

Results of the December 2013 Participant Feedback Survey

Background

The Proficiency Testing (PT) Team are currently working towards the accreditation of the Asbestos in Materials Scheme (AIMS). One element of the accreditation process is to establish feedback mechanisms and gather participant feedback. The PT team carried out the first AIMS survey using Survey Monkey in December 2013.

Survey

This is the first feedback exercise which has been carried out for the HSL asbestos PT schemes. The survey was emailed to all asbestos participants, including AIMS, Asbestos in Soils Scheme (AISS), Regular Interlaboratory Counting Exchange (RICE) and Scanning Electron Microscopy Fibre Counting Scheme (SEM). In total 375 participants were emailed the survey and 132 responded (35% response rate).

Results

- Q1. 132 participants took part in the survey. 115 participate in the AIMS scheme.
- Q2. 91% were aware that the website contains useful information, including schedules, handbooks and FAQ's.
- Q3. 91% feel the schemes are run efficiently.
- Q4. 48% feel the website is very useful and informative, with 42% feeling it was quite useful.
- Q5. 96% are happy with the number of deadline reminders sent by email.
- Q6. 71% found the courier service to be of an excellent standard.
- Q7. 47% found the results submission to be very easy to follow. 48% found it quite easy.
- Q8. 88% found the reports to be informative and easy to understand.
- Q9. 62% were aware of the complaints procedure.
- Q10. Participants were given the opportunity to comment/make suggestions for the schemes.

Discussion

As this is the first feedback gathering exercise carried out on the asbestos schemes, the response has been excellent. There are many positive comments, but also areas where the services can be improved. Several comments requested quicker turnaround times for issuing reports. With the addition of the online data entry system this is now possible, reports will now be available within 2 weeks of the deadline submission date. We are continually striving to improve the quality of the schemes so this exercise will be carried out annually. Participants have been reminded that they are welcome to provide constructive feedback at any time by emailing the PT administration team.

Outcome

The results, comments and feedback will be discussed at the next FPTSC in June 2014.