Synnovis Statement of Purpose

On 1st April 2021, a new partnership was formed between SYNLAB UK & Ireland, Guy's & St Thomas' NHS Foundation Trust and King's College Hospital NHS Foundation Trust to deliver and transform pathology services across South East London.

Synnovis Group LLP is registered in England & Wales under number OC337242. The registered address is Friars Bridge Court, 41 Blackfriars Road, London, SE1 8NZ

Synnovis is comprised of three legal entities, the functions of which are stated below:

- **Synnovis Group LLP:** Strategy, management, finance, HR and commercial
- **Synnovis Analytics LLP:** Operations, diagnostics, research & development, clinical innovation
- **Synnovis Services LLP:** manages laboratory facilities, systems, equipment, consumables and maintenance

The Care Quality Commission

The Care Quality Commission is the independent regulator of all health and social care services in England.

Synnovis is an independent pathology provider registered with the Care Quality Commission to provide:

- Diagnostic and screening procedures
- Management of supply of blood and blood derived products

As of 1st April 2024, the locations of the services and the applicable CQC Registrant Manager for each site are contained in Table 1 below.

Location	Registered Manager
Synnovis Analytics Guy's Hospital Great Maze Pond London SE1 9RT	Ms Analie Booth Operations Services Director analie.booth@synnovis.co.uk 07748902214
Synnovis Analytics St Thomas Hospital Westminster Bridge Road London SE1 7EH	Ms Analie Booth Operations Services Director analie.booth@synnovis.co.uk 07748902214
Synnovis Analytics Bessemer Wing Kings College Hospital Denmark Hill SE5 9S	Miss Elizabeth Jacqueline Ford Operations Services Director Liz.ford@nhs.net 07748586911
Synnovis Analytics Princess Royal University Hospital Farnborough Common, Orpington, BR6 8ND	Miss Elizabeth Jacqueline Ford Operations Services Director Liz.ford@nhs.net 07748586911

Synnovis Analytics Royal Brompton Hospital (Guy's and St Thomas' NHS Foundation Trust) Sydney Street London SW3 6NP	Ms Analie Booth Operations Services Director analie.booth@synnovis.co.uk 07748902214
Synnovis Analytics Harefield Hospitals (Guy's and St Thomas' NHS Foundation Trust) Hill End Road Harefield UB9 6JH	Ms Analie Booth Operations Services Director analie.booth@synnovis.co.uk 07748902214
Synnovis Analytics Friars Bridge Court 41 Blackfriars Road London SE1 8NZ	Ms Analie Booth Operations Services Director analie.booth@synnovis.co.uk 07748902214 Miss Elizabeth Jacqueline Ford Operations Services Director Liz.ford@nhs.net 07748586911

Table 1. Synnovis Analytics CQC registered sites and registrant Managers

The CQC website contains the CQC status of all Synnovis sites where laboratories are situated:

Synnovis Group LLP - Care Quality Commission (cqc.org.uk)

UKAS

The status of Synnovis laboratories accreditation to ISO15189 , for tests listed in our schedules of accreditation, can be viewed on the UKAS website link below.

Search Accredited Organisations - UKAS

A list of all our laboratories ISO15189 registration numbers can be viewed on our Synnovis website

http://www.synnovis.co.uk

Scope

Synnovis is a clinically led, customer focused and scientifically driven full-service pathology provider of accurate, timely and clinically useful prognostic, diagnostic and screening results, blood and blood products, with clinical advice provided by NHS Consultants, to the NHS and private sector locally, nationally and internationally.

Services include core and specialist services. These services participate in research, development and clinical trials. A detailed scope for each location is available.

Aims and Objectives

The Synnovis Management System supports the business vision to be the leading pathology provider of high-quality, cost-effective pathology services and ensures that:

• Synnovis has a business reputation based on safety, quality and customer service, using innovation to build a competitive advantage in chosen market sectors so that it becomes the pathology provider of choice.

• Synnovis identifies its resource requirements through an effective management structure to ensure that risk and improvement opportunities are identified and acted on to protect or improve the health and safety of patients, staff and visitors.

• Synnovis services consistently operates above the healthcare industry minimum level of quality, patient safety and compliance, set by legislation and professional standards.

• Synnovis integrates its organisational structure, processes and procedures required to fulfil this policy and demonstrate improved quality outcomes.

• Synnovis has an effective governance system that ensures accountability and provides internal and external assurance through reliable and relevant evidence. It operates through the Synnovis Governance, Risk and Quality Framework, which offers assurance from bench to board.

• Synnovis engages stakeholders to understand, meet and exceed their needs and requirements for patient safety, clinical effectiveness, operational performance, patient and stakeholder engagement.

• Synnovis maintains an ethical culture and environment to underpin the business values. High standards of behaviour, employee engagement and empowerment with accountability is maintained to allow excellence in our services to flourish.

Quality Improvement

Synnovis has established continuous quality improvement as a business philosophy for all processes and services to support safe and effective patient care. Synnovis continually monitors its activity, annually reviews this policy for its suitability and effectiveness.

All laboratory services complete regular Management Reviews at planned intervals to ensure objectives are monitored locally and changes or new systems, processes or procedures are implemented effectively. Satisfaction of users is seen as a key indicator of success in improvement of services, and we provide a dedicated customer service team. Synnovis is proactive in managing its business risks and has plans in place to ensure service continuity in all events.

Workforce

Synnovis strives to maintain and develop a high quality, flexible workforce that is committed, engaged, trained and supported to provide the highest level of service to our users in accordance with relevant good professional guidance. Through recruitment, induction and training, employees will be made familiar with this policy and relevant content and procedures of the management system.

Each employee holds a personal responsibility for the quality of the work that they perform.

Competency assessment and appraisal is used to ensure ongoing capability and identify individual personal development.

Managers and supervisors provide effective leadership and create a culture and working environment that allows operational performance and change management to be achieved by employees who are empowered to make suggestions and take decisions.

Assessment and Monitoring

Key performance and quality indicators are used to enhance operational performance and remove variation from laboratory processes. The GRQ (Governance, Risk and Quality workbook) is used as part of the overall assurance mechanism along with clinical and internal audit to monitor adequacy of operating procedures and effectiveness of the quality system.

Quality tools including root cause analysis and service improvement techniques are utilised, to ensure effective corrective actions are implemented and all lessons learned are disseminated in a timely manner.

We require all our employees to comply with data legislation including the General Data Protection Regulations (2018) and the Data Protection Act (2018) in addition to Synnovis policies. Data protection principles are reinforced throughout Synnovis via Information Governance mandatory training for all staff which is monitored via the Information Governance committee.

We allow accreditation and regulatory bodies appropriate access to the knowledge systems which we maintain, to provide third party assurance to Synnovis and our stakeholders.

This policy statement is signed on behalf of Synnovis Group by:

Gavin MacDonald

Synnovis Senior Director of Operations

Date: 24/09/2025

Dr Paul Cane

Synnovis Medical Director

Date: 24/09/2025