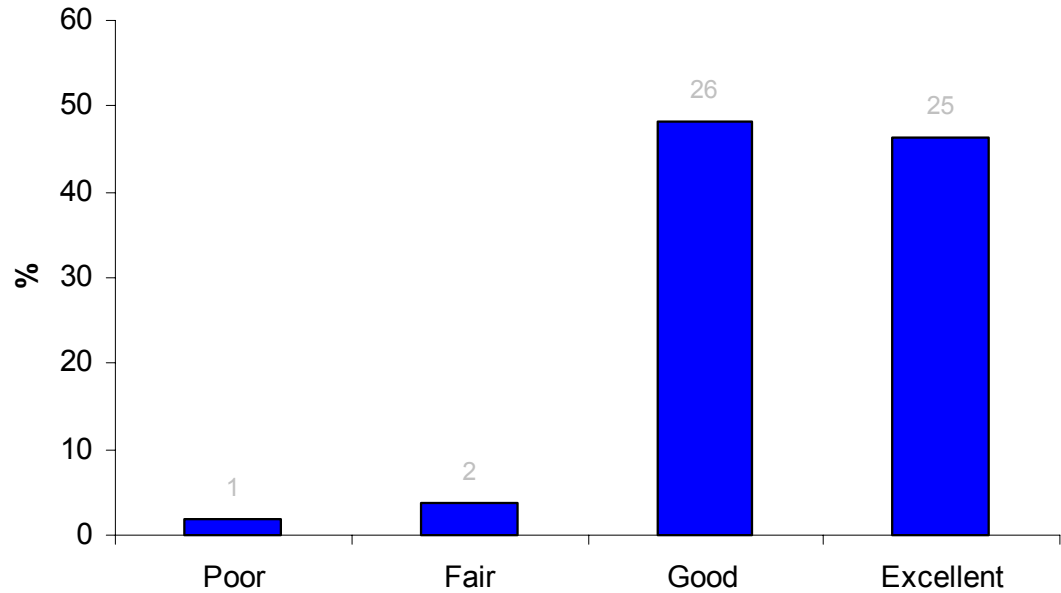
2.2 Helpfulness and politeness of staff in response to telephone enquiries.

Number of replies = 51



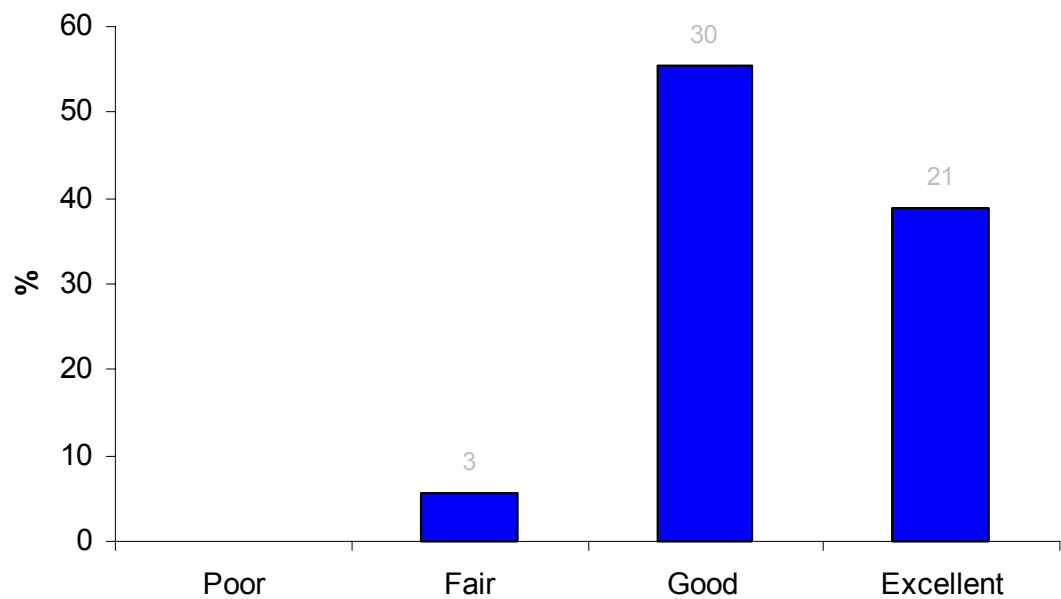
2.3 Response to letters/faxes/e-mails

Number of replies = 54



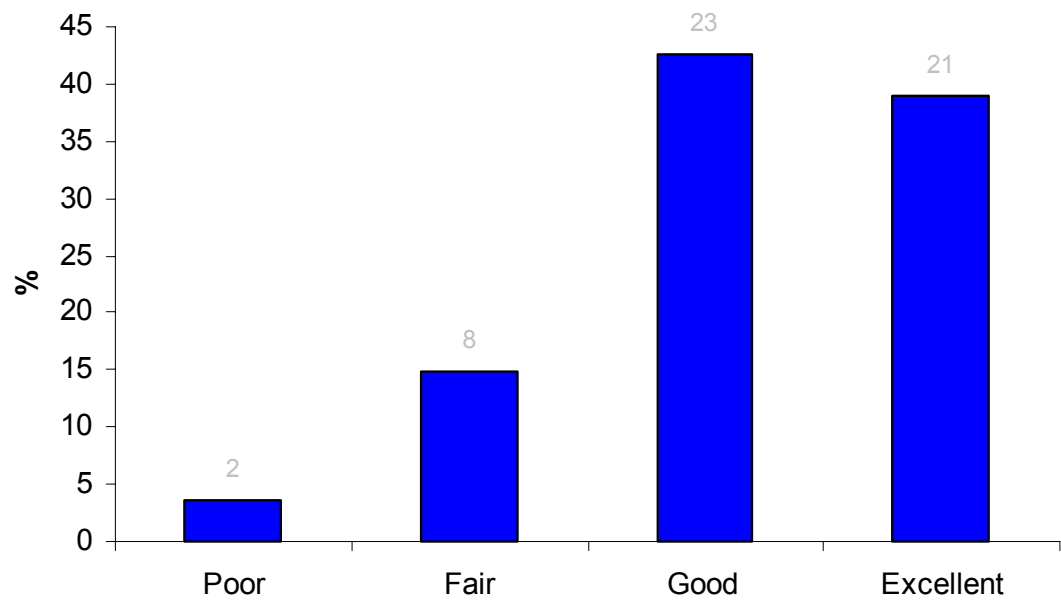
2.4 Once order placed, information provided with respect to order progress

Number of replies = 54



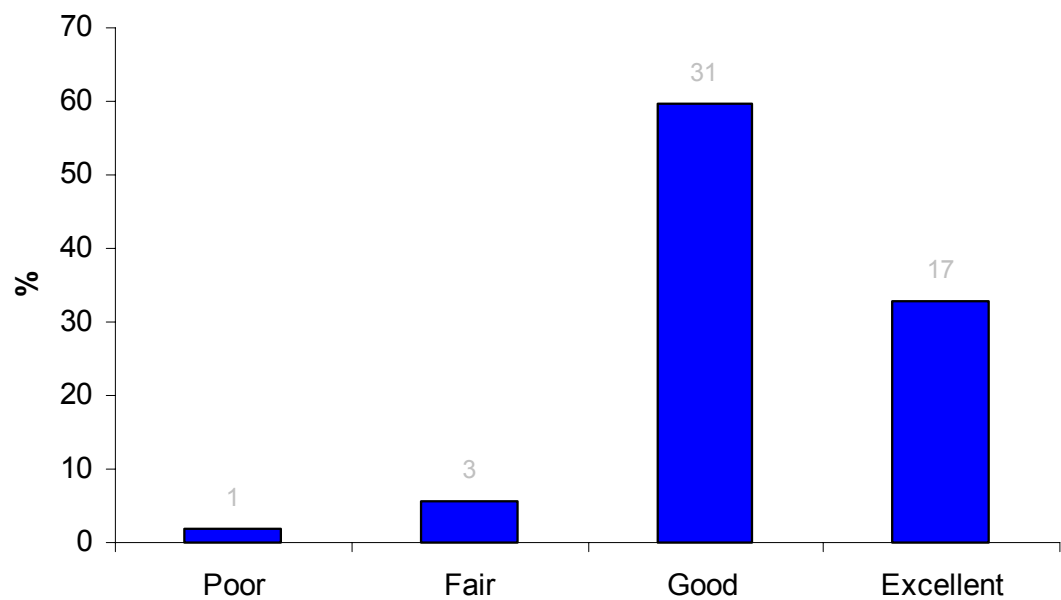
2.5 Delivery times from placing order

Number of replies = 54



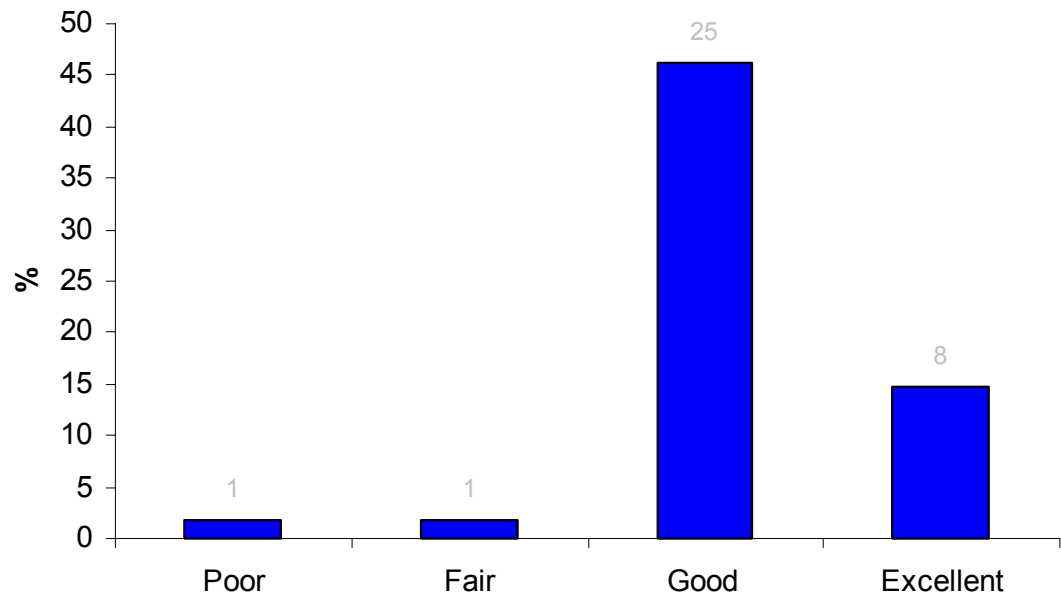
2.6 Usefulness of Despatch Notification

Number of replies = 52



2.7 Handling of complaints

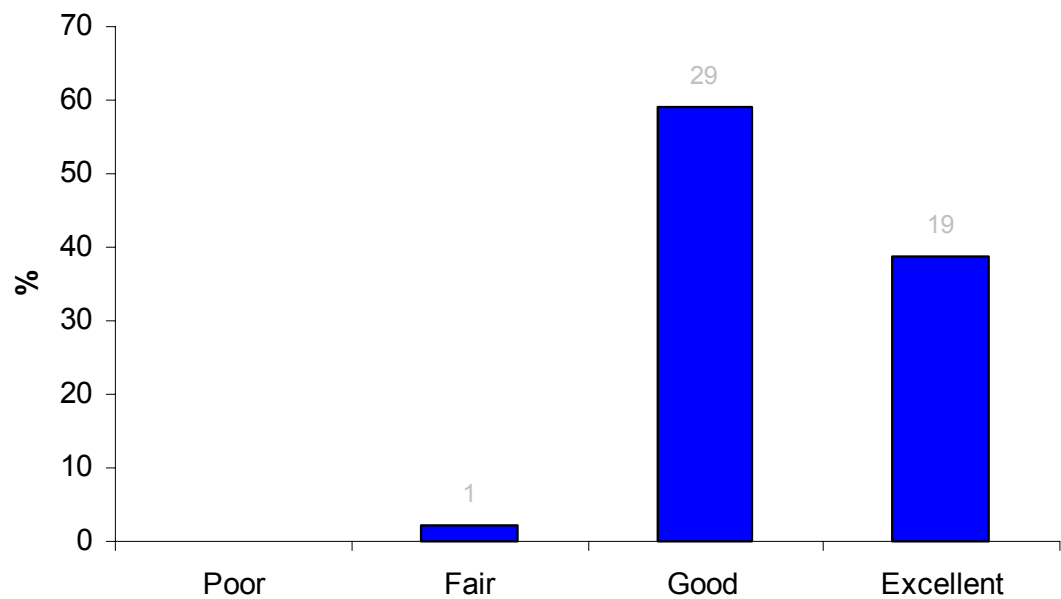
Number of replies = 54



19 respondents (35.19%) stated they had no occasion for complaint.

2.8 Technical/Scientific advice given

Number of replies = 49



Comments

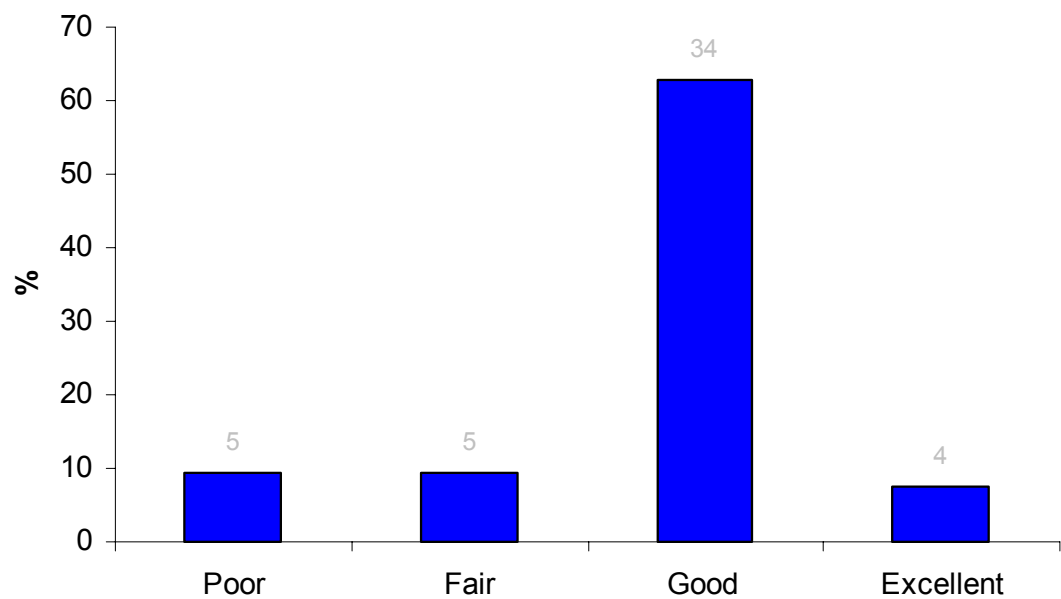
Section 2

- Staff exceptionally helpful when contacted by telephone.
- Response to e-mails can sometimes be slow.
- Often staff seem to be overloaded to handle requests quickly.
- Excellent response to e-mails regarding non-routine requests.
- No complaints; service has been good.
- Always give a prompt and helpful service.
- Always very helpful with technical/scientific advice

Section 3 Website

3.1 Ease of navigation

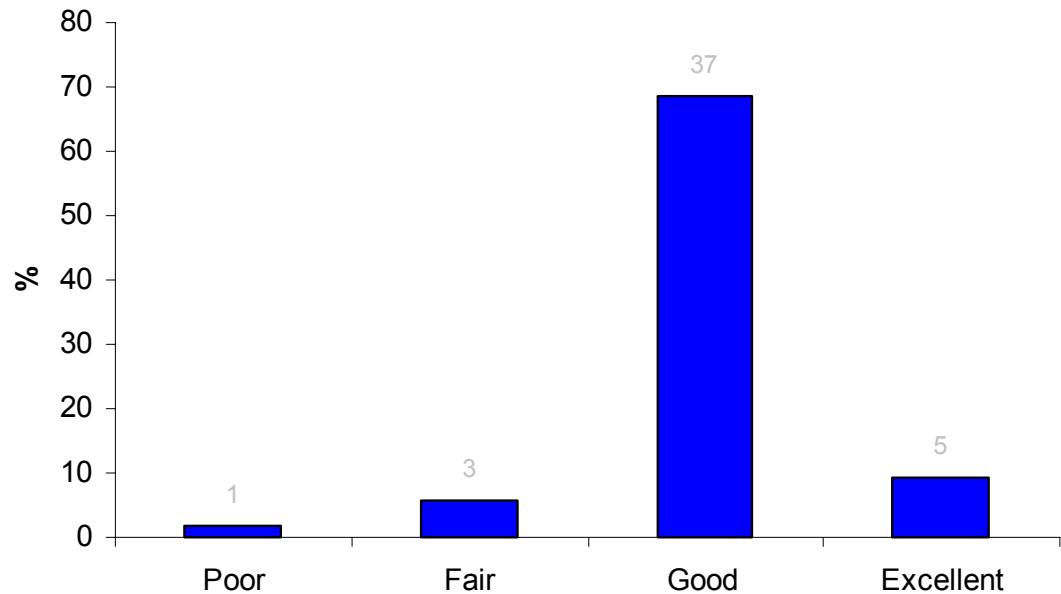
Number of replies = 54



Website not used = 6 (11.11%)

3.2 Usefulness of information provided

Number of replies = 54



8 respondents (14.81%) stated that they did not use the website.

Comments

Section 3

- More efficient search tool required; short-cut to stock list as difficult to find.
- Information with respect to current Stock List was helpful.
- Availability of Performance Data on current stock would be useful.
- Indication of availability of stock.
- ISO Registration Certificate for Lenticule discs for IQC.