Terms and Conditions for Service Provision

UKAS reference: 8046

Details of Scope of Accreditation and the testing performed by the laboratory is available via the UKAS website.

8046 Medical Multiple (ukas.com)

Each request accepted by the laboratory for examination(s) shall be considered an agreement. If the Laboratory has a requirement for a formal Service Agreement this will be put in place in discussion with the user. If users who routinely send samples plan to stop using our services we should be informed as soon as possible.

Patient submission to venepuncture infers appropriate consent for testing has been sought. Provided that we are sent samples that meet the requirements outlined in our current user manual and accompanying requests are valid we make the assurances listed below.

These apply to all referred tests and associated interpretations that we provide for you and include all aspects that are pre-defined in any individual agreements.

1. We will inform you as quickly as possible if we believe that the results provided for any test/assay and clinical/interpretive service, are for any reason, unreliable.

2. We will inform you as soon as possible of any circumstances that adversely affect our turnaround times or the quality of services that we provide for your referred samples. Target turnaround times are documented within our Service User Manual, which is available via the Department's website.

3. Wherever available, we are registered with an EQA scheme, or inter-laboratory comparison programme, appropriate to the service provided.

4. We will inform you of any adverse EQA that result in persistent poor performance.

5. Where no EQA scheme or inter-laboratory comparison programme is available, we have alternative mechanisms in place to provide objective evidence for determining the acceptability of test/assay results.

6. We will inform you of any changes to sample requirements (including, but not limited to, sample volume, sample collection and transport conditions) for the testing we perform for you.

7. We will seek clarification on any urgent sample which deviates from define pre-examination criteria.

8. We will inform you if there is a requirement to refer any requests to a referral laboratory or Consultant.

9. We will inform you of any changes that could lead to results or their interpretation being significantly different for the tests we perform for you.

10. We will notify you of any changes to our Quality Management System that could adversely influence the quality of results that we provide.

11. We will notify you of any circumstances affecting our capability or resources to provide a service.

12. We will notify you of any change of contact details.

13. We may release patient information to competent parties with compliance to Data Protection Act 2018 – Article 6.

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