



ISO 15189 accredited: UKAS ref 9148

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Dear Colleague

In 2018 we circulated a customer questionnaire as part of our evaluation programme and would like to thank all of you who took part and for the valuable feedback that you provided.

The overall response from customers of both the Malaria Reference Laboratory and the Diagnostic Parasitology Laboratory was very positive. Customers who made specific queries have been contacted directly to discuss and if anyone requires any further information at any time, please do not hesitate to get in touch.

Many of our customers were not aware of our user handbooks and specimen referral forms. The handbooks contain important information as to our services and the referral forms are designed to collect all necessary details. We would like to encourage our customers to access these at the web addresses above.

Thank you again for taking part in this survey, it is much appreciated.

Yours faithfully



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