

Royal Brompton & Harefield NHS Foundation Trust	Version: 13	Page 1 of 1
Laboratory Medicine Directorate ID code: A.QM.QP	Title: Quality Policy of Laboratory Medicine	Issue date: July 2017 Review date: July 2018
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Quality Policy of Laboratory Medicine

Laboratory Medicine incorporates the disciplines of Clinical Biochemistry/ Immunology, Haematology/Blood Transfusion, Histopathology/Cytology, Microbiology/ Virology, Histocompatibility & Immunogenetics (Tissue Typing), the Immunosuppression Monitoring Service and Point of Care Testing Service. The service provided by these disciplines is a comprehensive analytical and clinical advisory service in diagnostic clinical laboratories. The phlebotomy service for the Royal Brompton Hospital is managed by the department of Haematology and operates independently of the Harefield Hospital.

Laboratory Medicine is a part of the Royal Brompton and Harefield NHS Foundation Trust that is legally responsible for its activities and is committed to providing a service of the highest quality in support of clinical management of patients. The service aims to be timely, accurate and cost-effective and to take into consideration the needs and requirements of its users. All staff are required to be familiar with the contents of the Quality Manual and all procedures relevant to their work.

To assist in effective patient management and to ensure that the needs and requirements of users are met, Laboratory Medicine will:

- operate a quality management system to integrate the organisation, procedures, processes and resources;
- set quality objectives and plans and regularly review them in order to implement this quality policy;
- ensure that all personnel are familiar with this quality policy and the contents of the Quality Manuals and all procedures relevant to their work;
- commit to health, safety and welfare of all its staff, patients and visitors;
- communicate with users to develop the service;
- ensure visitors to the department are treated with respect and due consideration is given to their safety while on site;
- commit to comply with relevant environmental legislation;
- uphold professional values and commit to good professional conduct and practice.

Laboratory Medicine will aspire to compliance with the standards set by ISO and other regulatory bodies, within the resources available to it, and is committed to:

- the assessment of user satisfaction, in addition to internal audits and reviews and external assessments, in order to produce continual quality improvement;
- staff recruitment, training, development and retention at all levels to provide a full and effective service to its users;
- the appropriate procurement and maintenance of equipment and other resources as needed for the provision of the service;
- providing information and advice on the collection, transport and handling of all specimens in such a way as to ensure safety as well as correct performance of laboratory examinations;
- the use of examination procedures that are fit for purpose and ensure the highest achievable quality of all tests performed;
- the reporting of examinations in ways which are timely, confidential, accurate and clinically useful;
- developing its services in collaboration with its users and in line with ISO 15189 and other relevant national and international standards and guidelines.

Authorised and signed by:

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Dr Michael Loebinger Clinical Director of Laboratory Medicine

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 21/7/17

Date

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