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QUALITY STATEMENT

The Pathology Department is committed to providing the highest quality service by complying with the Medical Laboratory Standard ISO15189, which is governed by the United Kingdom Accreditation Service (UKAS). This process involves external audit of the laboratories against the defined standards of practice, which is confirmed by peer review. In addition, the Histopathology department is regulated and licensed under the Human Tissue Authority (HTA) and Blood Transfusion is regulated by the Medicines and Healthcare Regulatory Authority (MHRA).

Pathology is accredited as a training laboratory with the Institute of Biomedical Scientists, and all Biomedical Scientists are registered with The Health and Care Professions Council (HCPC).

The Head of Pathology is Lee Phillips. The Pathology Department welcomes any comments or feedback on the services provided. The Head of Pathology can be contacted for information on the Quality Management Systems and performance data for each department and for the departmental quality policies.

In order to help us improve our service, we may ask you to complete a user survey. We greatly value the information obtained from these surveys and we would like to thank you in anticipation of your feedback.

Laboratory policy on protection of personal information

All staff working in the Pathology Department are subject to the Trust Information Governance Policy and working within the Data Protection Act. Mandatory Trust training is provided to ensure staff are up to date to understand their responsibilities around information confidentiality and security.

Laboratory Complaint Procedure

The complaint procedure follows the Trust guidance: Managing Concerns and Complaints Policy.
To raise a comment, concern, complaint or complement please contact Lee Phillips lee.phillips@nhs.net directly or alternatively you can contact the PALS Team with your comments, concerns, compliments or complaints in the following ways:
in writing:

- by telephone on 01722 429044
- by e-mail to sft.pals@nhs.net
- in person by visiting PALS.

Consent

Consent is assumed as having been given by patients attending the Pathology Outpatient department, to those patients on a Ward / attending an Outpatient Department or those who have attended their GP practice. Each request accepted by the laboratory for examination is considered to be an agreement between the requestor and the laboratory. In making the request, the requestor is agreeing to meet the laboratory's requirements, including providing all the relevant information necessary to perform the investigation and the laboratory is agreeing to accept the

request and ensure the appropriate investigation is carried out in a timely manner which meets clinical need in accordance with guidance contained in the Pathology Department User Handbook.
Note: further consent is required for sensitive handling and disposal of pregnancy remains see:
Eolas Medical

The Trust policy for consent can be found on Eolas:
Eolas Medical

GENERAL LABORATORY INFORMATION

Requesting a Test

Electronic requesting is the preferred method of making a request both for GPs and Hospital staff. Requesting electronically is via tQuest.

- Internal Hospital request forms – pink paper
- GPs request forms – blue paper

Where electronic requesting is not available, tests can be requested manually using a separate request form for each discipline. Each discipline has a separate request form, easily recognisable by colour.

Cellular Pathology	Green form for histology and non-gynae cytology
Laboratory Medicine	Red form for Blood Transfusion Blue form for general requests; Biochemistry, Haematology, Coagulation and Immunology Green form for urine testing.
Microbiology	Black form for bacteriology, parasites, mycology serology, virology, antibiotic assays (excluding gentamycin and vancomycin) and andrology.

When taking a sample, it is important to identify the patient from whom the sample is being collected. The Trust's guidance on how to do this is Patient Identification and can be found on Eolas.

Labelling is extremely important to match up the correct specimen, form and patient to ensure the right results, for the right patients, go to the right clinicians. Request forms and labels printed from the electronic ordering system will have patient demographics printed that must be confirmed when making the request and when taking the sample. They will also have adhesive sample labels printed with the unique sample barcode number, the request number, patient name and date of birth.

Specific information on requesting and labelling of samples can be found in the discipline specific sections of the User Handbook, available on Eolas and the Pathology webpage:
Cellular Pathology -

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Cellular Pathology User Manuals

Laboratory Medicine –
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Laboratory Medicine User Manuals

Microbiology –
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Failure to label forms or specimens correctly or supply adequate clinical details, could delay testing and the sample may be rejected.

The Pathology Department Laboratory Information System (LIMS) is used for all data handling and use of the correct source and clinician codes is essential for the receipt of reports. Regular users of our services are advised to ensure their forms use their codes whenever possible.

Urgent specimens – to request an urgent test it is imperative that you phone the relevant department or bleep the duty Clinician/Biomedical Scientist This is critical outside of normal working hours so that the necessary steps may be taken to deal with urgent work.

Specimen transport

All specimens must be transported in a timely manner such that it preserves the integrity of the sample and allows for rapid testing in urgent situations. The appropriate time frame for requested examinations will vary depending on the nature of the specimen, the clinical details and the operational hours of the department concerned. Further information on sample integrity can be found on Eolas and the Pathology webpage in the Policy for Transport of Pathological Specimens:
Eolas Medical
Pathology

Additionally further information can be found on Eolas and the Pathology Webpage in the discipline specific sections of the User Handbook.

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All specimens must be contained in a leak proof specimen container appropriate to the test requested. The specimen container must not be contaminated on the outside and must be easily identified and appropriately labelled in order to transport and process the sample effectively and safely.
Leaking specimens cause a health hazard to everyone who comes into contact with them either through infectious material escaping or hazardous fixatives such as formalin. It is imperative that specimen containers are sealed and placed in specific specimen bags and transport containers correctly. Processing times will be increased when the laboratories receive leaking specimens, and the validity of the results may be affected.

High risk specimens

Samples from patients known or suspected to be infected with certain pathogens must be labelled “danger of infection” in order to protect staff who will be processing the specimens. This includes all diseases on the list below:

- Hepatitis B, C, D, E
- HIV
- Influenza
- Rabies
- SARS
- West Nile fever
- Dengue virus
- E-coli 0157
- HTLV1 + 2
- TSE associated agents, BSE, CJD, vCJD
- C diff - *Clostridium difficile*
- TB - *Mycobacterium tuberculosis*
- Malaria - *Plasmodium falciparum*
- *Rickettsia sp*
- Typhoid Fever - *Salmonella typhii or paratyphii*
- Dysentery - *Shigella dysenteriae*
- *Taenia solium*
- Plague - *Yersinia pestis*
- Viral Haemorrhagic Fever - Lassa fever & Ebola

The above list is not exhaustive and only covers those agents likely to be encountered in the general healthcare setting. If there is any doubt the sample must be labelled as ‘danger of infection’. Advice may be sought from the Consultant Microbiologists – 01722 429105

The specimen must be placed in an individual transparent plastic transport bag, which must be sealed and stuck to the back of the request form using the sticky strip. Request forms should not be placed in direct contact with the sample.

On-site Transport

Within the hospital environment it is preferable to use the pneumatic air-tube system for the delivery of urgent and routine samples. Please note the pneumatic air-tube must NOT be used for CSF, Histology or blood gas samples. Samples must be protected with additional packaging when placed in the air tube pods, the lids must be firmly secured, and the pods must not be overfilled. Specimens that cannot be placed in the air tube system are transported to Pathology in a manner designed to contain any spillage i.e. a deep sided trays from wards, purpose built enclosed trolley with deep tray from theatres. Phlebotomists carry samples from the ward areas

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within their trolleys, which are disinfected regularly. Single specimens can be transported in sealed plastic bags.

Samples may be delivered in person or via the portering system direct to the blood issue room.
If the samples are urgent, please press the bell which will alert staff in the laboratories.

Off-site Transport

The hospital couriers collect samples from external clinics, other outlying hospitals and GP surgeries. Pickups are arranged according to the courier schedules and samples are delivered directly to the laboratory.

Please note that it is ***not*** recommended that samples for ***Laboratory Medicine*** are refrigerated prior to transportation to the laboratory. This is particularly important for the yellow top SST tubes that are not centrifuged. There are specific storage requirements for all samples, depending on the length of storage and the sample type. To avoid inappropriate storage, specimens for Laboratory Medicine should arrive in the laboratory within 8 hours, otherwise many of the tests will be unsuitable. Samples can remain at room temperature once taken (away from sunlight / radiators etc.), providing that they reach the laboratory within 8 hours.
Please note that some tests performed on Citrate tubes need to reach the laboratory within 4 hours.

Samples must be placed in the following colours bags:

- Blue bags for Laboratory Medicine
- White bags for Microbiology
- Green bags for Histology and Cytology

Placing the sample in the correctly coloured bags prevents a delay in processing once they reach the laboratory. Additionally, please ensure that the bags are sealed tightly.

Specimens may be sent direct to Pathology using private couriers or the postal system and must comply with the UN Model Regulations for the Transport of Dangerous Goods issued by the Department for Transport (DfT). Clinical specimens for diagnostic purposes are classified as UN3373 – Biological Substance Category B.

Further details can be obtained from:
http://www.dft.gov.uk/pgr/freight/dgt1/guidance/guidancenonclass7/infectioussubstances.pdf

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Obtaining Results

Urgent results

Abnormal results of immediate clinical significance will be telephoned to the requesting source in line with the departments results telephoning policy. Urgent results can be telephoned if indicated on the request form.

Reporting Results

Results for Pathology Specimens are reported in the following ways.

GP's have access to electronic results via Keystone.
Trust staff have access to electronic results via Review
Specimens from external requesters not on electronic reporting may be sent via secure email where requested.

For turnaround time and specific information about urgent and out of hours specimens see the discipline specific sections of the User Handbook.

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Eolas Medical
Cellular Pathology User Manuals

Laboratory Medicine –
Eolas Medical
Laboratory Medicine User Manuals

Microbiology –
Eolas Medical
Microbiology

Specimen Containers and Where to Get Them

Specimen collection containers, blood collection bottles, specimen pots, swabs, request forms and other pathology supplies can be ordered directly from Pathology Stores:

Telephone x4984 (Pathology Stores) and leave a message

PATHOLOGY RECEPTION

Pathology Reception is situated just off the main entrance to the Hospital on Level 3 – follow the signs for 'Blood Tests'.
Patients and visitors must report to the reception desk on arrival, where there is a waiting area with seating. Within the Pathology Reception area are phlebotomy cubicles and outpatient consulting rooms providing a range of outpatient services including phlebotomy.

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Phlebotomy Services

The Pathology Department is responsible for the provision of an inpatient venesection service and an outpatient phlebotomy service.

In-patient Phlebotomy Service

This service is for hospital inpatients only and is available from:
7.00 am to -3.00 pm Monday – Friday
7.00 am to - 3.00 pm Saturday, Sunday and Public Holidays – for urgent/essential bloods only.
An urgent bloods and cannulation service is available from 8.00am – 6.00pm Monday – Friday, weekends and bank holidays. The multi-skilled phlebotomy service can be contacted by bleeping 1264 or 1449.

Out-patient Phlebotomy Service

This is provided at the Pathology Reception area, which is open from 8.00 am to 5.00 pm Monday – Friday ONLY. There is no service at weekends or during Public Holidays.
Patients will be seen on a 'first come – first served' basis with the exception of clinic and chemotherapy patients who will take priority. There may be significant delays with long waiting times during busy periods; therefore it is advisable that patients who cannot wait for long periods have phlebotomy booked at their GP surgery.

Phlebotomy Service	Ext 4002
Phlebotomy Team Leader Tom Searle	Ext 4017 (01722 429017)

Phlebotomy guidelines

Some tests will require a patient to fast, i.e. no food or drink for 10 - 12 hours although small sips of water are permitted. Patients are normally asked not to eat after 10 pm in the evening and will then have their blood taken after 9 am the following morning.
The multi-skilled phlebotomists will NOT take blood from inpatients that are without wristbands. All Phlebotomists will NOT take any bloods from a patient who cannot be correctly identified or those with incomplete request forms.
The address must be confirmed for outpatients attending to have Group & Save/Transfusion samples taken.
Patient information leaflets for certain tests are available and updated regularly and are on EOLAS, please contact the lab if you require further details and/or supplies of these.

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OUTPATIENT SERVICES

Salisbury Anticoagulation and Thrombosis Service

The team are based in the pathology outpatient department, level 3, Salisbury District Hospital. Mon-Fri 09:30 – 17:30

Contact: 01722 429006 DD or Ext 4006 or
email: sft.anticoagulation.service@nhs.net

The anticoagulation and Thrombosis service is a nurse led team consisting of nurses from a variety of nursing backgrounds with a wealth of experience.
The main objective of the nursing team is to deliver evidence-based care in preventing, diagnosing and treating VTE and also anticoagulation management using a patient centred approach.
The team run nurse-led outpatient clinics;

Warfarin clinic:
Managing the anticoagulation therapy of approximately 100 patients per day.
Walk in clinic for phlebotomy blood test in the pathology out-patient department 8am-4pm
Blood testing at GP surgery and blood couriered to the lab (am GP appointment)
The anticoagulation nurses aim to review all INRs and dose these patients regularly throughout the day but the majority will be reviewed between 4 - 5:30 pm (please avoid contacting the team between these hours).

VTE clinic:
The DVT clinic sees patients directly from the vascular department following a positive doppler scan. The referrals are received from GP's, A&E, Consultant OPD. The patients are assessed, treated and given health education on the same day as their scan.
Patients are also seen in clinic following the diagnosis of PE, who are medically fit and do not require hospital admission

Bridging clinic:

- Patients are referred from POAU, endoscopy, radiology or other departments performing procedures who require guidance on stopping anticoagulation and perioperative management.
- Patients are provided with guidance, bridging plan and supply of LMWH if bridging is required
- Patients bridging with LMWH, will then be seen in clinic until the INR is back in therapeutic range and the LMWH can be discontinued

Anticoagulation clinic:
GP / OPD consultant / A+E referrals for patients with new AF, for assessment and initiation of anticoagulation either Warfarin or DOAC
Medication reviews;

- switching from Warfarin to DOAC
- switching to alternative DOAC
- switching from LMWH to DOAC

- assessment and guidance on poor warfarin control

New patients moving into the local area
Assessment of patients using self-testing point of care devices for INR monitoring.

- patients requiring capillary sampling with point of care devices;
- patients who are difficult to bleed
- communication issues
- learning difficulties
- or other reasons for requiring face to face regular guidance

The team also run an in-patient service, Monday - Friday (excluding BH);
Daily ward visits to;

- Review and dose the patients taking warfarin, using point of care testing
- Assess, provide treatment guidance, and health education / counselling to all patients diagnosed with a new VTE. Facilitating rapid discharge for medically fit patients.
- Assess, provide guidance and health education / counselling for patients with a new diagnosis of AF, requiring anticoagulation.
- Review all patients on admission taking any class of anticoagulation and provide guidance on changes if required.
- Guidance with VTE prophylaxis

REFERRALS
The team are happy to accept referrals from all members of the MDT and this can be simply achieved by doing any of the following:
Accessing the electronic white board and adding the COAG icon. If the icon is red, we will pick this patient up as a new referral. Please add details in the comments box to give us an indication for the referral.
Calling the anticoagulation team:
Ext 4006 (please note this phone is likely to be answered by our admin support worker).
Bleep 1413 / 1440
All referrals are triaged in the office and will be dealt with in priority order.
Email: sft.anticoagulation.service@nhs.net
Completing our referral form which is available on Eolas: All Referral Forms section

Anticoagulation Team:

Name	Position	Contact
Nicola McQuaid	Anticoagulation and Thrombosis Nurse Consultant - NMP prescriber	nicolamcquaid@nhs.net Ext 4006 / 5437
Siew-Ling Phuan	Anticoagulation and Thrombosis Nurse – NMP prescriber	Siew-Ling.phuan@nhs.net Ext 4006

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Glaiza Contreras	Anticoagulation and Thrombosis Nurse – NMP prescriber	glaiza.contreras@nhs.net Ext 4006
Maddie Stephenson	Anticoagulation and Thrombosis Nurse - NMP prescriber	madeleine.stephenson1@nhs.net Ext 4006
Vicky Simpson	Anticoagulation and Thrombosis Nurse - NMP prescriber	Victoria.simpson12@nhs.net Ext 4006
Marizel Baluyot	Trainee Anticoagulation and Thrombosis Nurse	Marizel.baluyot@nhs.net Ext 4006
Danielle Woolnough	Administrative Support Worker	Ext 4006 / 5436

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Bone marrow clinics

A clinic for routine bone marrow tests is in operation on Tuesday afternoons and Thursday Afternoons in Pathology Outpatients. Referrals must be made to one of the Consultant Haematologists.

Clinical Biochemistry outpatients

Patients are seen in the Pathology Department consulting rooms. Clinics include lipid clinics, renal calculi and Endocrine clinics.

Haematology outpatients

Patients are seen in the consulting rooms within the Pathology Department. The same waiting area serves both clinic and phlebotomy patients, ensuring immediate blood counts are available during clinic appointments. Patients with a complete range of haematological disorders are seen for diagnosis and treatment.
There are twelve regular haematology outpatient clinics per week held in Salisbury. Pre-chemotherapy clinics for haematology patients on treatment are held five times per week in the Oncology Outpatient Department.

Thrombosis and haemostasis Clinic

A thrombosis and haemostasis clinic is held in Salisbury every week, which runs on a Monday. There is a nurse led clinic and a consultant led clinic. Please note thrombophilia screening will be rejected by the laboratory if it has not been authorised by an ANP or Haematologist. Please see Eolas guidelines on Thrombophilia testing for further details.

Andrology sample clinic

Patients are seen in one of the consulting rooms within the Pathology Department. Clinics are held every Tuesday (except over Christmas/ New Year) between 8am and 9am. Patients providing semen samples for Fertility assessment attend with their samples and complete a questionnaire to ensure the Andrology service complies with UKAS quality requirements. Additional clinics may be run ad hoc according to demand. Clinic attendance is BY APPOINTMENT only. Patients can contact the laboratory via extension 4099 or 4105 Monday to Friday to make an appointment.

Requesting clinicians are asked to ensure that they inform the patient on how to collect the semen sample and to provide them with the Fertility clinic leaflet and a “non-toxic” sterile container (practices and clinics can order these from Microbiology). Samples received in alternative containers will NOT be processed.

See Microbiology section in Eolas or the Pathology Webpage for further information.

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