

Scope

This quality policy reinforces our commitment to high standards of quality compliance and service for service users and staff at Phoenix Pathology. Phoenix Pathology is dedicated to upholding the highest standards of quality and compliance, based on ISO 15189:2022 requirements, UKAS accreditation, and Good Clinical Practice (GCP) principles.

We are committed to:

1. Leadership and Competence:

- Appointing a competent and experienced Laboratory Director and Clinical Leads.
- Maintaining sufficient staffing levels to deliver a comprehensive and effective service.
- Recruiting and retaining HCPC registered scientists to ensure expertise and professionalism.

2. Quality Management and Compliance:

- Ensuring all personnel are familiar with our Quality Policy, Quality Manual, and related processes to enhance user satisfaction.
- Prioritising the health, safety, and welfare of our staff, service users, and visitors.
- Adhering to relevant environmental legislation and upholding professional values and conduct.

3. Patient and User Focus:

- Meeting the needs and requirements of patients and users by providing timely, accurate, and clinically useful examination results.
- Properly procuring and maintaining equipment and resources essential for service provision.

4. Risk Management and Continuous Improvement:

- Operating a robust Quality Management System (QMS) that integrates organizational procedures, processes, and resources.
- Establishing measurable objectives consistent with our policies and monitoring performance against these objectives.
- Using quality indicators to assess performance across pre-examination, examination, and post-examination processes.
- Maintaining the integrity of our management system during planned changes to ensure continual improvement.

5. Patient Safety and Risk Mitigation:

- Implementing a risk management process, including a risk register, to identify and mitigate clinical risks effectively to ensure patient safety.
- Ensuring all laboratory examinations fulfil their intended use and are conducted in a safe and correct manner.



Ali Rismani – Laboratory Director

August 2025

Name	Phoenix Pathology Quality Policy		
Q Pulse ID	LAB-P-1	Copy Location	See Q-pulse
Version	2.8	Author	Michel Pelisser
Date of Issue	August 2025	Authoriser	Dr Ali Rismani
Date of Review	August 2026	Page	Page 1 of 1