

**UKHSA Malaria Reference Laboratory &  
Diagnostic Parasitology Laboratory  
London School of Hygiene and Tropical Medicine**

[www.malaria-reference.co.uk](http://www.malaria-reference.co.uk)  
[www.parasite-referencelab.co.uk](http://www.parasite-referencelab.co.uk)

**CUSTOMER QUESTIONNAIRE 2021**

This questionnaire has been developed in consultation with the Data Standards Assurance Service (DSAS), which considers the data collection to be useful and reasonable. All information will be handled confidentially.

1. Which of the following services do you use (please tick)

Malaria diagnosis

Acanthamoeba culture/ identification

Faecal parasitology

Entomology

Other (please specify)

(Please note that we do not perform serology, this is done at the Hospital for Tropical Diseases)

Delete as appropriate

- |  |            |
|--|------------|
| 2. Do you find our user handbooks easy to use and informative?                       | Y/N/OTHER* |
| 3. Do you find our turnaround times satisfactory?                                    | Y/N/OTHER* |
| 4. Do you find advice/results given over the telephone satisfactory?                 | Y/N/OTHER* |
| 5. Do you find our written reports clear and concise?                                | Y/N/OTHER* |
| 6. Do you find our websites easy to use and informative?                             | Y/N/OTHER* |
| 7. Do you download our specimen referral forms and user handbooks from our websites? | Y/N/OTHER* |

\*Please make additional comments on these or any other aspect of the services we provide.

Please give your details below.

Name and position:

e-mail address:

Name and address of Institution:

Telephone number:

Date:

Thank you for your time and help