

Directorate of Laboratory Medicine  
Department of Clinical Biochemistry and Haematology  
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### **Procedure for recording and reporting sample quality problems**

From January 2018, we have started a new system of recording and reporting problems with the quality of samples and the quality of requests for York Blood Sciences. These problems are being reported to you as a PROBLEM report. In many cases, the nature of the problem does not prevent the sample from being analysed; we are simply alerting you to the fact that the quality of either the request or the sample was not of the standard we require. By recording problems in the way, we are able to collate data on areas that we can target to improve the quality of our service.

Common problems that we see include:

- No date of sample recorded on request form
- Order Comms barcode is of poor quality or smudged when stuck onto tube
- Order Comms barcode not stuck vertically on tube (the barcodes need to be read by our automated equipment – if they are not straight, the equipment can't read them and we need to re-print a new barcode)

We will still analyse these samples and you will receive the results in the normal manner.

**Please read the text of the PROBLEM report to understand the details of the problem.**

In the past, you will have received a 'Not Tested' result for samples that cannot be analysed. The 'Not Tested' report has now been replaced with a PROBLEM report.

**Please read the text of the PROBLEM report to understand the details of the problem.** In some cases, samples cannot be analysed (e.g. no sample / wrong sample sent, sample inadequately labelled). These sample will not be analysed and you will not receive any further reports.

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