



# InSYNC

News and updates on the pathology transformation programme for colleagues and service users

**22 June 2021**

## Introduction

It's been a whirlwind few months for us all since the launch of our new pathology partnership, but the hard work and dedication of everyone means we continue to deliver a great service for patients, clinicians and the NHS, as well as scientists and other colleagues working within pathology services.

In this issue of In SYNC you will find:

- A video with Estates and Environment Director Andy Hockin
- Who our new Transformation Leads are
- An update on our first Big Conversation events
- The results of our branding engagement sessions
- What our new Leadership and Colleague Briefings entail
- A reminder on how to report estates and facilities issues

In case you haven't seen it, [click here](#) to watch a video tour of the new hub laboratory at the heart of our plans for the future of pathology services in South East London.

If you have an idea for a story or a suggestion about what you would like to see featured in this newsletter, please email [LetsTalk@viapath.org](mailto:LetsTalk@viapath.org).

## Interview with Viapath's Estates and Environment Director

Now you've seen the video featuring our new hub laboratory, meet one of our colleagues with a key role in delivering the vision to create a world-leading, integrated pathology network.

Estates and Environment Director Andy Hockin recently joined the Viapath Executive team and will be responsible for the management of properties and facilities, working with the Trust Estates teams.

A microbiologist with more than 20 years' experience of managing multi-disciplinary laboratories across Europe, Andy's primary focus will be on the hub laboratory and the reconfiguration of Essential Service Laboratories which will remain on Trust sites. He is also responsible for Health & Safety and Procurement, work which will involve ensuring all future designs are COVID compliant and negotiating better deals on resources and equipment.

In this vlog, Andy reflects on the challenges ahead and how the experience he brings will help to deliver the aims of our pathology partnership.



Can't see this video? Click [here](#) to watch on Vimeo.

## Transformation Leads appointed

Three Transformation Leads covering Infection Sciences, Blood Sciences and Tissue Sciences have been appointed within our pathology partnership in South East London.

These are critical roles within the transformation team and will involve working with consultant pathologists, external colleagues and the hospital trusts to design, develop and deliver an end-to-end service which enables the successful delivery of the pathology programme.

The Transformation Leads bring with them extensive experience and insight, which will be invaluable in helping to design solutions and working environments that encourage both innovation and top-class service delivery. We are delighted to introduce them:

**Khadijah Owusu-Ansah (Tissue Sciences):** Khadijah joined Viapath in 2015 and has more than 20 years' experience working in histopathology within the NHS. She currently manages the King's College Hospital Tissue Sciences service and has just taken on the service delivery of liver histopathology. A Fellow of the Institute of Biomedical Sciences, Khadijah has introduced lean working methods that have helped to shape a high-performing department with patient needs at its heart.



**Darren Costello (Blood Sciences):** Darren joined Viapath in 2013 and has extensive experience in the design, development and configuration of pathology laboratories, in order to develop lean and efficient services. A fellow of the Institute of Biomedical Sciences (FIBMS), he is responsible for the scientific, leadership and management training and development of various Viapath colleagues and contributes to financial recovery plans through quality, innovation, productivity and prevention strategies.



**Fearghal Tucker (Infection Sciences):** With more than 20 years' experience in the NHS, Fearghal joined Viapath in 2016 and has introduced many new technologies into laboratories, the most significant being MALDI-TOF, which is used for the rapid and accurate identification of micro-organisms. He has spoken at many national and international conferences on such achievements, as well as about his time managing a PHE laboratory in Sierra Leone in 2015, to diagnose Ebola as part of the international response to the epidemic.



Congratulations to Fearghal, Darren and Khadijah on their new roles. We all look forward to working with them during the transformation journey.

Further Transformation Lead roles to support Reference Services, Support Services, Logistics, R&D and Ultra-Specialist Pathology Services will be advertised soon. Keep an eye on the [SYNLAB page of ViaNet](#) and the SYNLAB UK & Ireland website at [www.synlab.co.uk/careers/current-opportunities/](http://www.synlab.co.uk/careers/current-opportunities/) for new career opportunities.

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## Branding update

The programme to develop a new brand for our pathology partnership to recognise a fresh chapter in our history is continuing.

Viapath colleagues, clinicians, service users and representatives from SYNLAB and the NHS have been engaged to gain an insight into the organisation and what we stand for.

This information is being used to inform the development of our new brand. The next step will be to choose a name for the partnership and then create the associated designs. We hope to have a name to share with you within the next month or so, keeping us on target for an autumn launch.

Do you know of any documents or assets featuring Viapath branding that will need replacing? Please share these now by emailing [LetsTalk@viapath.org](mailto:LetsTalk@viapath.org)

## Big Conversation update: the hub



Thank you to everyone who attended our first 'Big Conversation' events, where colleagues were given a chance to have their say on how the new hub building at Friars Bridge Court will look and operate.

Some extremely honest insights, ideas and opinions were provided, all of which will be listened to and taken on board as we seek to create a world-class working environment and deliver the future vision for pathology services in South East London.

You can [click here](#) to download a written Q&A summary of the two sessions.

Based on feedback received, another Big Conversation dedicated to the topic of training provision/facilities at the new hub is due to be held in the next few weeks – details of how to get involved will follow soon.

Look out for more Big Conversation events to come, focused around key transformation topics at appropriate junctures during the pathology services transformation journey.

## New Leadership and Colleague Briefings

We're delighted to be able to share with you a new way of keeping you informed about our journey towards becoming a world-leading integrated pathology network.

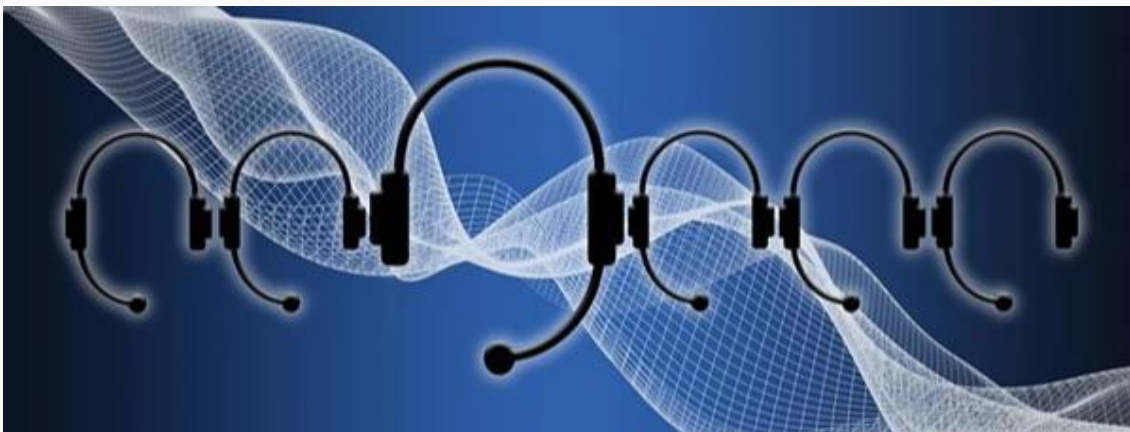
As the transformation process is happening so quickly, the quarterly Viapath employee roadshows will be replaced by two meetings taking place every six weeks - Leadership and Colleague Briefings. These will both be attended by members of the Executive and Transformation teams.

**Leadership Briefings** – these sessions are aimed at the Senior Leadership Team (SLT) and are designed to give these managers an overview of what we'll be sharing in the Colleague Briefings. This will allow them the opportunity to ask their questions and reflect on the content, leaving them well placed to add context should their teams have questions following the subsequent Colleague Briefing. Those in the SLT will be sent a diary invite to the Leadership Briefing, which we highly recommend you attend. The first of these briefings took place earlier this week.

**Colleague Briefings** - these will take place a couple of days after the Leadership Briefing, with everyone working within the pathology partnership invited to attend virtually. You can access the June meeting at **11.30am on Friday, June 25** by [clicking here](#). Colleague Briefings will be recorded and subsequently shared on ViaNet and in In SYNc.

We very much hope to see you on the call.

## Estates and facilities helpdesk reporting



As part of service transformation, work is being done to simplify the Estates reporting system by creating a single front-end helpdesk for all colleagues to use. This is expected to be available later in the year, with more information to be shared in the coming months.

Until then, you are reminded to follow the existing process when reporting all estates or facilities-related concerns, which is to contact the Trust helpdesks directly.

Details of these can be found below:

- King's College Hospital (Denmark Hill): [kch-tr.EstatesMaintenanceHelpdesk@nhs.net](mailto:kch-tr.EstatesMaintenanceHelpdesk@nhs.net)
- Guy's and St Thomas': [EssentialFacilitiesServicedesk@gstt.nhs.uk](mailto:EssentialFacilitiesServicedesk@gstt.nhs.uk)
- PRUH: [Claire.worrall@nhs.net](mailto:Claire.worrall@nhs.net)

If you experience any issues with the above or your request is not resolved, then please escalate the matter to [facilities@viapath.org](mailto:facilities@viapath.org).

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## Share your stories

We are keen to identify the many successes and achievements happening every day across our pathology partnership, particularly related to the transformation programme.

Whether it's big or small, or related to an individual, team or service, if you have something that makes you proud then please get in touch by emailing [LetsTalk@viapath.org](mailto:LetsTalk@viapath.org).

We would love to share examples of good news more widely with colleagues and, where possible, externally also via channels such as social media.

[Share your good news stories](#)

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Develop your career with us



OPPORTUNITY

Many new career opportunities continue to be created in this early part of the transformation journey. These are advertised on the [SYNLAB page of ViaNet](#) and applications can be made through the SYNLAB UK & Ireland website at [www.synlab.co.uk/careers/current-opportunities/](http://www.synlab.co.uk/careers/current-opportunities/)

Among the new posts being advertised now are:

- Clinical Strategic Lead – Primary and Community Care
- Clinical Governance Lead
- Estate/Construction Programme Manager
- Programme Support Officer
- Information Security Lead

Viapath colleagues, please notify your line manager and the recruitment team if you plan to apply by emailing [synlab-recruitment@viapath.org](mailto:synlab-recruitment@viapath.org).

[View job opportunities](#)