



Milton Keynes Hospital NHS Trust: achieving compliance with CPA standards and MHRA and HTA regulations with Q-Pulse

When the Department of Pathology at Milton Keynes Hospital NHS Trust needed a robust, reliable solution to manage their compliance with quality and safety standards and regulations, they chose Q-Pulse from Gael Ltd.

Q-Pulse provides healthcare organisations with a fully integrated compliance management solution. Laboratories in the NHS and internationally use Q-Pulse to help maintain and improve their compliance with standards that include ISO 15189, ISO 17025 and CPA.

In the UK, an estimated 70 to 80 per cent of all healthcare decisions depend on the results of laboratory medicine. In delivering patient-focused laboratory services, maintaining and improving the quality of services is vital.

Milton Keynes Hospital NHS Foundation Trust provides a broad range of healthcare services to more than 300,000 people in Milton Keynes and the surrounding area.

And when the Trust's Department of Pathology needed a solution to manage their compliance with quality and safety standards and regulations, they chose Q-Pulse from Gael Ltd.

Q-Pulse provides healthcare organisations with a fully integrated compliance management solution that supports quality management activities such as Document Control, CA/PA Management and Auditing.



In the UK, a quarter of a million people on average rely on the laboratory services of each and every NHS hospital. In England, the Department of Health requires that all pathology laboratories should be registered with an approved laboratory accreditation body.

The majority of NHS laboratories are registered with, and accredited by, Clinical Pathology Accreditation (UK) Ltd (CPA). Laboratories throughout the UK use Q-Pulse to help maintain and improve their compliance with standards that include ISO 15189, ISO 17025 and CPA.

In addition to being accredited by CPA, the Department of Pathology is regulated and licensed by the Human Tissues Authority (HTA), as well as being assessed by the Medicines and Healthcare products Regulatory Agency (MHRA).

'We needed a system that would aid Pathology in achieving compliance with CPA standards, and in meeting the regulatory requirements of the MHRA and HTA,' says Jill Beech, Pathology Quality & Systems Manager at the Trust.

In addition to being accredited by CPA, the Department of Clinical Laboratory Medicine is regulated and licensed by the Human Tissues Authority (HTA), as well as being assessed by the National Health Service Litigation Authority (NHSLA) under NHSLA Risk Management Standards for Acute Trusts.

'We needed to realise benefits quickly from any such system, which also had to offer scope for Trust-wide expansion. Such a system then had to be easily integrated, not only with the systems used to manage processes in Pathology, but also with the Trust's IT systems.

'Q-Pulse is reliable, robust and intuitive, with vast functionality,' says Jill. 'Although we are only scratching the surface at the moment, it works for us and makes our lives much easier. I am very pleased with Q-Pulse – it was the right choice and I would hate to be without it.'

'In Pathology, all staff at all levels use Q-Pulse extensively and frequently, from chemical pathology, haematology and blood transfusion to microbiology and cellular pathology, as well as the pathology support unit and the mortuary.

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Jill Beech
Pathology Quality &
Systems Manager
Milton Keynes Hospital
NHS Trust

'Across the Trust, Q-Pulse is also used in the Breast Screening Unit and in Clinical Effectiveness, where information concerning patients and clinical guidelines is coordinated; recently, Pharmacy have also begun using the system.'

'Within our Department, we use Q-Pulse to control our documentation, which lets us make sure that all staff are working to the latest active document revision.'

'Previously, reviewing documents meant searching through paperwork, but Q-Pulse makes the entire process much easier to manage. In circulating documents, Q-Pulse has reduced the need for printing hard copies. Staff can find and access documents quickly and easily.'

'Through Q-Pulse, staff are also able to read and acknowledge the documents they need to be aware of. We now also have records of acknowledgements of who has read or received what. This is also really helpful if staff have missed a lab meeting and need to catch up with minutes, which staff can now also access through Q-Pulse.'

'We have also made tremendous use of the ability to raise change requests through the system; the quality of documents, including SOPs continues to improve, as staff are able to add comments and suggestions for improvement.'

'As well as Documents, the Q-Pulse modules that we current use within Pathology include CA/PA, Audit, Analysis and Training. As Quality Manager, the CA/PA module helps me to manage the reporting and identification of corrective and preventative actions on all quality issues raised.'

'Managing quality issues and incident reporting with Q-Pulse also allows us to identify trends and to reduce risks. Regardless of whether they're complaints, incidents, non-conformances or audit non-compliances, Q-Pulse allows me to work more efficiently and to see the 'big picture' when it comes to monitoring the effectiveness of our Quality Management Systems.'

'In addition, we are now able to present external assessors with evidence quickly and easily, for example CPA. Previously, we also managed this manually – and again, this was an arduous process – but Q-Pulse has helped us to end the paper chase.'

'In the NHS, resource is always limited and we do all we can with what we have available,' says Jill. 'Q-Pulse has allowed us to do more – it makes our lives much easier by allowing us to work smarter, not harder.'

Conclusion

With demand for services continuing to rise steeply and budgets remaining tight, laboratories in the NHS and internationally are implementing compliance management solutions like Q-Pulse to support their quality management systems (QMS).

Q-Pulse from Gael Ltd provides healthcare organisations with a fully integrated compliance management solution. By helping laboratories to comply with European and international standards, Q-Pulse supports the management of quality management processes such as Auditing, Document Control and CA/PA Management.

By enabling the continual assessment of system quality with Q-Pulse, laboratories can ensure that their processes are built on the capabilities and competencies of all available resources, and can assure patients and accreditation bodies of the high quality of services that they provide.

Contact us now on **+44 1355 593 400** or at laboratory@gaelquality.com to find out how Q-Pulse can help you in continually assessing the quality of your systems and processes.