

Patient Care and Respect

Southwest Pathology Services (SPS) has minimal direct patient contact except via specialist services such as Andrology.

All sample collections including phlebotomy services are provided by Somerset Foundation Trust and via trust associated contract providers e.g. Primary Care, or directly via our patients.

SPS prioritise the well-being of patients by ensuring their samples are handled with utmost care, while promoting a culture of respect and equality for all individuals.

Our providers ensure that guidelines for obtaining patient consent during the process of sample collection are of utmost importance. It is imperative to ensure that patients fully understand the purpose, risks, and benefits associated with the procedure. Where consent is required, Somerset FT (or its associated contract providers) will provide clear and comprehensive information to the patients, allowing them to make an informed decision. This includes explaining the nature of the samples being taken, the potential uses of these samples, and any potential risks or discomfort that may arise. Additionally, patients are given the opportunity to ask questions and seek clarification before providing their consent. It is crucial to respect the autonomy and rights of patients by obtaining their consent in a transparent and ethical manner.

The above is in accordance with ISO 15189:2022 section 4.3 e), f), i) Requirements regarding patient and 7.2.2 e) Laboratory information for patients and users.