

The Quality Policy of the NHS Greater Glasgow & Clyde
Histocompatibility and Immunogenetics Service

The Histocompatibility and Immunogenetics (H&I) Laboratory is committed to the needs and requirements of patients and users by providing an impartial high quality H&I service within the framework of the NHS Greater Glasgow and Clyde Policies and Procedures. In order to accomplish this, the laboratory will:

- provide a supra-regional, highly specialised, scientific and clinical service in support of solid organ and haematopoietic stem cell transplantation, and tests for specific genes to aid disease diagnosis and drug therapies
- operate a quality management system to integrate and control the organisation, procedures and resources
- set quality objectives and establish quality indicators to continuously evaluate performance
- ensure that all laboratory personnel are familiar with the Quality Manual and all relevant procedures to ensure patient and user satisfaction
- commit to the health, safety and welfare of all staff and visitors to the laboratory
- commit to good professional practice and conduct
- work to ensure that NHS Scotland values are adhered to i.e. care and compassion, dignity and respect, openness, honesty and responsibility, quality and teamwork
- manage patient information with respect to their privacy and confidentiality

The Laboratory will implement and comply with standards set by ISO 15189: 2022 and the European Federation of Immunogenetics. The laboratory is committed to:

- staff recruitment, training, development and retention at all levels in order to provide a full and effective service to its users
- the proper procurement and maintenance of equipment and other resources as needed for service provision
- the collection, transport and handling of all specimens to ensure the correct performance of laboratory examinations and the safety of handlers
- the use of examination procedures that will ensure the highest achievable quality of all tests performed
- reporting results of examinations in a manner that is timely, confidential, accurate and clinically useful
- continual quality improvement by assessing the requirements of patients and users, in addition to internal laboratory audits and external quality assessment
- complying with relevant environmental legislation
- performing duties as would befit a centre of excellence in the specialised field of Histocompatibility and Immunogenetics

Signed on behalf of the

NHS GGC Histocompatibility and Immunogenetics Service



Mrs Catherine Hastie (Head of Laboratory)

Date: 11/12/2025