

## COMPLAINTS & USER FEEDBACK

In conjunction with ISO 15189:2022, Southwest Pathology Services will seek feedback from our patients, users and personnel. Periodically Southwest Pathology Services will perform formal user satisfaction surveys. The information gained from these surveys will enable laboratory management to look at the service we provide and decide how to improve it to meet the needs and requirements of our users, as part of our commitment to continually improve quality.

### **Clinical Issues:**

Contact the discipline specific consultants ([See contact details](#)) or general clinical issues - SPS Clinical Director via [SPSadmin@SomersetFT.nhs.uk](mailto:SPSadmin@SomersetFT.nhs.uk)

### **General Laboratory Issues:**

Contact General Manager or Quality Manager via Email [SPSadmin@SomersetFT.nhs.uk](mailto:SPSadmin@SomersetFT.nhs.uk)

For further information regarding complaints and incidents see: [SPS Incidents and Complaints Policy](#)