

## Viapath Statement of Purpose

Viapath Group is a Limited Liability Partnership registered in England & Wales under number OC337242. The registered address is Francis House, 9 King's Head Yard, London, SE1 1NA.

Viapath consists of three legal entities:

- Viapath Group (corporate functions)
- Viapath Services (support services e.g. HR, IT)
- Viapath Analytics (laboratory services)

## The Care Quality Commission

The Care Quality Commission is the independent regulator of all health and social care services in England.

Viapath is an independent pathology provider registered with the Care Quality Commission to provide:

- Diagnostic and screening services
- Blood and Transplant services

As of 1<sup>st</sup> July 2020, the locations of the services and the applicable CQC Registrant Manager for that site are contained in Table 1 below.

Location	Registered Manager
Viapath Analytics Guy's Hospital Great Maze Pond London SE1 9RT	Ms Analie Booth Divisional Director of Operations – reference services <a href="mailto:analie.booth@viapath.co.uk">analie.booth@viapath.co.uk</a> 07718 194667
Viapath Analytics St Thomas Hospital Westminster Bridge Road London SE1 7EH	Ms Analie Booth Divisional Director of Operations – reference services <a href="mailto:analie.booth@viapath.co.uk">analie.booth@viapath.co.uk</a> 07718 194667
Viapath Analytics Bessemer Wing Kings College Hospital Denmark Hill SE5 9RS	Miss Elizabeth Jacqueline Ford Divisional Director of Operations – Core services <a href="mailto:Liz.ford@nhs.net">Liz.ford@nhs.net</a> 07748586911
Viapath Analytics Princess Royal University Hospital Farnborough Common, Orpington, BR6 8ND	Miss Elizabeth Jacqueline Ford Divisional Director of Operations – Core services <a href="mailto:Liz.ford@nhs.net">Liz.ford@nhs.net</a> 07748586911

Table 1 Viapath Analytics CQC registered sites and registrant Managers

The status of Viapath laboratories accreditation to ISO15189:2012, for tests listed in our schedules of accreditation, can be viewed on the UKAS website link below.

UKAS <https://www.ukas.com/accredited-organisations/>

All Viapath laboratories have successfully transitioned from CPA to ISO15189:2012. Viapath laboratories which were not CPA accredited are in the assessment process to the ISO15189:2012 standard.

A list of all our laboratories ISO15189:2012 registration numbers can be viewed on our Viapath website

<http://www.viapath.co.uk/search/content/accredited>

## Scope

Viapath is a clinically led, customer focused and scientifically driven full service pathology provider of accurate, timely and clinically useful prognostic, diagnostic and screening results, blood and blood products, with clinical advice provided by NHS Consultants, to the NHS and private sector locally, nationally and internationally.

Services include core pathology such as Blood Sciences, Tissue Sciences and Infection Sciences, typically delivered from each operational site and specialised tests such as Genetics, Haematology, Clinical Transplantation and Biochemical Sciences delivered from centres of excellence. These Services participate in research, development and clinical trials. A detailed scope for each location is available.

## Aims and Objectives

**The Viapath Management System supports the business vision to be the leading pathology provider of high quality, cost effective pathology services and ensures that:**

- Viapath has a business reputation based on safety, quality and customer service, using innovation to build a competitive advantage in chosen market sectors so that Viapath Pathology becomes the provider of choice.
- Viapath identifies its resource requirements through an effective management structure to ensure that risk and improvement opportunities are identified and acted on to protect or improve the health and safety of patients, staff and visitors.
- Viapath Services consistently operates above the healthcare industry minimum level of quality, patient safety and compliance, set by legislation and professional standards.
- Viapath integrates its organisational structure, processes and procedures required to fulfil this policy and demonstrate improved quality outcomes.

- Viapath has an effective governance system that ensures accountability and provides internal and external assurance through reliable and relevant evidence. It operates through the Viapath Governance, Risk and Quality Framework, which offers assurance from Bench to Board.
- Viapath engages stakeholders to understand, meet and exceed their needs and requirements for patient safety, clinical effectiveness, operational performance, patient and stakeholder engagement.
- Viapath maintains an ethical culture and environment to underpin the business values. High standards of behaviour, employee engagement and empowerment with accountability is maintained to allow excellence in our services to flourish.

## Quality Improvement

Viapath has established continuous quality improvement as a business philosophy for all processes and services to support safe and effective patient care. Viapath continually monitors its activity, annually reviews this policy for its suitability and effectiveness.

Viapath publishes our annual Quality Account which reviews the previous year's governance, risk and quality process and improvements, with a particular focus on openness and learning when things do not go according to plan. It is a statutory requirement to publish the account, because we deliver services to NHS funded patients. It is published on NHS Choices and can also be accessed via the Viapath website:

<http://www.viapath.co.uk/annual-quality-report-and-account>

All laboratory services complete periodic Management Reviews at planned intervals to ensure objectives are monitored locally and changes or new systems, processes or procedures are implemented effectively. Satisfaction of users is seen as a key indicator of success in improvement of services. Viapath is proactive in managing its business risks and has plans in place to ensure service continuity in all events.

## Workforce

Viapath strives to maintain and develop a high quality, flexible workforce that is committed, engaged, trained and supported to provide the highest level of service to our users in accordance with relevant good professional guidance. Through recruitment, induction and training, employees will be made familiar with this policy and relevant content and procedures of the management system. Viapath's commitment to quality commences at the point of initial contact with potential staff through to when employees leave.

Each employee holds a personal responsibility for the quality of the work that they perform.

Competency assessment and appraisal is used to ensure ongoing capability and identify individual personal development.

Managers and supervisors provide effective leadership and create a culture and working environment that allows operational performance and change management to be achieved by employees who are empowered to make suggestions and take decisions.

### **Assessment and Monitoring**

Key performance and quality indicators are used to enhance operational performance and remove variation from laboratory processes. Internal quality control and assurance known as OPMS (Operating Performance Managing System) and GRQ (Governance, Risk and Quality workbook) is used as part of the overall assurance mechanism along with clinical and internal audit to monitor adequacy of operating procedures and effectiveness of the quality system.

Quality tools including root cause analysis and service improvement techniques are utilised, to ensure effective corrective actions are implemented and all lessons learned are disseminated in a timely manner.


We require all our employees to comply with data legislation including the General Data Protection Regulations (2018) and the Data Protection Act (2018) in addition to Viapath policies. Data protection principles are reinforced throughout Viapath via Information Governance mandatory training for all staff which is monitored via the Information Governance committee.

We allow accreditation and regulatory bodies appropriate access to the knowledge systems which we maintain, to provide third party assurance to Viapath and our stakeholders.

This policy statement is signed on behalf of Viapath Group by:

A handwritten signature in black ink, appearing to read 'D. Dryburgh', written over a horizontal line.

Dougie Dryburgh  
Viapath Chief Executive Officer

A handwritten signature in black ink, appearing to read 'J. Edgeworth', written over a horizontal line.

Professor Jonathan Edgeworth  
Viapath Medical Director