

# Pathology Annual Report to Service Users

## Introduction by Mr Steve Shiel , Pathology General Manager and Dr Andrew Laurie, Divisional Director of Diagnostics and Therapeutics.

We are pleased to introduce this management report which describes our continuing efforts to ensure we provide a high quality, modern and cost effective pathology service for our users at Ashford & St. Peter's Hospitals Foundation NHS Trust. And in the surrounding community. This report details the achievements of the departments in Pathology and shows the high levels of commitment the staff have to improve the service offered to patients and other service users.

Staffing levels remained static at 191.28WTE, though there were some minor changes between departments. Staff Turnover was below the Trust level of <12% throughout 2010.

Notable appointments during the last 15 months include: Pathology Computer Systems Manager (June 2010) Pathology Office Manager (Jan 2011) and Locum Consultant Chemical Pathologist (Nov 2010)

All quality markers including diagnostic census reporting, turnaround times for urgent work (A&E, Cytology and Histopathology), EQA performance and complaints/compliments recorded during the last 15 months indicate a well managed, high quality service.

Significant service developments/events during the last 15 months include:

- Full inspection by Clinical Pathology Accreditation with retention of full accredited status for all departments.
- Introduction of MRSA testing for non elective hospital admissions
- Roll-out of Sunquest ICE electronic ordering system for GP's
- Completion of blood tube procurement project benefitting all Trusts within our Strategic Health Authority.
- Support of Modernising Scientific Careers (MSC) project acting as Early Adopter for the Southeast Coast SHA region.

*The Pathology Service handbook is available electronically on the Ashford & St Peter's internet site. The link is <http://www.ashfordstpeters.nhs.uk/pathology-services>*

## Quotes and compliments received from Pathology users in 2010

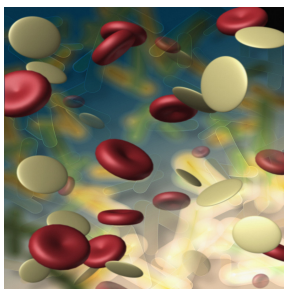
Practice Manager " A big thank you, the visits were very enjoyable"

Heart Failure Nurse Specialist, Surrey PCT said "Thank you so much for adding on a test, that's really helpful and so quick!

PALS just received a call from mother who attended Ashford Hospital this morning with her son for a blood test. She was blown away with how pleasant and helpful the lady in Unit 4 was when taking blood

Students after a tour of the department said " I know how a path lab works now"

**If you are a Pathology service users and would like to visit the department please contact Sue Saunders : [sue.saunders@asph.nhs.uk](mailto:sue.saunders@asph.nhs.uk)**



Working in collaboration with the University of Surrey 6 students were awarded Applied Biomedical Science degrees and all received their HPC certificates at graduation.

Within Pathology two Biomedical Scientists passed their MSc courses one with a distinction, the other with a merit.

Five medical laboratory assistants have achieved NVQ level 3 in laboratory skills and NVQ level 2 in customer service. Two have passed a foundation degree.

2 Phlebotomists have attained Apprenticeships in healthcare level 3

## Progress and Improvements made to the Pathology service over the last year include:

- In **Microbiology** MRSA screening was made mandatory in July 2010 to include screening of all non elective admissions.
- A new Flu A&B test has been introduced in house to facilitate the rapid detection of flu in very sick patients.
- In **Haematology** following a communication from the NHS Sickle Cell and Thalassaemia Screening Programme regarding serious untoward incidents nationally, failsafe mechanisms have been put in place to facilitate 100% antenatal screening where indicated.
- **Haematology** mandatory computer PAS requesting for D Dimer to include the clinical score.
- The **Blood Transfusion** department have implemented single dose 1500IU prophylactic anti-D from the 1<sup>st</sup> February 2011.
- The **Cytology** department has seen the successful implementation of 14 day turnaround for gynae cytology.
- **Histopathology** have introduced a rapid processing service for urgent work.
- Within the Hospital **Phlebotomy** have introduced a 0730 to 1930 hrs service in support of blood cultures to reduce contamination rates.
- In **Biochemistry** communication improvements have been made by the introduction of a dedicated departmental email address [biochemistry@asph.nhs.uk](mailto:biochemistry@asph.nhs.uk)
- Ashford and St Peter's Pathology Laboratories were one of the first in the country to be assessed against the new non mandatory Point of Care Testing (POCT) standards released in May 2010 by Clinical Pathology Accreditation/UKAS. Areas for improvement were identified by the assessors and good progress is being made to become fully compliant with these new standards.
- Roll out of Anglia ICE GP order comms to GP practices to allow electronic ordering of requests by GP's.



The Pathology department continually look to improve the service offered to its users .

If you have any suggestions that you would like Pathology to consider please contact Elaine Moore, Pathology Quality Manager. [elaine.moore@asph.nhs.uk](mailto:elaine.moore@asph.nhs.uk)