Birmingham Quality

Quality Policy

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Birmingham Quality aims to improve patient care through the expert design and delivery of scientifically led External Quality Assessment (EQA) programmes and the skilful interpretation and communication of the data they generate to service users, diagnostic manufacturers, and professional and government bodies. The host trust is University Hospitals Birmingham NHS Foundation Trust (UHBFT). The UKAS reference number for Birmingham Quality is 7860.The following broad repertoire of EQA programmes is covered using a variety of matrices including whole blood, serum, plasma (lyophilised and liquid), urine, faecal, dry blood spot, fluids, saliva and sweat.

- **General Chemistry**
- **Immunoassay, including Thyroid, Steroid, Haematinics**
- **Paediatric Clinical Chemistry**
- **Antimicrobial**
- **POCT**
- **Interpretative Comments**
- **Derived Analytes**

Birmingham Quality is committed to providing services of the highest quality. In order to fulfil this commitment, it will ensure ongoing compliance with ISO/IEC 17043 accreditation standards. In doing so Birmingham Quality will:

- Be aware of and take into consideration and meet the needs and requirements of its participants.
- Be committed to good professional practice and work in line with UHBFT values which are Kind, Connected and Bold.
- Work within the United Kingdom External Quality Assessment Service (UK NEQAS) Code of Practice, relevant UHBFT and Birmingham Research Park policies and procedures.
- Not engage in any activity that may compromise its impartiality and integrity in providing EQA or other services, or the requirement to maintain confidentiality at all times.
- Be committed to safeguarding impartiality by all staff, with top management being responsible for monitoring activities and relationships to identify any threats to impartiality.
- Ensure that all EQA programmes are operated by competent Scheme Organisers in possession of the relevant, and up-to-date scientific expertise required to deliver effective EQA programmes. Alternatively, the Scheme Organiser may appoint an expert clinical/scientific advisor to provide the scientific input required by any EQA programme involving specialist assays.
- Ensure that EQA programmes are designed to meet and challenge the analytical requirements of methods and the way that the results are interpreted.
- Ensure that all risks and opportunities are adequately assessed to ensure effective service delivery.
- Design specimens that are as commutable with diagnostic specimens as practically possible.
- Ensure that all specimens are prepared, stored, handled and transported in such a way as to maintain their integrity, thus ensuring the most representative performance by participants.
- Ensure that any provider of externally provided product or service meets the requirements of ISO/IEC 17043.
- Report results to participants in ways which are accurate, timely and confidential.
- Work in conjunction with Specialist Advisory Groups, Steering Committees and National Quality Assessment Advisory Panel to deliver the best possible EQA programme for participants.
- Provide Participants with the educational material that is required to understand EQA and how to use our services.
- Operate an effective Quality Management System to integrate the organisation, procedures, processes, and resources.
- Seek feedback and utilise assessments of user satisfaction, internal and external audits, and external quality assessment to set quality objectives and plans in order to achieve continual quality improvement.
- Ensure that all personnel are familiar with this Quality Policy and the Quality Manual, and all policies and procedures relevant to their work.
- Ensure the health, safety and welfare of all staff and visitors.
- Treat visitors with respect and ensure that due consideration is given to their safety whilst on site.
- Uphold professional values and be committed to good professional practice and conduct.
- Ensure staff recruitment, training, development and retention at all levels is sufficient to provide a full and effective service to participants.
- Procure and maintain equipment and other resources as needed for the provision of the service.
- Ensure compliance with relevant legislation in all areas, for example, data and information management and transport of specimens.
- Ensure competence, impartiality, and consistent operation.

Finlay MacKenzie, Director Birmingham Quality ..... Finlay MacKenzie .....

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