

<b>NHS Greater Glasgow &amp; Clyde Immunology and Neuroimmunology</b>		
<b>QP_21</b>	<b>Quality Policy</b>	<b>Version: 5</b>
<b>Author: Carolyn Watt</b>	<b>Authoriser: Lauren Hennessy</b>	<b>Date of Issue: 12/01/23</b>

The Immunology and Neuroimmunology Department is committed to providing a quality diagnostic service for the patients of NHS Greater Glasgow and Clyde, NHS Scotland and external users from further afield where appropriate.

The service offers a range of Immunological and Neuroimmunological tests covering areas of autoimmunity, autoimmune neurology, immunodeficiency and allergy.

The full scope of the services can be found in our Laboratory Handbook which is available on the NHS GG&C webpage:

[www.nhsggc.scot/inilab](http://www.nhsggc.scot/inilab)

Our aim is to provide a comprehensive, appropriate and clinically relevant service with robust analytical and advisory components, which shall be aware of and take into consideration the needs and requirements of its users.

In order that the needs and requirements of users are met the Immunology and Neuroimmunology service will:

- Operate a Quality Management System to integrate the organisation, management procedures, processes, practices and resources.
- Set quality objectives and plans in order to implement this Quality Policy and establish appropriate communication regarding the effectiveness of the system towards continual quality improvement.
- Ensure that all personnel are familiar with the Quality Policy, Quality Manual and the management system and are aware of the importance and relevance of their activities and procedures and how they contribute to achieving management objectives.
- Ensure the integrity of the management system is maintained even during periods of change.
- Ensure the health, safety and welfare of all staff and visitors to the department and a commitment to comply with relevant environmental legislation.
- Uphold professional values and be committed to good professional practice and conduct.

The Laboratory will maintain UKAS accreditation by complying with the requirements of the ISO 15189 standards. The department is committed to:

- Staff recruitment, training, education, development and retention at all levels to provide a full and effective service to its users that is delivered by well trained competent staff.
- The proper procurement and maintenance of such equipment, reagents and other resources as are required for the provision of the service.
- Advising on the collection, transport and handling of all specimens so as to ensure the correct performance of laboratory examinations which are fit for their intended use.
- The appropriate use of stated laboratory procedures in order to achieve the highest quality of all tests performed.

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- Reporting results of examinations in ways which are timely, confidential, accurate and clinically relevant.
- Consultation with users and the evaluation of user satisfaction, in addition to internal audit and external quality assessment, in order to produce continual quality improvement.
- Ensuring that equally high standards are met by all referral laboratories to which the laboratory sends samples
- Support research in collaboration with university partners.

Signed on behalf of the Immunology and Neuroimmunology Department:



Date: 12/01/23

Mrs Lauren Hennessy  
(Clinical Lead)