

BCPS Pathology News

Staff edition | January 2019

BCPS feedback postcards

The feedback postcard is intended to be used by anyone who wants to make suggestions or comments on Black Country Pathology Services.

We are interested in suggestions on how to improve our services and also feedback from users when they feel that we are getting things

right. Uses of the postcard can include:

- Supplied to users giving them a simple means of feeding back on our services. Printed and electronic versions are available.
- Have a supply by telephone extensions. When users make comments that should be

considered further then you can fill in a feedback postcard for them.

- Can be used to get feedback when you have been trying to make a change in service or have a special project with a group of our users.

GPs will be sent copies of the postcards along with their first BCPS GP Pathology News. They will also be able to download an electronic version from our website.

Behind the scenes

When postcards are received back they are firstly booked in to the quality system. They are then sent to the appropriate manager to consider. We always feedback to the user to say what action we are taking. We will also report into the quality system in appropriate committees.

Supplies of the postcards are being distributed across BCPS laboratories. However, if you want some please contact Raj Garcha, email: raj@bcpathology.org.uk



David and Jeanette getting right behind the feedback postcard in the microbiology laboratory

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BCPS gets running

We are entering a team in the Birmingham 10k Great Run on Sunday 26th May 2019. We already have some staff signed up, but there is plenty of space for more to join. The entries will be subsidised by BCPS with a cost of £25 for staff to participate. The start and finish is in the centre of Birmingham – this is a fun running race to enter.

Personal training programme... parkrun is the way to go!

You have around four months to get training, which is plenty of time even if you have never run before. A sure fire way to get up to speed is to take part in your local parkrun along with the other 150,000 or so people around the country. Local runs take place at 9am every Saturday. Here are details of some

of the local venues:

Venue	Approx. no. participants
Brueton parkrun	600
Walsall Arboretum parkrun	500
Sandwell Valley parkrun	100
Wolverhampton parkrun	400
Dudley parkrun	200
Cannon Hill parkrun	700
Perry Hall parkrun	150
Cannock Chase parkrun	500

Parkrun is a free event but you do need to go on the website (www.parkrun.org.uk) to register. Print off your personal barcode which you must take to the event each time. Your barcode can be used at any parkrun in the country.

A good way to get into the parkrun is to start by attempting it at a slow pace – perhaps a mix of jogging and walking, gradually building up each

week. Indeed at all our local parkruns there are participants who do the 5k at a fast walking pace. A mixture of jogging and walking will give you a time somewhere in the 40 minute zone, and you will not be last!

Once you register for the Birmingham Great Run 10k then BCPS will provide you with a suggested training programme. There are no surprises to hear that it includes 5km every Saturday in your local park!

Sponsorship raised from this event will be used to start a team building fund for BCPS. This will enable us to look at lots of different ways that we can support team building activities. If you have not yet signed up to the Birmingham Great Run please contact Raj by email, raj@bcpathology.org.uk



Participants in Cannon Hill parkrun

New appointments

Acting Blood Sciences Manager, Dudley

Nirav Patel has been appointed as the acting blood sciences manager at Dudley.

Deputy Pathology Manager

Diane Edwards has been appointed to work alongside Graham Danks and will have key responsibility for human resources issues.

Launching our identity was fun

It was fantastic that TV presenter and producer Gary Newbon offered to help us with the launch of our brand identity.

Gary kindly took time out on a Sunday morning to tell us what he thought. The interview was used in daily YouTube snippets which received 1000s of views from Twitter and Facebook links. You can see the full length version on the BCPS TV YouTube channel. Gary Newbon clearly thought our new identity was impressive and he could not believe that we had done it all without a budget. Gary even planted some of the BCPS garlic in his garden.



Gary Newbon considers the new BPCS logo and strapline

Quality matters

Q-Pulse coming soon!

A single quality management system is absolutely essential to enable us to take forward our quality system across our laboratories. We have now chosen to procure Q-Pulse which is a market leading pathology quality system used by a very large number of organisations in a variety of sectors. For pathology Q-Pulse offers much more than just document control including modules such as audit, incident management, training and competency management.

The introduction of Q-Pulse across BCPS will take an evolutionary approach ensuring that laboratories maintain their UKAS accreditation. The process of transferring documents to the new system if you are currently on iPassport will be phased, ensuring full document management control is still maintained. The Quality Group will be arranging information and training sessions in the coming months and everyone will be invited to attend these.

UKAS update

As we enter 2019 we are going to see a number of visits taking place with one having already occurred at Dudley Group Pathology. Further surveillance visits are expected as follows:

Royal Wolverhampton

Spring 2019

Sandwell

Spring/summer 2019

Walsall

Still working towards UKAS accreditation

Dudley

Visit took place in November

BCPS quality management approach

The BCPS Quality Department is responsible for ensuring that quality management systems are fully implemented and regulatory and



accreditation requirements met. All our laboratories are accredited by UKAS (United Kingdom Accreditation Service) with the exception of Blood Sciences at Walsall Healthcare NHS Trust. We also comply with the regulations and requirements of the following bodies:

- Medicines and Healthcare Products Regulatory Agency (MHRA);
- Human Tissue Authority;
- Health & Safety Executive (HSE);
- National Health Service Cervical Screening Program (NHSCSP).

We are working closely with UKAS to ensure accreditation is maintained during and following transition of our services to our hub

and spoke model. Work is ongoing to obtain UKAS accreditation for the Blood Sciences service based at Walsall Healthcare NHS Trust.

Key quality goals

Creating a single quality management system across BCPS is essential. Initially, current governance procedures for risk management remain in place and we continue to follow local Trust governance policies and escalation processes. During the transition period we will be developing and defining our future governance model. This requires close working with Trusts and CCG's. Currently, we are in the early stages of this process. Proposals will go to the BCPS Clinical Reference Group and Strategic Board for consideration and approval.

Incidents & complaints

One governance change being proposed regards streamlining Primary Care incident and complaint management. To improve close working relationships between pathology and Primary Care providers the idea is that incidents or complaints raised by Primary Care are reported directly to BCPS rather than to local Trusts. This should decrease response times and reduce the number of administration steps. BCPS will take responsibility for the investigation and corrective actions required, and respond to the appropriate stakeholders.

BCPS governance structure

There are four committees in the BCPS management hierarchy.

Committee	Purpose	Membership
BCPS Strategic Board	Responsible for the supervision of BCPS and the pathology services including strategic leadership, decision making and approvals.	Each Trust has two representatives: one at Executive Board level and the other with a relevant clinical background.
BCPS Clinical Reference Group	Responsible for monitoring clinical performance and risks. Agrees changes to the operating model.	Includes a pathology clinical lead from each Trust and a GP representative from each of the CCG's served by BCPS.
BCPS Operational Performance Group	Responsible for the management of SLAs, finances, KPIs and operational performance.	Each Trust has a management representative.
BCPS Senior Management Team	Responsible for day to day operational management of pathology services.	Pathology Director and Manager with senior colleagues.

The garlic challenge!

It is estimated that around 300 BCPS garlic cloves are now overwintering in staff gardens. The final cloves have been planted at a new pop-up allotment outside Pathology at City Hospital. We expect to see some fantastic garlic strings in early summer.

It has been fun to see how people have taken to social media by posting pictures on how things are going on Twitter and Facebook. There are also several YouTube videos which show the different ways that garlic has been planted, even some in a B&Q bucket!



Raj, Carol and Nadine created a pop-up allotment for the left over garlic



BCPS garlic thrives in the B&Q bucket

Key contacts

Dr Paul Harrison
BCPS Clinical Director

Graham Danks
BCPS Operational Group Manager

Diane Edwards
Deputy BCPS Operational Group Manager

Philippa Patel
PA to Clinical Director & Operational Group Manager
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Website

www.bcpathology.org.uk

New pathology extension at New Cross Hospital

Here is an artist's impression of how the new pathology hub at New Cross Hospital will look.

Staff throughout BCPS have contributed to the design of the new laboratories.

The extension will enlarge and improve the laboratory facilities and create enough space for the centralisation of Microbiology, Histopathology and Blood Sciences.

Work is due to start in Spring 2019 and will be completed early in 2020.



NHS Pathology Serving the Black Country

Provided by Sandwell and West Birmingham NHS Trust, The Dudley Group NHS Foundation Trust, The Royal Wolverhampton NHS Trust and Walsall Healthcare NHS Trust.

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