

Quality Matters

QUALITY ACCOUNT 2016



Pioneers in Pathology



Welcome - Special Edition

Viapath 2016 Quality Account

I am delighted to share the [link](#) to Viapath's 2016 Quality Account. In 2016 the theme was 'Improving Patients' Lives' and it served to demonstrate our transparent approach and commitment to delivering the highest possible quality pathology services for our patients, employees and customers. We know that the safest care systems are devised

from the perspective of the patient, following their journey through different health and social care settings, with seamless boundaries. The more we focus on the continuous improvement of our processes and systems, the better our services will become in terms of safety, efficiency and will ultimately deliver better patient outcomes.

We hope you enjoy reading extracts from our Quality Account in this issue of Quality Matters.



Dougie Dryburgh
CEO - Viapath

Extracts from Viapath's 2016 Quality Account



Viapath's Medical Director
Professor Jonathan Edgeworth

In 2016 we continued to move forward embedding the Quality ethos into all our work and reading this Quality Account I hope readers can get a sense of what that means at Viapath. We encourage everyone working with, or for, Viapath to have the confidence to step forward when they see opportunities to improve pathology services and, in doing so, become leaders and role models for others.

There are examples of working hard in often challenging circumstances, to meet targets. These include short phlebotomy waiting times or key

performance indicators for test result turnaround times in critical areas such as **A&E**.

Examples of continuous quality improvement by learning from incidents and activities led by our **Future Leaders in Innovation**; and examples of how innovation and scientific advances are fundamentally changing the services we provide, with the impact of whole **genome sequencing** (the process of determining the whole genetic code in human or even pathogen samples) particularly coming to mind.

Complaints and Compliments

We received 104 formal complaints and 224 compliments in 2016. We also made some important changes in how we respond to customer issues including the creation of the Support Services division and the focus on logistics and sample transport.

Genome Sequencing

The way in which healthcare organisations handle, protect, store and use data is based on the seven Caldicott principles. These principles recognise the importance of sharing data between healthcare professionals and healthcare organisations in a way which helps enable patient care.

An example of how these principles can be applied in practice to an increasingly important area of diagnostic testing and healthcare includes forms of genetic tests (sequencing) which generate a large amount of data that needs to be transformed into information that can be interpreted for clinical diagnosis.

Genome sequencing generates so much data that the only realistic way to store it and share it is through 'cloud computing'. An example where scientists are using cloud computing and following the rules regarding Data Protection to undertake their work, is in the Genetics Laboratories.

NHS Choices

The Viapath 2016 Quality Account has been uploaded onto the NHS Choices website which is for the public and patients to access information about healthcare services. Here is the link:

<http://www.nhs.uk/aboutNHSChoices/professionals/healthandcareprofessionals/quality-accounts/Documents/2017/Viapath->

*<http://www.sciencemuseum.org.uk/about-us/press/april-2016/our-lives-in-data>

Extracts from Viapath's 2016 Quality Account

Future Leaders in Innovation

Viapath's 6th Innovation - Winner of the Fabulous Change Day Challenge

In 2016, the winner of the Viapath Innovation Academy CQI poster prize was Ian Hutton, who works in the Newborn Screening laboratory on the St Thomas' Hospital site. The Newborn Screening laboratory provides Cystic Fibrosis (CF) screening for babies across the South East Thames region. CF testing is a complex process which involves numerous steps performed by different members of staff. The review and authorisation of the results comprised of four steps. This process was established in 2007 and new technologies have since been introduced into the laboratory. Ian noted that the repeated tasks and unnecessary transcription increased the risk of errors that could lead to CF results being delayed.



Therefore Ian improved the process by removing two stages and utilising IT solutions. This means that all results can be reviewed in under an hour, and that results where CF is not suspected are issued before noon. This change has improved the turnaround time for CF testing in the Newborn Screening laboratory and reduced the risk of errors.

All of these have helped to improve the availability of screening results for the parents of the baby. An additional bonus is that the changes made have improved team morale and given them time to concentrate on other tasks within the laboratory.

This innovative process review for CF will be applied to other tests in the Newborn Screening laboratory with the aim of delivering additional improvements to the service provided.



PODCASTS

For the first time we introduced podcasts in Viapath's Quality Account. The podcasts have been developed by Viapath's Future Leaders in Innovation and is a great way to listen to interesting topics about . Below is the list of the podcasts used in Viapath's 2016 Quality Account. Click on the title link to access the podcast.

Podcast 1: [Dr David Bennett Chair of Viapath - Viapath's Pathology Services](#)

Podcast 2: [Professor Roy Sherwood - Legacy, alcohol and dry January](#)

Podcast 3: [Dr Frances Smith - Future of Molecular Pathology](#)

Podcast 4: [Viapath's 6th Innovation Academy Symposium - Winners](#)

Podcast 5: [Professor Jonathan Edgeworth - Antimicrobial Resistance](#)

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.