



## CASE STUDY

## Pathology

# SURREY PATHOLOGY NETWORK NEWSLETTER

### Problem:

Surrey Pathology Services (SPS) is a partnership formed in 2012 between laboratories from Ashford and St Peter's Hospitals, Frimley Park Hospital and Royal Surrey County Hospital NHS Foundation Trusts.

In my role as Training Manager I visit all the sites and I've noticed a different culture due to different policies, values and ways of working within each Trust. Staff do not always feel included in the SPS organisation due to teams working on different sites.

### Solution:

As a possible solution to the identified problem and to look to 'include' SPS staff, I developed the SPS Newsletter to celebrate achievements across the network and advertise tutorials, events and to include articles of interest mainly but not exclusively relevant to Pathology.

A suggestion scheme was included to escalate ideas 'upwards' to aid service improvements.

### Outcomes and benefits:

Feedback has been positive and the newsletter has been well received.

Twenty two suggestions have been made and the majority relate to service improvements.

The newsletter provides all staff with a media to keep up to date with what is happening across the network. A suggestion has been put forward to include a case study in the SPS news; this will have the benefit of increasing understanding and knowledge for staff members.

If the case study is linked to the tests required for diagnosis, NICE guidelines and possibly the samples needed; the knowledge would also be of benefit to our service users. The newsletter distribution would have to be increased to include the different Trust's intranets, with appropriate approval.

To continue the theme of developing an inclusive culture, the future project will be to create standardised learning/training pathways linked to competencies needed for individual job roles.

### Change Champion:

**Sue Saunders, Surrey Pathology Services Training Manager**

