

The Pathology Department of the Maidstone and Tunbridge Wells NHS Trust (MTW) is committed to providing a safe, high quality service by actively promoting the Trust's values: Patient first, Respect, Innovation, Delivery & Excellence and vision 'Exceptional people, outstanding care'.

The service is provided to the hospitals of MTW and commissioned by the local Integrated Care Systems, several private providers and other NHS hospital Trusts. Our services include Blood Transfusion, Haematology, Phlebotomy, Clinical Biochemistry, Microbiology, Diagnostic Cytology, Histopathology and Molecular Pathology. Details of all the services can be found on the Pathology internet pages on the Trust website <http://www.mtw.nhs.uk/gps/pathology>

To ensure that the needs and requirements of its users are met, the MTW Pathology service will:

- Operate a quality management system to integrate the organisation, procedures, processes and resources that conforms to the host Trust policies;
- Review and revise the scope of the service in response to government recommendations/guidelines, user needs and available resources;
- Set quality objectives and plans in order to implement this quality policy and continuously improve our service provision;
- Ensure that all personnel are familiar with this quality policy, the quality manual and all procedures relevant to their work;
- Commit to the provision of appropriate accommodation and environment required for the delivery of the service, and commit to the health and safety of all staff;
- Ensure visitors to the department are treated with respect, and due consideration will be given to their safety whilst on site;
- Uphold professional values and commit to good professional practice and conduct as directed by relevant professional bodies (e.g. General Medical Council, Health and Care Professions Council);
- Create and nurture a quality ethos based on continual improvement and promotion of Clinical Governance;
- Ensure that departmental activities have been assessed to reduce the impact on the environment and comply with relevant environmental legislation;
- Work with partner organisations to provide a cost effective and quality service;
- Review the suitability and effectiveness of this policy as part of management review.

The MTW Pathology department conforms with the ISO 15189:2012 and 2022 standards assessed by the UK Accreditation Service (UKAS), and with other standards set by relevant regulatory bodies, including Medicines Health Regulatory Agency (MHRA), Human Tissue Authority (HTA), Health and Safety Executive (HSE), Screening Quality Assurance Service (SQAS) and the Counter-terrorism and security enforcement agency and is committed to:

- The design and implementation of examinations and processes that focus on user and patient requirements, and the application of performance monitoring to assure delivery of the required outcomes appropriate to clinical need;
- Good financial governance by the proper procurement and maintenance of equipment, external services and other resources, as are needed to ensure the quality of examination results;
- Adequate staff recruitment, training, development, retention and succession planning at all levels that ensures competence to provide a full and effective service to its users;
- The assessment of user satisfaction, in addition to internal audit and external quality assessment, to ensure continuous quality improvement;
- The safe collection, transport and handling of all specimens in such a way as to ensure the validity of laboratory examinations in accordance with current legislation & guidelines;
- Report results of examinations in ways that are timely, confidential, reliable, accurate and clinically useful including direct clinical advice and care;
- Provide a secure controlled archive for the storage of records and clinical material, and subsequent disposal, in accordance with current legislation and guidelines.

Signed by Clinical Director, Directorate of Pathology



Date 04/09/2023