

THE MEDICAL DIRECTOR'S TALE:

"USER AND PROVIDER"

USER

- **OF LOCALLY RESPONSIVE SERVICES**
- **OF REGIONAL SERVICES**
- **OF CLINICAL PATHOLOGY SERVICES**

PROVIDER

- **OF LOCALLY RESPONSIVE SERVICES**
- **OF REGIONAL SERVICES THROUGH ARRANGEMENTS WITH COMMISSIONERS**
- **OF CLINICAL PATHOLOGY SERVICES**

QUALITY CONCERNS

- QUALITY
 - How much, when, where, how?
- QUALITY
 - timeliness
 - appropriateness
 - validated quality
- VALUE FOR MONEY
 - manpower resources
 - Efficiency, effectiveness

QUALITY CONCERNS

- CLINICAL GOVERNANCE
 - links with corporate clinical governance
 - external accreditation

THE FUTURE OF PATHOLOGY SERVICES

What is essential?

What is effective?

What is sustainable?

THE FUTURE OF PATHOLOGY SERVICES

- Agreed local profiles of service
- Agreed regional profiles of service
- Agreed access to services

Supported by: -

- Evidence base
- Audit
- Workforce planning