

Leeds Teaching Hospitals Trust

Direct Access Pathology Service - Quality Assurance Management Process

In order to maintain the high quality Direct Access service to all GP practices using the Pathology services within LTHT, a process for managing queries &/or issues encountered has been agreed.

Operational Aim

The aim is to maintain an effective service to GP Practices and address any issues timely by ensuring that:-

- Regular contact with individual GP practices is maintained (written, verbal or direct) and is clearly documented & maintained
- Timely responses to queries received are logged & actioned
- Outcomes are acknowledged and recorded as appropriate by both parties

Queries relating to a specific sample / issue

Where there is a query relating to a specific sample or issue in the Pathology service, the GP practice is asked to liaise directly with the respective LTHT Pathology department in the first instance. If they are unable to contact the lab directly for whatever reason, the contact numbers for the operational management teams are shown in Appendix 1.

Managing Further Concerns to an Appropriate Outcome

In the event a concern resolution is not met by either party then:-

1. GP Practice to provide written notification of issue to Pathology Business Manager:
Tel: 0113 3922419/3926982. Email: leedsth-tr.pathologybusinessunit@nhs.net
2. Issue to be logged by LTHT Pathology.
3. A response to the GP Practice Manager to be completed by 10 working days of the original issue receipt date.
4. GP Practice Manager to acknowledge receipt and respond to LTHT with confirmation of: -
a) Acceptance of response or b) Non-acceptance.
5. Non-acceptance of LTHT response - Pathology to work with the GP Practice to develop an agreed action plan within 10 working days of non-acceptance receipt to allow a resolution to be enabled.
6. Action plan then enacted between LTHT and GP Practice.
7. Resolution formally confirmed by GP Practice.

Formal Transfer Process

If the above actions have not provided a satisfactory resolution to issues and a decision is made to transfer services from LTHT then the following steps will be required to initiate intentions to transfer the service from LTHT:-

1. Change Notice Request (CNR) to be completed by the Practice and sent to Leeds West CCG (as lead Commissioner of LTHT services on behalf of Leeds and Associate CCGs).
2. The CNR will be immediately forwarded to LTHT Contracting & Pathology Business Manager & will be logged.
3. Pathology will confirm all above steps to resolution have been exhausted & will sign to accept content details & agreed transfer date & return it to Contracting for a Corporate signature.

The CNR will be officially recorded in the minutes of the joint LTHT/CCG Finance & Contracting Group meeting. The transfer of services from Pathology cannot be enacted without CCG, Pathology & Corporate sign-off.

PATHOLOGY CLINICAL SUPPORT UNIT CONTACT DETAILS		
Clinical Service Lead	Service Manager	Operational Leads
Histology		
Dr Olorunda Rotimi Tel: 0113 2067786 Email: olorunda.rotimi@nhs.net	Jane Ramsdale Tel: 0113 2067691 Email: j.ramsdale@nhs.net	Sarah Caton Tel: 0113 2067898 Email: sarah.caton1@nhs.net
Cytology		
Dr Azzam Ismail Tel: 0113 2067530 Email: azzam.ismail1@nhs.net	Hazel Eager Tel: 0113 2066758 Email: h.eager@nhs.net	Michelle Eager Tel: 0113 2065265 Email: michelle.eager@nhs.net
Microbiology		
Dr Nick Foster Tel: 0113 3925035 Email: nicholas.foster3@nhs.net	Ian Cocking Tel: 0113 3926777 Email: iancocking@nhs.net	Melanie Hall (Bacteriology & Mycology) Tel: 0113 3928765 Email: melaniehall@nhs.net Russell Booth (Serology & Molecular) Tel: 0113 3928796 Email: russel.booth@nhs.net
Blood Sciences		
Dr Adrian Miller Tel: 0113 3922408 (LGI) 0113 2067174 (SJUH) Email: adrian.miller@nhs.net	Conor O'Malley Tel: 0113 3922544 Email: conor.o'malley@nhs.net	Julie Brooke (Specimen Reception) Tel: 0113 3922544 Email: julie.brooke2@nhs.net Richard Liversidge (Blood Sciences) Tel: 0113 3923947 Email: richard.liversidge@nhs.net
Specialist Laboratory Medicine		
Dr Carys Lippiatt Tel: 0113 2064852 Email: carys.lippiatt@nhs.net	Les Phipps Tel: 0113 2067577 Email: l.phipps@nhs.net	Lisa Farrar (Specialist Haematology) Tel: 0113 2065328 Email: lisa.farrar@nhs.net Mark Davy (Blood Transfusion) Tel: 0113 3922406 Email: mark.davy1@nhs.net

		Chloe Chadwick (Transplant & Clinical Immunology) Tel: 0113 3923554 Email: chloe.chadwick@nhs.net
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APPENDIX 1