



safe kind effective

## The Quality Policy of the Directorate of Pathology, Countess of Chester Hospital NHS Foundation Trust

The Directorate of Pathology comprises several departments providing discipline-specific services:

- Microbiology and Serology laboratory services are provided by **Chester & Wirral Microbiology Service** (collaborative service with Wirral University Hospitals NHS Foundation Trust) and clinical Microbiology services by the **Microbiology** department.
- Histology, Cytology and Mortuary Facilities are provided by the **Cellular Pathology Department**.
- Chemical Pathology, Haematology, Anticoagulation and Blood Transfusion are provided by the **Blood Sciences Department**.
- Immunology and Allergy testing is provided by the **Immunology Department**.

**SAFE, KIND, EFFECTIVE.** We take pride in delivering to all our users a quality clinical service that meets the highest standards of professional performance, founded on the Countess of Chester Hospital NHS Foundation Trust Behavioural Standards of **Leading People in Working Together with Respect and Fairness** and a **Positive Attitude** to continuously work towards **Achieving Excellence**.

We will achieve this through a **patient-centered approach**, and in striving to **improve** our service by:

- Operating a quality management system to integrate the organisation, procedures, processes and resources.
- Setting and reviewing quality objectives and plans in order to implement this quality policy.
- Ensuring that all personnel are familiar with this quality policy, the quality manual and all relevant procedures to ensure a quality service at every stage of the patient journey.
- Committing to providing a safe environment for the health, safety and welfare of all its staff and extending this to all visitors to the departments. Both staff and visitors will be treated with respect and dignity at all times
- Upholding the Countess of Chester Hospital NHS Foundation Trust Values and Behaviours, professional values, and committing to good professional practice and conduct.

**The Directorate of Pathology will comply with all relevant regulations and legislation covering its activities, including environmental legislation. It is committed to continuing compliance with relevant standards set by the United Kingdom Accreditation Service (UKAS), Human Tissue Authority (HTA) and the Medicines and Healthcare products Regulatory Authority (MHRA) and will ensure:**

- The recruitment, training, development and retention of highly qualified, motivated and caring staff at all levels.
- The proper procurement and maintenance of equipment and other resources required for the provision of the Service.
- The proper handling of all specimens, so as to ensure the correct performance of laboratory examinations. Examination and quality assurance procedures used will ensure the highest achievable quality of test results and deliver the service we would expect to receive ourselves.
- The reporting of results of examinations in a timely, confidential, accurate and clinically useful manner
- The assessment of user satisfaction, in addition to internal audit and external quality assessment, in order to identify opportunities for continual quality improvement.

**Divisional Director – Diagnostics and Clinical Support: Liz Kewin. 15/02/24**