

**DEPARTMENT OF MICROBIOLOGY**

**IMPORTANT NOTICE TO USERS**

**Rejection of Microbiology Samples**

Dear User,

As part of our on-going service reviews and quality assurance we audit compliance of our sample and labelling policy for users of our services.

Our most recent audit of user compliance has identified that we are seeing an increased number of samples being rejected by the department due to non-compliance or our specimen requirements.

Our latest figures show that on average, each month Microbiology reject over 600 samples due to non-compliance.

The main reasons for rejection of samples identified from the audit were:

- Insufficient patient identifiers on the request form and specimen to meet policy requirements
- No location stated on request form
- No Consultant/GP stated on request form
- No sample received
- Sample leaked in transit
- Name on form and specimen mis-match
- No investigation stated
- Insufficient sample received

We would therefore like to take this opportunity to remind our users to follow our sampling and labelling requirements to reduce the number of samples being rejected and any subsequent delays in diagnosis and treatment of patients.

There are also considerable costs to the department due to wastage of resources such as staff time, equipment, consumables e.g specimen containers & request forms. Dealing with rejected samples can also cause processing delays for other samples whilst staff deal with the rejected sample(s).

Further details of our specimen requirements and labelling policies are available on our website and intranet pages:

<http://www.pathology.leedsth.nhs.uk/Pathology>

Please help us to improve the quality of service we provide to our patients by complying with our pre-analytical requirements when submitting samples to the department.

Kind regards

Ian Cocking  
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