


Pathology Quality Policy of East Suffolk and North Essex NHS Foundation Trust (ESNEFT)		 East Suffolk and North Essex NHS Foundation Trust
PATH-ALL-GP-2		
All/Pathology		
Version: 5.0	Issue Date: See Q Pulse	

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ESNEFT Pathology Services aim to provide fit for purpose, reliable and timely results from patient samples that help our service users to give treatment and care to the people of East Suffolk and North Essex. Our services operate across Colchester & Ipswich hospitals and comprise the services of Biochemistry, Histopathology, Haematology, Immunology, Blood Transfusion, Point of Care Testing, Microbiology & Molecular and are supported by a Phlebotomy service and a Service Desk. The focus of our service is to our patients, those who use our service and our people that work in Pathology. We are committed to good professional practice and work to comply with the requirements of ISO 15189 2012 and working towards ISO 15189 2022.

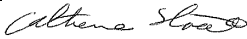


How we ensure user's needs & requirements are met


- Our teams establish agreements with our service users, listen to their feedback and keep in regular contact and aim to work collaboratively with our users to continuously improve the services we provide
- We are committed to our teams receiving regular training to ensure a competent workforce that adapts to changing needs when required
- We aim to regularly review our procedures so our teams have access to the most up to date information to perform their work accurately
- We aim to provide accurate results in a timely manner and respond quickly when we do not
- Our teams regularly review and set out clear objectives so we all understand what we are aiming for
- We learn from our compliments and complaints and share learning amongst our teams
- Our teams are committed to ensuring professionalism and efficiency at all times
- Our teams are always polite, kind and helpful and embody optimism & appreciation with every interaction

How we continuously improve our services

- Our teams aim to listen, learn and improve in all that we do, to be receptive to change and show a willingness to adapt
- Our teams communicate with each other regularly and effectively
- Our teams perform robust audits of our processes and work with external auditors to identify where we could do better and make improvements
- We encourage our teams to speak up when something goes wrong so that we can put it right by reporting, investigating and sharing the learning
- Our teams strive to Get It Right First Time and aim to build simple, easy to remember and time efficient improvements that embody best practice
- We listen to staff suggestions and help our teams develop ideas into improvements
- Our aim is to ensure inclusivity when developing improvements so that our teams feel listened to
- We recognise and appreciate everyone's contributions

Signed on behalf of East Suffolk and North Essex NHS Foundation Trust by:

		
Dr Catherine Street	Sarah Stalley	Karen Edwards

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Consultant Clinical Scientist Clinical Director for Pathology	Head of Operations Pathology	Head of Quality Pathology
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