

	Acute Services Division, Diagnostics, Department of Haematology - Clyde Sector			MP-CGEN-007	
	Departmental Quality Policy				
	Owner	R. Anderson	Reviewer	R. Anderson	Version No - 10
	Active Date	29.09.21	Revision Date	See Q-Pulse Record	

QUALITY POLICY

The Department of Haematology / Blood Transfusion, Clyde Sector, NHS Greater Glasgow & Clyde, is committed to the provision of a comprehensive Clinical & Analytical Service of the highest quality. With this aim, the Department shall:

- Operate a Quality Management System to integrate the organisation, its staff, procedures, processes and resources.
- Set and review quality objectives and plans in order to implement this Quality Policy, and to assure continual quality improvement of the service.
- Annually, as a minimum, review the suitability and effectiveness of this Quality Policy.
- Ensure that Departmental personnel are familiar with the Quality Manual, this Quality Policy, and related procedures and processes relevant to their work.
- Commit to the health, safety and welfare of all staff and visitors to the Department, in compliance with NHSGGC and National Legislation.
- Commit to NHSGGC and National Legislation relating to the environment.
- Uphold professional values and be committed to good professional practice and conduct.

The Department is committed to maintaining compliance with quality standards, as set principally by UKAS (ISO: 15189 and associated standards), MHRA, Good Laboratory Practice, and including all other relevant quality standards. With this aim, the Department shall operate and regularly review systems for:

- Staff recruitment, training, development and retention, at all levels, to assure good professional practice, and the provision of a full and effective service to users of the service.
- The procurement and maintenance of equipment and other resources as required for the provision of the service.
- The collection, transport and handling of laboratory specimens in such a way as to ensure the correct performance of laboratory examination procedures.
- Validation, verification and review of examination procedures to assure the highest achievable quality of all tests performed.
- The reporting of results of examinations in ways which are timely, confidential, accurate and clinically useful, and that meet with the requirements of service users.
- The assessment of user satisfaction and the implementation of systems for internal audit and quality assessment (internal Quality Control, and external Quality Assurance) to benchmark and improve service quality.

Signed on behalf of the Department

Signed	Dr Fraser Patrick (Sector Lead Clinician)
Date	29.09.21