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## SCHEME SATISFACTION QUESTIONNAIRE 2009

### Spring EQA Round

We value your opinion and wish to know how you consider this year's **Haematological (CML, ALL and Lymphoma and LPD); Constitutional EQA (CVS, Bloods, Solid Tissues)** has been administered. Mark each choice with a cross. Scale of 1-5 where 5 is excellent. Please return the completed form to the Scheme Office or, if you wish to preserve anonymity and confidentiality, to Julie Gelder, UK NEQAS central office (see address above). Completed forms should reach us by Friday, 11th December 2009.

#### 1. This EQA Round

<b>Samples and Questions:</b>	NA	1	2	3	4	5
Timing of EQA submission ( <b>all EQAs</b> )						
Timing i.e. when cases were placed on-line ( <b>Blood/LPD</b> ).						
Quality of samples ( <b>CVS/LPD</b> ).						
Relevance of the cases provided ( <b>all EQAs</b> ).						
<b>Marking and Performance criteria:</b>						
Relevance/objectivity of marking criteria						
Quality of final report						
Usefulness of final report						
Quality and usefulness of summary document						
<b>Administration:</b>						
Effectiveness of dealing with queries						
Effectiveness with dealing with complaints						
Effectiveness of dealing with appeals						
<b>Overall:</b>						
Quality of the scheme as a whole.						

<b>Please use this space or overleaf to give any feedback or qualify any points you have made above.</b>	Comments

#### 2. General Comments

<b>Improving the scheme/Other</b>	Comments
Have you any alternative suggestions for EQA improvement? Please specify.  Have you any suggestions for future EQAs?	

Please do take this opportunity to let us know what went well this year (2008) and also of any specific problems you may have encountered. We appreciate your suggestions for future developments and your general comments are vital to the improvement of this scheme (Please use a separate sheet if required).