



Birmingham Quality

Birmingham Quality Participants' Questionnaire

This is a very brief questionnaire specifically about the EQA services provided by the Birmingham Quality [UK NEQAS] Centre. Your feedback is very important to us and will help us to improve our service to you so please be as specific as possible when answering the questions below. A brief 'memory jogger' has been provided overleaf but please do comment on any aspect of our service.

Please provide your contact details overleaf **ONLY** if you would like us to respond to your comments. We are always happy to receive anonymous feedback.

What do we do well?

What could we do better?

Please use this space to suggest improvements or make recommendations

Please complete and return to Birmingham Quality by e-mail: BirminghamQuality@uhb.nhs.uk or FAX +44 (0) 121 414 1179



Memory Jogger

Our interaction with participants

- Joining / signing-up to EQA programmes
- E-mail notifications of specimen dispatch / report publication
- Information on the Birmingham Quality website (www.BirminghamQuality.org.uk)
- Entering your results online
- Viewing your reports online
- Updating your information (methods, contact e-mail addresses etc)
- Responses to telephone enquiries
- Should we use other forms of social media to communicate with participants? E.g. Twitter, Facebook, Instagram etc
- Meetings / training days
- Invoicing
- Payment

EQA programmes

- Are there any additional programmes / analytes that you would like us to provide EQA services for?
- What could we do to improve / enhance any of our existing EQA programmes?
- Interpretative EQA programmes e.g. UK NEQAS for Interpretative Comments
- Fees

EQA specimens

- Number of specimens per distribution
- Frequency of distributions
- Type of material provided
- Volume of material provided (scheme-specific)
- Sample tubes
- Packaging
- Mechanism of delivery (postal service etc)
- Information on results documents
- Booking-in process

EQA reports

- Information contained in the report e.g. tables, statistics (mean, SD, CV%, median, IQR) etc
- Information about your performance e.g. Participation Summary page, numerical scores (ABC of EQA), traffic lights, colour-coded symbols, etc
- Graphs (e.g. histograms, pie charts, penalty box plots etc)
- Network reports

Problem solving

- Notification of (poor) performance
- Availability / usefulness of help and advice from Birmingham Quality

Your contact details*

Your UK NEQAS laboratory number (if known):			
Title:		Job title:	
First name:			
Surname:			
Organisation:			
Address 1:			
Address 2:			
Postcode:		Country:	
E-mail address:			
Mobile tel no:		Work tel no:	

*Your details will only be used for the purposes of responding to your comments and will not be shared with any third parties.