

# Pathology Annual Report to Service users

## Introduction by Dr Andrew Laurie, Director of Pathology

I am 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 NHS Trust and the wider community. During 2009 pathology has again contributed significantly to meeting a range of often competing challenges as we move towards becoming a Foundation Trust that include; increasingly demanding Trust operational performance targets, extending the range of specialised diagnostic repertoire to meet patient needs, sustaining our long term commitment to training and staff development, rising standards of practice set by external accreditation bodies and by patient expectations, increasing levels of direct input to clinical teams, and finally at the same time delivering planned cost improvement programmes.



**The Pathology management team recognise that the progress and improvements that have been made could not have been achieved without the hard work and commitment from all its staff.**

## Quality in Pathology

The Pathology department at Ashford and St Peter's NHS Trust is fully accredited in all specialities to Clinical Pathology Accreditation standards. This means that our services have been independently assessed providing confidence in our services to our patients and users. The Blood Transfusion department has been deemed compliant against the Blood Safety and Quality Regulations by the MHRA, and the Cellular Pathology department (including the Mortuary) has been approved by the Human Tissue Authority.

Ashford and St Peter's Pathology department strives to deliver a first class patient centred service, however if you have concerns or suggestions for improvement please contact Elaine Moore, Pathology Quality Manager by e mail. [elaine.moore@asph.nhs.uk](mailto:elaine.moore@asph.nhs.uk)



### Education and Training achievements in Pathology

Pathology is committed to supporting staff in all training and education activities that will enhance the service delivered to patients and clinicians.

Pathology staff achieved 2 passes at Masters level (one with distinction) and 4 members of staff passed the Biomedical science degrees, (3 with firsts).

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

- Appointment of a new hospital transfusion practitioner which will ensure all staff at the hospital are competent in the blood transfusion process.
- Antenatal screening programme for sickle cell and thalassaemia:- Haemoglobinopathy reporting met the turnaround time for 98.7% of requests of 3 days required by the antenatal sickle thalassaemia screening programme for the period July 2009 to December 2009.
- All specialities participated in external quality assessment schemes which were monitored on a monthly basis and reported to the Trust Performance Reviews. Overall results were excellent or good throughout 2009.
- In Biochemistry serum complement testing has been repatriated.
- The department had the best Cervical Cytology turnaround times in the southeast sector with almost 100% of patients receiving results within 14 days.
- A new state of the art Mortuary opened in April 2009 providing improved facilities for families who wish to view their loved ones.
- Services users are regularly surveyed to ensure provision meets their needs. Improvements are made on the recommendations of our users.

### First NHS Trust to develop and use texting facilities for delivery of patient results.

The Microbiology department has developed a method of texting Chlamydia results directly to patients.

For negative results the patient will receive the text either the same day the lab receive the swab or the following day. For results other than negative (positive, unable to process sample etc.), the patients receive a text asking them to phone the number given.



Both Hounslow and Surrey Chlamydia screening programs are making use of this service and are extremely pleased with the results.