

## NHS GG&C Microbiology Quality Policy

The Clinical Microbiology Service at Greater Glasgow and Clyde Health Board provides comprehensive diagnostic microbiology and environmental testing. The diagnostic microbiology service is delivered over three sites as detailed below with environmental testing provided through the Environmental Laboratory at Glasgow Royal Infirmary.

**Glasgow Royal Infirmary Site:** provides a diagnostic microbiology service for Glasgow Royal Infirmary, Royal Alexandra Hospital, Inverclyde Royal Hospital, Princess Royal Maternity Hospital, Canniesburn Unit, Stobhill Hospital, Lightburn Hospital, Gartnavel General Hospitals, Glasgow Dental Hospital, Cowal Community Hospital, Victoria Hospital Rothesay and General Practices and Health Centres in North East Glasgow. This site also covers environmental testing for all areas within the GG&C estate.

**Queen Elizabeth University Hospital Site:** provides a diagnostic microbiology service for Queen Elizabeth University Hospital, the Royal Hospital for Children, the Victoria Infirmary and General Practices in Glasgow South catchment area, Clydebank HC and all GP practices in Clyde catchment area.

**Sandyford Central Site:** Covers microscopy service for Genitourinary Medicine within GG&C.

The full repertoire of laboratory testing provided is shown within the laboratory user manuals available on the NHS GG&C microbiology website. The testing provided by our service that is UKAS accredited can be found on our schedule of accreditation published on the UKAS website by searching laboratory numbers: 8078 (diagnostic microbiology service) and 4211 (environmental testing service).

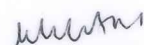
To ensure that the needs and requirements of patients and users are met, the department will:

- Operate a Quality Management System to integrate the organisation, management, procedures, processes, practices and resources
- Set plans & objectives in order to implement this Quality Policy and establish appropriate communication regarding the effectiveness of the system towards continuous quality improvement
- Ensure that all personnel are familiar with the Quality Policy, Quality Manual and the management system and are aware of the importance and relevance of their activities and procedures and how they contribute to achieving management objectives
- Ensure the integrity of the management system is maintained even during periods of change
- Uphold professional values and be committed to good professional practice and conduct
- Ensure health, safety and welfare of all staff and visitors to the Department and a commitment to comply with relevant environmental legislation

The service will continue to comply with both ISO 15189 and ISO 17025 to maintain UKAS accreditation and is committed to:

- Staff recruitment, training, education, development and retention at all levels in order to provide a full and effective service to users that is delivered by well trained competent staff
- The proper procurement, management and maintenance of such equipment, reagents and other resources as are required for the provision of the service
- Advising on the collection and transport of specimens and for the proper handling of these specimens to ensure the correct performance of laboratory examinations
- The appropriate use of stated laboratory procedures in order to achieve the highest quality of all tests performed
- Reporting results of examinations that are timely, confidential, accurate and clinically relevant
- The evaluation of user satisfaction, internal audit and external quality assessment, to drive continual improvement

Abhijit Bal  
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Signed:   
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