

Location

53%

UK 24%

FU

Non-EU 23%

Registration Process

92% of respondents said that our online re-registration process was simple and effective.



Immunology, Immunochemistry & Allergy

2025 Participants Survey

Summary of Responses

Sample Delivery

at our samples time and in

96% indicated that our samples were received on time and in accordance with our schedule.

Sample Packaging



97% of respondents said that our samples were adequately packaged.



Useful Website

97% of respondents found the information on the UK NEQAS IIA website useful.

www.immgas.org.uk



Polite & Helpful Staff

98% of respondents said that they found UK NEQAS IIA staff to be polite and helpful.



Response to Queries

95% of respondents said that their queries had been dealt with promptly and efficiently.

uknegas@immgas.org.uk



"Keep up the good work."

"Stay as good as you are. "

"Service is working very well and when issues are raised, they are resolved swiftly."

Web Service



96% thought our web service for entry of results and report retrieval was easy to use.

www.immqas.org.uk/sampleentry

EQA Reports



88% of respondents said that UK NEQAS IIA EQA reports were easy to follow.

Turnaround Time



98% of respondents said they found the report turnaround time to be acceptable.

I am unsure how to interpret scoring like MIS, MRVIS and SDVIS within my reports.

Alongside the <u>Participation Handbook</u>, we offer a range of bite-sized videos designed to help interpret both quantitative and qualitative reports, as well as a recording of a recent webinar. All these resources are available in the Digital Academy section of our website: <u>Digital Academy Login</u>

The reporting of EQA incidents on the webbased platform is a duplication of what already happens in-house. Our online RCA form serves as an educational resource and a template for participants. However, we understand that many participants have their own methods for recording incident investigations. To avoid duplication, the form includes an option to upload your own documents.

Why don't you send your samples refrigerated?

In a 2014-2015 study, we used temperature loggers to monitor 571 EQA sample sets across 350 shipments to labs in 12 countries. By comparing the temperature data with sample results, we found that our samples remain stable at ambient temperatures during normal transit times—no refrigeration needed!

We have to log-in separately to register multiple lab numbers even though they are for-

We can link participant numbers for you, making it easier to access the labs by simply selecting them from a dropdown menu—no need to log in separately! To set this up, just reach out to us at uknegas@immqas.org.uk, and we'll be happy to help.

Majority of reports are easy to interpret and follow, but the reports for the Nuclear and related antibodies are too long.

The nuclear and related antigens report contains a wealth of valuable data; however, we recognise that its length can be challenging. To address this, we are exploring an alternative approach that includes providing a summary report.

I can't find where a possible answer may be located on the website

We have recently reviewed the Frequently Asked Questions (FAQs) section on our website to make it easier for participants to find the information they need and navigate to the right sections.

Sometimes takes longer to get a response to Emails We're working on improving how we connect with our participants! Check out the new 'Contact Us' section on our website, designed to direct your queries to the right team. Our goal is to get back to you within 48 hours.