

## QUALITY POLICY

The Quality Policy of East Riding Fertility Services Limited (Company Reg. No. 2951094) (ERFS) trading as "Hull & East Riding Fertility" and "The Hull Andrology Unit" is given below and published as a separate controlled document to be displayed within the Unit. It is the policy of the company to maintain quality systems designed to meet the requirements of EN ISO 9001 and ISO15189 in pursuit of the respective Units' primary objectives.

Hull & East Riding Fertility is East Yorkshire's only specialist fertility unit, and it has provided a clinical service to the people of the region since 1986. The Hull Andrology Unit provides diagnostic semen evaluations for both male subfertility and post-vasectomy analyses. It is the intention of the management and staff of the centre to continue to provide a service of the highest quality, to meet the needs and requirements of users. Uppermost standards of ethical, professional, business, clinical and scientific practice are employed and all work is carried out to meet the regulatory / accredited standards (including; HFEA and UKAS).

The quality of service offered has a direct influence on the Unit's ability to meet patients' expectations. The Unit endeavours to work with patients to define expectations and meet or exceed them through offering services which are effective, efficient and safe and equitably available. All procedures are fully validated against best practice guidelines and based on established research.

Organisational excellence is maintained at the Unit by implementing quality management principles. Quality control, assurance and improvement are integrated in our quality management system (QMS). The company's Quality Manual defines our quality objectives and key procedures.

The QMS will include the following elements;

- The Unit is dedicated to continuous process and service development for patients and employees. To achieve this objective the Unit will undertake internal and external audits to continually assess and review results. The quality of the service is ensured through the participation in benchmarking and national equivalence programmes.
- Standard operating procedures detailing fully documented guidance on all processes and procedures will be issued and amended by authorised personnel and uniformly followed by all staff.
- The Unit is committed to ensuring the health, safety and welfare of all staff, patients and visitors and conducts regular risk assessments and training to ensure compliance with the latest health and safety and environmental legislation.
- Systematic process improvement and training will be conducted. Patient and employee satisfaction programmes will be developed and reviewed.
- Patient service is an essential part of the quality process and to ensure this is fulfilled, all employees receive training to ensure awareness and understanding of quality and its impact on patient service.
- Complete traceability of all consultations, treatments and laboratory processes will be ensured.
- A fully documented complaints procedure and risk management system will be followed.

This policy will be implemented and maintained throughout the Unit. The requirements of the company's quality system are mandatory and all company personnel have a responsibility and obligation to it.

To ensure the Unit maintains its awareness for continuous improvement, the quality system is regularly reviewed and is subject to annual audit. Policies are subsequently reviewed and amended in light of experience and to keep pace with the latest developments in the field.

Signed on behalf of Hull & East Riding Fertility

Date



07/09/2022