

**Site visit inspection report on performance against HTA quality standards
Royal Shrewsbury Hospital and Princess Royal Hospital
HTA licensing number 12184**

Licensed under the Human Tissue Act 2004 for the

- **making of a post mortem examination;**
- **removal from the body of a deceased person (otherwise than in the course of an anatomical examination or post mortem examination) of relevant material of which the body consists or which it contains, for use for a scheduled purpose other than transplantation; and**
- **storage of the body of a deceased person or relevant material which has come from a human body for use for a scheduled purpose**

12 and 13 January 2011

Executive Summary

A site visit inspection of Royal Shrewsbury Hospital and its associated satellite, Princess Royal Hospital, (the establishment) was carried out by the HTA on 12 and 13 January 2011.

The establishment was found to meet the majority of the HTA standards across the four areas of: consent; governance and quality; premises, facilities and equipment; and disposal. Some shortfalls were identified in relation to consent, governance and quality, and premises facilities and equipment. Any particular examples of strengths or good practice are included in the concluding comments section of the report.

The HTA found the Designated Individual (DI), the Licence Holder, the premises and the practices to be suitable in accordance with the requirements of the legislation.

All reports of HTA inspections carried out from 1 November 2010 are published on the HTA's website.

Background to the establishment and description of inspection activities undertaken

This inspection covered the licensable activities, under HTA licence number 12184, at Royal Shrewsbury Hospital (RSH; the 'hub') and Princess Royal Hospital (PRH; the 'satellite'). Both hospitals are part of Shrewsbury and Telford Hospitals NHS Trust. Approximately 950 post mortem (PM) examinations are undertaken at the establishment each year. In the past two years these have all been under the authority of HM Coroners for Mid and North Shropshire, Telford and Wrekin, South Shropshire, Powys and Ceredigion. The establishment maintains provision for conducting hospital, consented, PM examinations. High risk and paediatric PM examinations are referred to other HTA-licensed establishments.

This is the first site-visit inspection of this establishment. The timetable for inspection was developed with due consideration of the establishment's licensing history and pre inspection discussion with the Designated Individual. As a routine, first, site-visit inspection the focus was on a high level review against all HTA standards. The inspection team visited both hub and satellite premises, met with staff carrying out licensable activities at both sites, met with a Coroner's Officer, inspected the mortuary and histopathology areas and reviewed documentation.

As part of the site visit two audit trail exercises were conducted at each site. A horizontal audit was carried out to verify details held within the mortuary register against related body storage and identification labels. There were no anomalies. A vertical audit of tissue removed at PM examination, for processing and examination within the histopathology department, was carried out for three selected cases at both the hub and the satellite facilities. All tissue was fully traceable.

Meeting the HTA's licensing standards

The HTA developed its licensing standards with input from its stakeholders, in order to ensure the safe and ethical use of human tissue and the dignified and respectful treatment of the deceased. The HTA expects licensed establishments to meet these standards.

This is an exception-based report: only those standards that have been assessed as not met are included. Where the HTA determines that a licensing standard is not met, the level of the shortfall will be classified as 'Critical', 'Major' or 'Minor' (see Appendix 3: Classification of the level of shortfall).

Unless otherwise advised, the establishment is required to inform the HTA within 14 days of the receipt of the final report of the corrective and preventative actions that will be taken to ensure that the improvements are addressed. A template for this purpose is provided as a separate Word document.

HTA standards not met

Consent

Standard	Inspection findings	Level of shortfall
<p>C1 Consent is obtained in accordance with the requirements of the Human Tissue Act 2004 (HT Act) and as set out in the Code of Practice.</p>	<p>The establishment's form for taking consent for adult, hospital, PM examinations is out of date in that it does not include all the requirements of the current HTA code of practice 1 on consent (September 2009).</p> <p>It is recognised that the establishment has existing experience of the revised code through use of consent forms for paediatric hospital, consented, PM examinations that are referred to another HTA licensed establishment.</p>	<p>Minor</p>
<p>C3 Staff involved in seeking consent receive training and support in the implications and essential requirements of taking consent.</p>	<p>The establishment's training programme for the taking of consent for adult, hospital, PM examinations and associated tissue retention does not fully address:</p> <ul style="list-style-type: none"> • the current requirements of the HT Act and the HTA code of practice on consent • the need for refresher training • the requirement that attendance at training is documented • the recommendation that under circumstances where untrained staff are involved in the process of taking consent they are accompanied by a trained individual. 	<p>Minor</p>

Governance and Quality

Standard	Inspection findings	Level of shortfall
<p>GQ1 All aspects of the establishment's work are supported by ratified documented policies and procedures as part of the overall governance process.</p>	<p>The establishment has developed a comprehensive set of clear and concise standard operating procedures (SOPs) that address the majority of licensable activities. The inspection provided an opportunity to conduct selected checks on the detail of the establishment's practical ways of working against relevant SOPs. As a result of this exercise the following procedural shortfalls were identified:</p> <ul style="list-style-type: none"> • The 'same name' procedure that has been established within the mortuary at Royal Shrewsbury Hospital is not in use at Princess Royal Hospital. The practice employed at Royal Shrewsbury Hospital is not fully described within a relevant standard operating procedure. • Use of the 'danger of infection' labels is not fully described within a relevant standard operating procedure. • Stepwise checks that are made regarding any request for repatriation of tissue to the body of the deceased are not fully described within a relevant standard operating procedure. • Procedural checks and arrangements that are in place regarding a visit by a NHSBT tissue retrieval team are not fully described within a relevant standard operating procedure. 	<p>Minor</p>
<p>GQ2 There is a documented system of quality management and audit.</p>	<p>The establishment's rolling schedule of audits is underdeveloped in that it does not include periodic review of ways of working versus standard operating procedures or, periodic, formal, vertical and horizontal audits.</p> <p>It is recognised that staff at the establishment conduct regular checks of records and registers as part of routine procedure (refer to advice and guidance 2)</p>	<p>Minor</p>

<p>GQ6 A coding and records system facilitates traceability of bodies, body parts, tissues and cells, ensuring a robust audit trail.</p>	<p>There is some lack of uniformity in the way in which tissue taken at PM examination is sent for histopathology processing and the way that this is documented. For example, when two pieces of different tissue are taken and put into one cassette for onward processing there is subsequent potential for the audit trail to be misinterpreted. The potential for confusion was demonstrated during the traceability audit exercise.</p>	<p>Minor</p>
<p>GQ7 There are systems to ensure that all adverse events, reactions and / or incidents are investigated promptly.</p>	<p>The standard operating procedure addressing adverse events does not include the requirement to report serious untoward incidents (SUIs) to the HTA.</p>	<p>Minor</p>
<p>GQ8 Risk assessments of the establishment's practices and processes are completed regularly and are recorded and monitored appropriately.</p>	<p>Whilst there is good evidence of a rolling programme of risk assessments these are, primarily, addressing the health and safety of staff. Risk assessments that look to safeguard bodies, body parts and tissues are underdeveloped. The inspection identified the following potential areas of risk that have not been the subject of periodic documented risk assessment:</p> <ul style="list-style-type: none"> • Risk assessment of retained specimens held at Princess Royal Hospital. • Risk assessment of the procedure for out of hours viewing at Royal Shrewsbury Hospital. • Risk assessments of the body storage contingency arrangements at both Royal Shrewsbury Hospital and Princess Royal Hospital. 	<p>Minor</p>

Premises, Facilities and Equipment

Standard	Inspection findings	Level of shortfall
<p>PFE2 Environmental controls are in place to avoid potential contamination.</p>	<p>The cleaning of the mortuary premises, in accordance with the written cleaning procedures and practices, is not documented. The requirement for the cleaning to be documented and the way it is to be documented is not included as part of the relevant procedure.</p>	<p>Minor</p>

Advice

Below are matters which the HTA advises the DI to consider.

No.	Standard	Advice
1.	C1	The DI is advised that a model consent form for hospital PM examination is available on the HTA website.
2.	GQ2	The DI should ensure that the regular documentation checks conducted within the mortuaries are captured as horizontal audits.
3.	GQ3	The DI is advised to introduce a system whereby new hospital porters receive induction training from the mortuary staff. In particular the induction should focus on aspects of the job where the porter staff are required to follow mortuary procedures.
4.	GQ4	The DI is advised to archive older sheets from the specimen retention folders at each mortuary.
5.	D2	The DI is advised to request copies of documentary evidence that the relevant third party contractor has checked the audit trail of disposal of clinical waste in accordance with the Trust contractual arrangements.

Concluding comments

The DI demonstrates a comprehensive understanding of licence requirements and the inspection identified many areas of licensable activity where the DI has influenced and promoted good practice. He has a wealth of relevant experience and a close working relationship with staff working under the licence. There is a strong culture of commitment to quality at the satellite and the hub facilities. This is supported by a robust system of governance and oversight. There are demonstrably good links with the respective Coroners' offices. The mortuary procedures are well considered. In particular the handover documents and registers are clear and concise with evidence of strong liaison with ward staff, hospital porters and funeral directors. The use of a customer satisfaction survey to obtain feedback on mortuary services is a noteworthy good practice and reflects the strong communication skills evident across mortuary staff. Systems and procedures within histopathology are well established and robust. There is evidence of good links between histopathology and the mortuary. There is a well designed database for tracing and tracking any tissue that is taken at post mortem examination.

Report sent to DI for factual accuracy: 14 February 2011

Report returned from DI: 21 February 2011 (No factual accuracy comments from the DI)

Final report issued: 22 February 2011

Once the establishment has been able to comment on the factual accuracy of the report, it will be published on the HTA website.

Appendix 1: HTA inspection process

The Human Tissue Authority regulates the removal, storage, and use of human bodies, body parts, organs and tissue for activities such as research, transplantation, and education and training. The legal requirements for establishments which carry out such activities are set out in the Human Tissue Act 2004 and The Human Tissue Act 2004 (Ethical Approval, Exceptions from Licensing and Supply of Information about Transplants) Regulations 2006.

We license establishments in England, Wales and Northern Ireland that carry out these activities, and inspect them to make sure legal requirements are met.

Inspections

We use the term 'inspection' to describe when we:

- visit an establishment to meet with staff, view premises and facilities, and review policies and procedures (a site-visit inspection); or
- assess written information we have requested from an establishment (a desk-based assessment / inspection).

We carry out inspections to assess if the Designated Individual (DI) is suitable to supervise the activity covered by the licence, as it is their responsibility to ensure that:

- other staff working under the licence are suitable;
- suitable practices are used when carrying out the activity; and
- the conditions of the licence are met.

We also need to be satisfied that the licence applicant or holder, the establishment's premises, and the practices relating to licensed activities, are suitable.

To help us reach our decisions, we have developed standards under four headings: Consent; Governance and Quality; Premises, Facilities and Equipment; and Disposal.

After every site visit inspection, we write a report documenting our findings. Where we find a particular standard is not fully met, we will describe the level of the shortfall as 'Critical', 'Major' or 'Minor'. In most cases, it will be the responsibility of the DI to seek the HTA's agreement on how they will address the identified shortfalls. More information about the classification of shortfalls can be found in Appendix 3.

The majority of our site-visit inspections are announced. If we have concerns about an establishment, we can also undertake an unannounced site visit inspection.

You can find reports for site visit inspections which took place after 1 November 2010 on our website.

Appendix 2: HTA standards

Standards which are not applicable to this establishment have been highlighted.

Consent standards
C1 Consent is obtained in accordance with the requirements of the Human Tissue Act 2004 (HT Act) and as set out in the code of practice
<ul style="list-style-type: none">• There is a documented policy which governs consent for post-mortem examination and the retention of tissue and reflects the requirements of the HT Act and the latest version of the HTA Code of Practice on consent.• There is a documented SOP detailing the consent process (including who is able to take consent, what training they must receive, and what information must be provided to those giving consent for post-mortem examination).• There is written information about the consent process (provided to those giving consent), which reflects the requirements of the HT Act and the latest version of the HTA Code of Practice on consent.
C2 Information about the consent process is provided and in a variety of formats
<ul style="list-style-type: none">• Relatives are given an opportunity to ask questions.• Relatives are given an opportunity to change their minds and it is made clear who should be contacted in this event.• Information contains clear guidance on options for how tissue may be handled after the post-mortem examination (repatriated with the body, returned to the family for burial/cremation, disposed of or stored for future use).• Where consent is sought for tissue to be retained for future use, information is provided about the potential uses in order to ensure that informed consent is obtained.• Information on the consent process is available in different languages and formats, or there is access to interpreters/translators.
C3 Staff involved in seeking consent receive training and support in the implications and essential requirements of taking consent
<ul style="list-style-type: none">• There is a training programme for taking consent for post-mortem examination and tissue retention which addresses the requirements of the HT Act and HTA code of practice on consent.• Refresher training is available (e.g. annually).• Attendance at consent training is documented.• If untrained staff are involved in consent taking, they are always accompanied by a trained individual.

Governance and quality system standards

GQ1 All aspects of the establishments work are supported by ratified documented policies and procedures as part of the overall governance process

- Documented policies and SOPs cover all mortuary/laboratory procedures relevant to the licensed activity. These may include:
 - post-mortem examination, including the responsibilities of the APTs and Pathologists (e.g. evisceration) and management of high risk cases
 - record keeping
 - receipt and release of bodies, which reflect out of hours arrangements
 - lone working in the mortuary
 - transfer of bodies and tissue (including blocks and slides) to other establishments or off site
 - ensuring that tissue is handled in line with documented wishes of the relatives
 - disposal of tissue (including blocks and slides)
- (Note that individual SOPs for each activity are not required. Some SOPs will cover more than one activity.)*
- Policies and procedures are regularly reviewed (for example, every 1-3 years).
 - There is a system for recording that staff have read and understood the latest versions of these documents.
 - Deviations from documented SOPs are recorded and monitored.

GQ2 There is a documented system of quality management and audit

- There is a quality manual which includes mortuary activities.
- Policies and SOPs are version controlled (and only the latest versions available for use).
- There is a schedule for audits to be carried out (which may include vertical and/or horizontal audits).
- Audits include compliance with documented procedures, records (for completeness) and traceability.
- Audit findings document who is responsible for follow up actions and the timeframe for completing those actions.
- Regular audits of tissue being stored at the establishment ensure that staff are fully aware what material is held and why.
- There is a complaints system in place.

GQ3 Staff are appropriately qualified and trained in techniques relevant to their work and are continuously updating their skills

- Staff are appropriately trained/qualified or supervised.
- Staff have annual appraisals.
- Staff are given opportunities to attend training courses, either internally or externally.
- Attendance by staff at training events is recorded.

- There is a documented training programme for new mortuary staff (e.g. competency checklist).

GQ4 There is a systematic and planned approach to the management of records

- There is a system for managing records which includes which records must be maintained, how they are backed up, where records are kept, how long each type of record is retained and who has access to each type of record.
- There are documented SOPs for record management.

GQ5 There are documented procedures for donor selection and exclusion, including donor criteria.

GQ6 A coding and records system facilitates traceability of bodies, body parts, tissues and cells, ensuring a robust audit trail

- Bodies are tagged/labelled upon arrival at the mortuary.
- There is a system to track each body from admission to the mortuary to release for burial or cremation (e.g. mortuary register, patient file, transport records).
- Organs or tissue taken during post mortem examination are fully traceable, including blocks and slides. The traceability system ensures that the following details are recorded:
 - material sent for analysis on or off-site, including confirmation of arrival
 - receipt upon return to the laboratory or mortuary
 - number of blocks and slides made
 - repatriation with a body
 - return for burial or cremation
 - disposal or retention for future use.
- Multiple identifiers used, including at least one unique identifier (e.g. post mortem number, name, dates of birth/death, etc) to identify bodies and tissue.

GQ7 There are systems to ensure that all adverse events, reactions and / or incidents are investigated promptly

- Staff are trained in how to use the incident reporting system.
- Staff know how to identify incidents and near-misses which must be reported, including those that must be reported to the HTA
- The incident reporting system clearly outline responsibilities for reporting, investigating and follow up for incidents.
- The incident reporting system ensures that follow up actions are identified (i.e. corrective and preventative actions) and completed.
- Information about incidents is shared with all staff (including the reporter) to avoid repeat errors.

GQ8 Risk assessments of the establishment's practices and processes are completed regularly and are recorded and monitored appropriately

- All procedures related to the licensed activities (as outlined in standard GQ1) are risk assessed.
- Risk assessments include risks associated with non-compliance with HTA standards as well as health and safety risks.
- Risk assessments are reviewed regularly (along with SOPs), for example every 1-3 years.
- Risk assessments include how to mitigate the identified risks; this includes actions that need to be taken, who is responsible for each action, deadlines for completing actions and confirmation that actions have been completed.

Premises, facilities and equipment standards

PFE1 The premises are fit for purpose

- There is sufficient space for the activities to be carried out.
- Refrigerated storage units are in good working condition and well maintained.
- Surfaces are made of non-porous materials.
- The premises are in reasonable condition (structure and cleanliness of floors, walls, entranceways).
- The premises are secure (e.g. there is controlled access to bodies, tissue, equipment and records).

PFE 2 Environmental controls are in place to avoid potential contamination

- There is clear separation of clean, transitional and dirty zones (e.g. doors, floor markings, signs).
- There is appropriate PPE available and routinely worn by staff.
- There is adequate critical equipment and/or PPE available for high risk post mortems.
- There are documented cleaning and decontamination procedures.
- There are documented cleaning schedule and records of cleaning and decontamination.

PFE3 There are appropriate facilities for the storage of bodies, body parts, tissues and cells, consumables and records.

- There is sufficient capacity for storage of bodies, organs and tissues.
- Temperatures of fridges and freezers are monitored on a regular basis.
- There are documented contingency plans in place should there be a power failure, or overflow.
- Bodies are shrouded whilst in storage.
- There is separate storage for infants and babies. If not, special measures are taken for the bodies of infants and babies.

PFE 4 Systems are in place to protect the quality and integrity of bodies, body parts, tissues and cells during transport and delivery to a destination

- There are documented procedures for transportation of bodies and tissue anywhere outside the mortuary (e.g. lab, other establishment), including record-keeping requirements.
- There are written agreements in place with any external parties (e.g. undertaker, or courier) who transport bodies and/or tissue behalf of the establishment (laboratory or mortuary).

(Note that coroners usually have their own agreements with external parties for transportation bodies and tissue; however, documentation for traceability purposes must still be maintained by the establishment for these cases.)

PFE5 Equipment is appropriate for use, maintained, quality assured, validated and where appropriate monitored

- Items of equipment in the mortuary are in a good condition and appropriate for use:
 - fridges / Freezers
 - hydraulic trolleys
 - post mortem tables
 - hoists
 - saws (manual and/or oscillating)
 - PPE for high risk cases (e.g. respirators)
- The use of porous materials is kept to a minimum and has been risk assessed
- Maintenance/service records are kept for equipment, including fridges/freezers, trolleys, post mortem tables (if draught) and post mortem suite ventilation.

(Note: These records may be held by the mortuary or centrally by the Trust, e.g. Estates Department.)

Disposal Standards

D1 There is a clear and sensitive policy for disposing of human organs and tissue

- There is a documented Trust or mortuary/laboratory policy for the disposal of human tissue, which reflects the requirements of the HTA code of practice on disposal.
- There are documented procedures for disposal of human tissue, including blocks and slides.

D2 The reason for disposal and the methods used are carefully documented

- There are systems in place that ensure tissue is disposed of in accordance with the documented wishes of the deceased person's family.
- Disposal records include the date, method and reason for disposal.
- Tissue is disposed of in a timely fashion.

(Note: this means that tissue is disposed of as soon as reasonably possible once it is no longer needed, e.g. when the coroner's or police authority ends or consented post-mortem examination is complete.)

Appendix 3: Classification of the level of shortfall

Where the HTA determines that a licensing standard is not met, the improvements required will be stated and the level of the shortfall will be classified as 'Critical', 'Major' or 'Minor'. Where the HTA is not presented with evidence that an establishment meets the requirements of an expected standard, it works on the premise that a lack of evidence indicates a shortfall.

The action an establishment will be required to make following the identification of a shortfall is based on the HTA's assessment of risk of harm and/or a breach of the HT Act or associated Directions.

1. Critical shortfall:

A shortfall which poses a significant risk to human safety and/or dignity or is a breach of the Human Tissue Act 2004 (HT Act) or associated Directions

or

A combination of several major shortfalls, none of which is critical on its own, but which together could constitute a critical shortfall and should be explained and reported as such.

A critical shortfall may result in one or more of the following:

- (1) A notice of proposal being issued to revoke the licence
- (2) Some or all of the licensable activity at the establishment ceasing with immediate effect until a corrective action plan is developed, agreed by the HTA and implemented.
- (3) A notice of suspension of licensable activities
- (4) Additional conditions being proposed
- (5) Directions being issued requiring specific action to be taken straightaway

2. Major shortfall:

A non-critical shortfall that:

- poses a risk to human safety and/or dignity, or
- indicates a failure to carry out satisfactory procedures, or
- indicates a breach of the relevant CoPs, the HT Act and other relevant professional and statutory guidelines, or
- has the potential to become a critical shortfall unless addressed

or

A combination of several minor shortfalls, none of which is major on its own, but which, together, could constitute a major shortfall and should be explained and reported as such.

3. Minor shortfall:

A shortfall which cannot be classified as either critical or major, but which indicates a departure from expected standards.

This category of shortfall requires the development of a corrective action plan, the results of which will usually be assessed by the HTA either by desk based or site visit.

Follow up actions

A template corrective and preventative action plan is available as a separate Word document. You must complete this template and return it to the HTA within 14 days of the issue of the final report.

Based on the level of the shortfall, the HTA will consider the most suitable type of follow-up of the completion of the corrective and preventative action plan. This may include a combination of

- a follow-up site-visit inspection
- a request for information that shows completion of actions
- monitoring of the action plan completion
- follow up at next desk-based or site-visit inspection.

After an assessment of your proposed action plan you will be notified of the follow-up approach the HTA will take.