

# Quality Matters



**Damiano Candido** (forefront) and **Caty Delmont** (background) both Biomedical Scientists in the Blood Sciences Laboratory at KCH

## Welcome

Welcome to the twelfth edition of Quality Matters. This Quality e-newsletter has evolved over the last three years and we appreciate all the positive feedback we have received. We hope you continue to enjoy reading it and find it insightful and informative.

We are now well into 2018 and in this edition Dr Dominic Harrington, Viapath's Chief Scientific Officer, reflects on the science and innovation achievements in 'Let's Talk Science'.

We introduce a new 'Focus on'

section which highlights the importance of blood donation and we welcome David Card, the new Quality Manager for Reference Services at GSTT.

'Under the Microscope' we give an overview of accreditation and regulation inspections in 2017.

In 'Let's Talk Health & Safety' Vicky Aruldoss, Viapath's H&S Manager, highlights key achievements in 2017 and reveals the main focus in 2018 for Viapath to develop a H&S management system that will improve employee safety,

reduce workplace risks and create better, safer working conditions for all.

We highlight the changes in data protection regulation GDPR in 'Let's Talk Information Governance' and explain how every employee at Viapath has a role to play in protecting confidential data reinforcing the requirement for everyone to be up-to-date with the annual Information Governance mandatory training. Turn to page six to complete the IG word search and enter the prize competition!

# Let's Talk Science

## Innovation & Scientific Progress



**Dominic Harrington**  
Viapath Chief Scientific Officer

**Chief Scientific Officer, Dr Dominic Harrington**, talks science and reflects on progress achieved over last year. In 2017 the **Innovation Academy** continued to promote innovation, quality and the professional development of our scientists.

The **seventh annual scientific symposium**, which Viapath hosted in December, provided an opportunity to share recent achievements and for Viapath to explore the theme '**Threescore and Ten**'. A theme that was selected to highlight how science and technology can best serve the NHS as it prepares to celebrate the seventieth anniversary of its founding.

To demonstrate Viapath's commitment to driving and celebrating innovation, we are proud to sponsor the **national Advancing Healthcare Award** for

innovation in healthcare science – having won the award ourselves in 2016. Our desire to speed up the identification and dissemination of healthcare innovations was further demonstrated in 2017 when **Dr Rachel Carling**, Consultant Clinical Scientist and Clinical Lead for Biochemical Sciences at Viapath, became an inaugural winner of the **NHS England Knowledge Transfer Partnership Programme** for Leaders in Healthcare Science. The programme has been designed to ensure ongoing future collaborations across industry, academia and research teams and position the NHS as a key contributor and committed partner to the development and testing of new technology to transform services, improve outcomes and reduce cost. As part of the programme Dr Carling collaborates with the **National Measurement Systems** – the Government funded body that maintains the UK measurement infrastructure - to investigate aspects of calibration and how it impacts on the national New Born Screening service.

Within Viapath our '**Innovation Fund**' and '**Scientific Learning and Development Fund**' continued to make awards during 2017. These two funds have facilitated translational research and helped our employees to reach their full potential. In recognition of the expertise of our scientists we were delighted to hold Viapath's fourth annual '**Excellence in Pathology**' award in December and congratulate our winner **Charlotte Lee** on her work on Skewed T Follicular Helper Cell Subsets in Common Variable Immunodeficiency – one of the most common, clinically significant primary immunodeficiencies.

In June 2017 I was delighted to be appointed as Viapath's first Chief Scientific Officer. This new role supports Viapath's **commitment to innovation and scientific progress**, and builds on the contributions that Professor Roy Sherwood and I had the privilege of making to the organisation as Scientific Directors from 2012. Our Healthcare Scientists now have representation at the highest level of management at Viapath. During 2018 we will continue to provide an environment where talent is nurtured, supported and ideas are brought to life. Fundamentally a place where the 'make it happen' attitude prevails.

## Focus on... Organ Donation

Organ donation in the UK saves many lives, but the availability of donors does not match the number of number of people requiring donated organs. In the UK:



**Craig Smith**  
Quality Manager - Infections Sciences KCH

- There were 6,482 people on the active transplant waiting list, including 155 children, as of November 24<sup>th</sup> 2017.
- There were 3,713 transplants thanks to deceased donors in 2017.
- Between 1st April and 19th November 2017, there were 952 deceased donors. Over the same period in the previous year, there were 872 deceased donors.
- Last year 3,144 families were asked to agree to organ donation. Although 1,972 supported donation, 1,172 families said no. In countries with mature opt out systems, typically many more families support donation. In Spain, for example, fewer than 20% of families refuse to donate.

### Government Plan

The country urgently needs more people to agree to donate as sadly around three people die every day in the UK in need of an organ. On this basis the government has commissioned an 'opt out' consultation for donor consent and urges a national conversation about organ donation to save lives. This consultation has now closed.

Under the proposed new system you would be a donor unless you don't want to donate. However NHS Blood and Transplant is reminding people that family conversations are still crucial, and urging people to continue to make it clear to relatives that they want to save lives through donation.

The role of families in the donation process is vital because they can help with important information not found in their relative's medical records, for example their lifestyle and travel history. Those conversations will also make things easier for grieving families at a difficult time.

For more information on organ donation and to join the NHS Organ Donor Register visit [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk).

### SAVE A LIFE - GIVE BLOOD

Organ donation does save lives and one day that could benefit someone close to you.

One donor can save or transform up to nine lives through organ donation and transform even more by donating tissue.

Take a minute to think – am I going to be a donor? ... I am.



## Focus on... Lessons Learnt

### Department of Specialist Virology



**Craig Smith** - Quality Manager and **Manjinder Virk** - Operations Manager, both at Infections Sciences KCH

The Department of Specialist Virology at King's is the only laboratory in London and the South East performing blood borne virus screening and has been a key part of solid organ donor testing for blood borne viruses for over 30 years. Each year the number of donors has increased. In July 2017 the Royal London Hospital stopped being part of the laboratory testing network, so we were approached to undertake this extra work. This increased the workload from 300 samples per year to a projected 540 organ donor screens a year for 2018. Furthermore, NHS Blood and

Transplant solid organ donor screening has a target to increase the number of consented donors by 20% by 2020.

With the loss of the Royal London laboratory within the network, it became clear that the current screening and commissioning system required a review. Craig Smith (Infection Sciences Quality Manager) and Manjinder Virk (Virology Operational Lead) were invited onto the national panel to review the provision of service requirements and the IT infrastructure to enhance and standardise the service. This has looked at the platforms for testing, sample volumes and types for testing, time frames for the return of results and confirming reactive results. Manjinder will also be assisting in the development of direct electronic result reporting, which is a complex area due to the many different LIMS systems that are used by the different laboratories across the country.

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## Welcome

David Card, is the new Quality Manager for Reference Services at GSTT, taking over after the retirement of Beverley Earl.

David studied Biochemistry at Queen Mary College, University of London, graduating in 1999. He began his career back in 2000 at the Karolinska Hospital in Stockholm before moving back to London and starting work as a Trainee Clinical Scientist at the Nutristasis Unit in 2002. David later completed his Master's degree in Clinical Biochemistry at KCL and gained his HPCP registration as a Clinical Scientist in 2009.

David's interests in Quality originate from helping manage the laboratory QMS and from running the UKNEQAS for vitamin K (KEQAS), which is accredited to ISO-17043. David also developed the first ever standard reference material for vitamin K1 determination and has a number of peer reviewed publications in the field of clinical nutrition. David is now settling in to his new quality role and is helping with the Reference Division laboratories transition to ISO-15189. Welcome David!



**David Card**  
Quality Manager - Reference Services GSTT

# Under the microscope

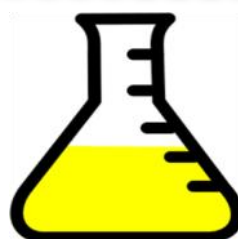


# Quality update



## PHE QA

There was an antenatal screening Quality Assurance by Public Health England, visit in 2017, to Bedford



# 38%↑

Adverse Incidents reported in 2017 encouraging a healthy reporting culture



# ISO15189

10 Departments accredited  
28 visits in 2017



## QUALITY ✓

# MHRA



# MHRA

Regulating Medicines and Medical Devices

- PRUH submitted compliance self-assessment
- Bedford submitted action plan following inspection late 2017

# HTA

GSTT holds the HTA licence that covers Histopathology



# CareQuality Commission

# CQC

No visits from the CQC in 2017



# Let's Talk Health & Safety



**Victoria Aruldoss**  
Viapath Health & Safety Manager

**Vicky Aruldoss**, Viapath Health & Safety (H&S) Manager shares an overview of H&S in 2017.

Last year showed a growing trend in **H&S incidents** where the direct cause was non-compliance with **Personal Protective Equipment** (PPE). In response to this trend, Viapath carried out an audit of all laboratories and purchased and implemented the use of positive pressure air hoods into everyday laboratory activities where PPE was not an appropriate solution in the event of a spillage. A hood is also available on each site if required.

Due to the importance of wearing PPE, Viapath set an objective for 2017 to accomplish **100% PPE compliance** and as a result, PPE related incidents have decreased significantly with six incidents reported in 2017 in comparison to 16 reported the year before,

showing 62% reduction overall.

Throughout 2017, another main focus was fire management, particularly **Fire Risk Assessment** (FRA) which ensures each department receives an action plan with ways to effectively manage and minimise potential fire risks. A group of individuals across Viapath have received training which will continue to develop throughout the coming year in order to support the structured fire management programme.

Viapath's commitment to training and supporting the H&S teams has been supported in 2017 by identifying the need for consistent, in-house First Aid Training. Individuals have been identified to become First Aid Trainers and therefore, once trained, can provide competent First Aid Training to as many individuals as required.

## Accident and Incidents

In 2017 there were 106 H&S related incidents reported in the months Jan-Dec 2017, a 12% decrease from the year before where 120 H&S incidents reported. All H&S incidents reported in 2017 fell under the category of either no harm or low harm with one incident occurring due to equipment damage. Overall, H&S incidents trend is decreasing but sharps injuries and exposure to hazardous substances continues to be the most commonly reported incidents.

## Needle Stick/ Sharps Incidents

In 2017 Viapath reported 19 needle stick/sharps incidents which accounts for 29% of the overall reported incidents in 2017, a 2% decrease from 2016. Phlebotomy reports the highest amount of needle stick/sharps incidents, contributing to 80% of the total, compared to Blood Sciences who reported one incident (10%) and two incidents reported by Tissue Sciences (10%).

## 2018 H&S Objective:

**To develop Viapath's Health & Safety Management System** - a formal management system is to be developed based on the new ISO standards 45001 – Occupational health and safety management systems – Requirements. This will help Viapath manage health and safety and improve employee safety, reduce workplace risks and create better, safer working conditions.

# Let's Talk Information Governance

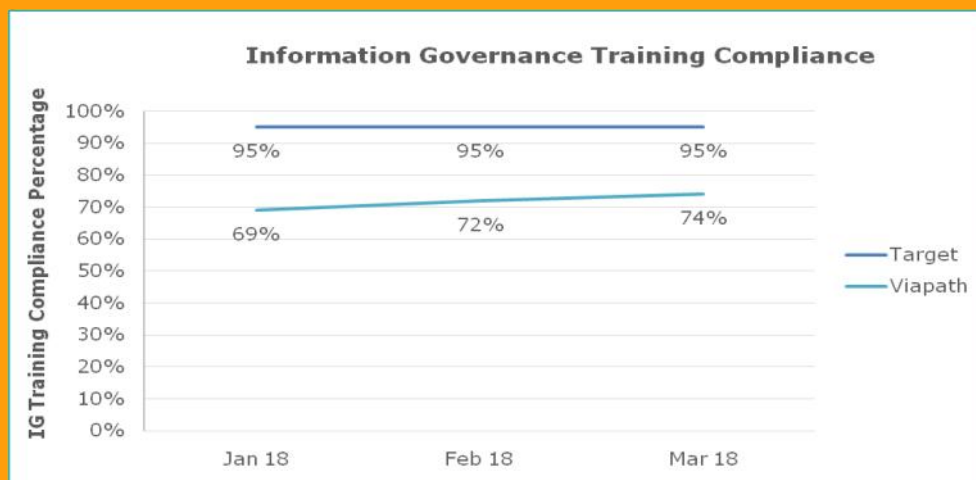
## General Data Protection Regulation

The **EU General Data Protection Regulation** (GDPR) is the most important change in **data privacy** regulation in 20 years and is taking effect from 25th May 2018. **GDPR** applies to every aspect of how an organisation controls and processes personal data that is anything which identifies an individual.

This is important because, every day at Viapath, we process **patient data** to carry out tests and provide test results to our customers. As employees, we all have a role to play in ensuring Viapath is compliant with the new Regulation and we are accountable for understanding our own responsibilities protecting data. Additionally, as employees our own personal data is also held in employee records and must also be protected.

## Information Governance

**Information Governance** (IG), although not the same as GDPR, is closely related as it is the way in which the NHS handles all of its information, in particular the **personal and sensitive information** relating to patients and employees. Information Governance in an NHS setting, such as Viapath, is concerned with protecting the confidentiality of **Patient Identifiable Data** (PID) on behalf of patients. GDPR is about the data protection rights of everyone.



IG **training** is a **mandatory** requirement for all Viapath employees and needs to be renewed every year. The IG training compliance target is 95% and Viapath is currently below target as there are a number of colleagues who have not completed their **MANDATORY IG training**.

If you have not yet completed your mandatory IG training please do so urgently by:

- Cutting and pasting the following link into a suitable browser <https://nhsdigital.e-lfh.org.uk/Register>
- If you have not previously been sent a link to login or do not have this to hand, please self-register instead
- Simply follow the instructions and complete the **Data Security Awareness** (NHSD)
- Ensure the organisation name is Viapath

# Information Governance

## Word Search prize competition!

We all know how important understanding our responsibilities around Information Governance (IG) is, which is why it is really important that those who have not yet completed their mandatory IG training do so immediately. To help raise awareness of Information Governance, **Penny Mitchem**, Quality Manager at King’s has designed the IG Word search below. Once you have completed it give this page to your local Quality Manager who will enter you into the prize draw for some **surprise goodies!!** Deadline for submission is 12pm 5th June 2018.

G	A	G	R	A	T	I	N	S	M	Y	R	E	N	N
N	R	E	G	U	L	A	A	U	R	C	S	C	E	T
I	T	E	U	J	I	C	M	P	E	O	S	I	N	Y
D	R	C	S	D	C	I	D	Y	C	N	E	E	O	F
R	E	N	R	P	N	G	N	O	I	F	C	C	I	I
A	G	A	F	I	O	C	A	L	D	I	C	O	T	T
U	U	N	M	G	I	N	T	T	I	D	A	T	A	S
G	L	R	T	U	T	Y	S	O	N	E	L	A	M	U
E	A	E	N	A	C	R	R	I	U	N	D	E	R	J
F	T	V	E	R	E	A	E	L	B	T	I	O	O	P
A	I	O	S	D	T	S	D	A	Y	I	A	I	F	R
S	O	G	N	T	O	S	N	C	W	A	L	O	N	T
Y	N	U	O	I	R	E	U	C	T	L	C	I	I	E
T	S	I	C	F	P	C	O	L	D	I	O	P	T	A
N	C	U	I	N	T	E	G	R	I	T	Y	S	T	Y
P	D	R	O	A	T	N	E	R	E	C	V	O	N	G

- INFORMATION
- GOVERNANCE
- GUARDIAN
- ACCESS
- LAW
- CONFIDENTIAL
- PROTECTION
- INTEGRITY
- JUSTIFY
- DATA
- SAFEGUARDING
- UNDERSTAND
- CALDICOTT
- CONSENT
- GDPR
- RESPONSIBILITY
- REGULATIONS
- NECESSARY
- MINIMUM

### We would like to hear from you...

If you have any suggestions or feedback please contact the Head of Quality - Liz Adair or the Quality Hub Coordinator - Carolina Salgado via telephone 020 7188 7188 (Ext. 54885) or email to [QualityMatters@viapath.co.uk](mailto:QualityMatters@viapath.co.uk).