



## **King's College Hospital NHS Trust: developing a QMS for MHRA, CPA and JACIE accreditation**

King's College Hospital NHS Trust has selected Q-Pulse to maintain and improve their compliance with four different sets of standards and regulations, including EU GMP (the UK Blood Safety & Quality Regulations), CPA, the Human Tissue Act and the JACIE/FACT standards that are specific for Bone Marrow Transplantation.

With Q-Pulse, the Trust's Pathology services, including Biochemistry, Haematology, Histopathology and Immunology and allergy testing, can ensure that their processes are built on the capabilities and competencies of all available resources, and assure patients and accreditation bodies of the high quality of services that they provide.

Based in South London, King's College Hospital NHS Foundation Trust is a world-class teaching hospital which provides a comprehensive range of high quality local hospital services, including clinical diagnostic pathology services, for more than 700,000 patients a year.

Pathology services at King's College Hospital offer essential support to clinical staff at King's and other hospital trusts in the diagnosis, screening, monitoring and treatment of illness. The Trust's pathology services include Biochemistry, Haematology, Histopathology and Immunology and allergy testing.

With different Pathology departments, each with differing requirements, the Trust needed a flexible system that could cope well with the different standards and regulations that apply to each department. In selecting a system, the Trust chose Q-Pulse from Gael Ltd.

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



Q-Pulse helps healthcare organisations to establish, maintain and improve compliance with internationally recognised standards including CPA, by enabling staff both to continually assess the quality of service that they provide and to identify opportunities for continual improvement.

As well as being accredited by CPA, the Trust's pathology services are regulated and licensed by the Human Tissue Authority (HTA) and the Medicines and Healthcare products Regulatory Agency (MHRA). In addition, the Trust's Bone Marrow and Stem Cell Transplantation Centre is assessed under Joint Accreditation Committee for ISCH & EBMT (JACIE) standards.

*'At King's College, our pathology services strive to provide a superior service to customers,' says Gary Cheung, Haematology Quality & Training Manager at the Trust's Department of Haematological Medicine. 'To begin with, the Trust wanted a system that would help Pathology gain CPA accreditation.'*

*'Haematology, which is our biggest department, needed a system that would satisfy the MHRA and HTA's regulatory requirements. The Trust's Haematology department is also home to the UK's largest Bone Marrow Transplant programme, and an additional requirement was a system with which they could gain JACIE accreditation.'*

*'All four of our accrediting or regulatory bodies have commented favourably on Q-Pulse, seeing the contribution it has made to the development of a robust and comprehensive Quality Management System at King's College.'*

Within Pathology, Q-Pulse is used by the Blood Sciences Laboratories, including Blood Transfusion, and the departments of Haematology and Biochemistry. Q-Pulse will soon be made available to the Immunology and Histopathology departments as well as to the Bone Marrow Transplant and Clinical Haematology programmes. The Liver Pathology Department has also expressed interest in adopting the system.

*'Within the Department of Haematological Medicine, we needed a document control system that was capable of meeting all regulatory requirements,' says Gary. 'In addition, we needed a CA/PA system capable of dealing with different types of CA/PA source, including adverse incidents, lab errors, audit non-compliances, quality exceptions and deviations.'*

*" All four of our accrediting or regulatory bodies have commented favourably on Q-Pulse, seeing the contribution it has made to the development of a robust and comprehensive Quality Management System at King's College.*

Gary Cheung  
Haematology Quality  
& Training Manager  
Department of Haematology  
Medicine

*'Q-Pulse works extremely well for managing SOPs, as well as forms and other controlled documents. In addition to using Q-Pulse to find the documents they need, members of staff are now beginning to use the system for document review and revision.'*

*'With Q-Pulse, we now have proper control of documentation: during the most recent CPA assessment, there was no document control non-compliance raised at all, which is highly unusual for CPA assessments.'*

Within Pathology, Q-Pulse is used to link the Document system with the CA/PA and Audit systems. Q-Pulse supports non-expert use, and the web client, linked to automatic email notification, makes it very simple for the occasional user to respond to non-compliances and to record their actions.

*'Q-Pulse has been designed for a wide range of industries with differing regulation and accreditation requirements,' says Gary. 'It therefore requires a little more time to set up than competitive products, but this is more than compensated for by its flexibility and the way it integrates management of documents, audits, assets, training and non-compliances across all of these areas.'*

*'It is already clear that Q-Pulse will be able to deliver an integrated QMS that crosses the boundaries between different pathology departments and the clinical arms of these departments. Gael is one of a small handful of companies with whom I have dealt during more than 20 years in the NHS that I would call truly professional with a genuine commitment to continuous quality improvement. This is evident both in the product design and in the attitudes of the staff.'*



## Conclusion

With an estimated 70 to 80 per cent of all healthcare decisions dependent on pathology-based test results, pathology services are at the heart of the healthcare services provided to patients.

In the UK, a quarter of a million people on average rely on the pathology services of each and every NHS hospital. Recent government reports such as the Carter Review recommend that laboratories continually improve systems and processes to ensure that services continue to meet patients' needs.

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

By supporting the management of system processes such as Auditing, Document Control and CAPA Management, Q-Pulse helps pathology laboratories to comply with standards including EU GMP, CPA, the UK Blood Safety & Quality Regulations and the Human Tissue Act.

With Q-Pulse, pathology laboratories can ensure that their processes are built on the capabilities and competencies of all available resources, and assure patients and accreditation bodies, such as CPA, MHRA, HTA and JACIE of the high quality of services that they provide.

Contact us now on +44 1355 593 400 or at [laboratory@gaelquality.com](mailto:laboratory@gaelquality.com) to find out more about how Q-Pulse can support your quality management system.