

**Immunology and Neuroimmunology
Level 1B, Laboratory Medicine Building
Queen Elizabeth University Hospital
1345 Govan Road
G51 4TF**

UKAS reference: 9713

Details of Scope of Accreditation and the testing performed by the laboratory is available via the UKAS website.
[UKAS Scope 9713](#)

Terms and Conditions for provision of service

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.

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 in the Laboratory Test Directory within our User Manual which is available via the Department's website. www.nhsggc.scot/inilab
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 and/or if we were to be referred to the advisory panel or NQAAP.
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 inform you if there is a requirement to refer any requests to a referral laboratory or Consultant.
8. 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.
9. We will notify you of any changes to our Quality Management System that could adversely influence the quality of results that we provide.
10. We will notify you of any circumstances affecting our capability or resources to provide a service.
11. We will notify you of any change of contact details.
12. Test prices are subject to annual inflationary increases.
13. Prices may be subject to change following service review, in the event of analyser replacement and/or other service improvements. Price change from these events will be notified in advance.
14. The customer shall pay any invoice submitted by the provider within thirty (30) days of invoice date.
15. The customer is responsible for providing any necessary purchase order, failure to promptly provide a purchase order does not discharge from the customer's obligation to pay for services within 30 days of invoice date.

Mrs Lauren Hennessy
Head of Laboratory



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