

## **The Quality Policy of the Department of Haematology and Blood Transfusion - South Sector Diagnostics Directorate - NHS GGC**

The Department of Haematology and Blood Transfusion is committed to providing a service of the highest quality and shall be aware and take into consideration the needs and requirements of its users.

In order to ensure that the needs are requirements of its users are met, the Department of Haematology will:

- Provide an extensive Haematology, Coagulation and Blood Transfusion service
- Operate a quality management system to integrate the organisation, procedures, processes and resources
- Set quality objectives and plans in order to implement and maintain this quality policy and to ensure continual quality improvement
- Ensure that all personnel are familiar with the Quality Manual and all relevant procedures, to ensure user satisfaction
- Commit to the health, safety and welfare of all its staff and any visitors to the laboratory
- Uphold professional values and is committed to good professional practice and conduct
- Work to ensure that the Values of the Directorate are adhered to; namely: Put patients first, focus on outcomes, take responsibility, work as one team, strive for continual improvement and treat each other with respect

The Department of Haematology and Blood Transfusion will comply with the standards set by ISO: 15189 and the MHRA/BSQR and is committed to:

- Staff recruitment, training, competence assessment, development and retention at all levels to provide a full and effective service to its users
- Complying with the relevant environmental legislation
- The collection, transport and handling of all specimens in such a way as to ensure the correct performance of laboratory examinations
- The use of examination procedures that will ensure the highest achievable quality of all tests performed
- Reporting results of examinations in ways which are timely, confidential, accurate and clinically useful
- The assessment of user satisfaction, in addition to internal audit and external quality assessment, in order to produce continual quality improvement

Signed on Behalf of the  
Diagnostics Directorate

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DR ANDREW LUBY

Date 22/8/25