



# InSYNC

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

**July 29, 2021**

## Introduction

Welcome to the latest edition of In SYNC, the newsletter dedicated to bringing you the very latest updates along our pathology services transformation journey.

In this issue:

- [Meet our new Medical Director and Clinical Governance Lead](#)
- [Discover the date of the next Colleague Briefing](#)
- [Find answers to your most commonly asked service transformation questions](#)
- [Learn more about the SYNLAB Transformation System \(STS\) and its role in quality improvement](#)
- [Get an update on the transfer of phlebotomy services](#)
- [Read about the latest job opportunities in our pathology partnership](#)

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)

## An interview with our new Medical Director

**Dr Paul Cane** has been named as our pathology partnership's new Medical Director.

Paul has close to two decades' experience as a consultant in South East London in his specialist area of histopathology.

He will head up our new team of Strategic Clinical Leads under a model that demonstrates our commitment to putting clinicians at the forefront of service delivery and improvement.

This focus on clinical leadership will improve engagement between clinicians across our partner hospital trusts and beyond, so that every decision about pathology services is made with the best interests of patients and those who provide their care at its heart.

In this video, Paul tells us more about his new role, the challenges that lie ahead and how we'll overcome them, and his vision and enthusiasm for working together to create a world-leading service.



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

## Strategic Clinical Lead for Genomics - a warm welcome

Our fifth Strategic Clinical Lead (SCL) is now in place as work to implement the new clinical structure within our pathology partnership continues.

In a joint appointment with the South East Genomic Laboratory Hub (GLH) Partnership, **Deborah Ruddy** is the GLH Clinical Director and Strategic Clinical Lead for Genomics.

Deborah will contribute to the strategic leadership for all clinical elements of the GLH services and sites, including the Viapath genomics services. She will report jointly to the South East Genomic Medicine Service Alliance (GMSA)/GLH Medical Director and the Viapath Medical Director, and will provide clinical input into transformation activities for genomic medicine.

**Pictured right:** Deborah Ruddy, GLH Clinical Director and Strategic Clinical Lead for Genomics.



**Dr Royce Vincent** (Chemistry and Immunology), **Dr Silke Schelenz** (Infection Sciences), **Prof Beverley Hunt** (Haematology) and **Dr Giuseppe Culora** (Tissue Sciences – interim) make up the SCL team, with recruitment ongoing in the fields of Primary Care and Community Services, and Research & Development and Innovation.

**Tracy Ellison**, Viapath Chief Operating Officer, said: *“We are delighted to welcome Deborah, who will be working with clinical and laboratory senior leaders to ensure the alignment of genomic medicine strategies across the GLH, GMSA and Viapath.*

*“The work of the SCLs is already proving invaluable in terms of our focus on activities supporting test harmonisation and finalising the testing repertoire for the hub laboratory and Essential Services Laboratories.*

*“I am sure everyone will join me in wishing Deborah every success in her new role.”*

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## In a nutshell: Transformation news at a glance

It is still early days in our pathology services transformation journey, but you may have noticed the pace of change really starting to pick up.

To help keep you in the loop, here’s a round-up of just some of the recent highlights and milestones achieved:

- The phase 1 transfer of **phlebotomy services** has taken place successfully with the recruitment of five new colleagues, who will work from Denmark Hill. Thanks to **Vicky Shah**, her team and everyone in recruitment for all their work in bringing on board the new phlebotomists, who we are pleased to welcome.
  - **Hub building** locked down ready for construction work to start, with layout plans under development.
  - Preferred supplier selected for **laboratory equipment** at the hub. Operational analyser installation date TBC.
  - Recruitment set to start for our **‘Change Champions,’** a group of colleagues responsible for helping to drive the transformation journey on the front line – more information to follow in the upcoming Colleague Briefing (see below).
  - Recruitment is ongoing for a significant number of roles to support the **Bexley, Greenwich and Lewisham (BGL) transfer** in October, with 30% of positions already filled.
  - Ongoing work to **support GPs** across BGL, e.g. systems and processes, to ensure a safe and smooth transfer of services. Look out for further updates on the BGL transfer in future editions of In SYNc.
  - Work continues to complete final legal checks on our partnership’s proposed **new brand name** and identity, and we hope to be in a position to be able to share this with colleagues next month.
  - Look out for an update on the implementation of our new **Laboratory Information Management System (LIMS)** in the next edition of In SYNc.
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## Colleague Briefing



We're delighted to be able to invite you to the next of our **Colleague Briefings**.

These sessions, which take place every six weeks, are a new way of keeping you right up to date with everything that's happening as we become a world-leading integrated pathology network.

The one-hour briefing will be attended by members of the Executive and Transformation teams, with everyone working within the pathology partnership invited to attend virtually. You can access the meeting at **1pm on Thursday, August 5** by [clicking here](#).

The briefing will be recorded and subsequently shared on ViaNet and in *In SYNC*.

It would be great to see you there.

## Getting to where we want to be – join the next Big Conversation



Some of you may have already heard of the **SYNLAB Transformation System (STS)**, a methodology of continuous improvement designed to ensure that SYNLAB as a company meets its various commitments in a structured way and allows for peer review of improvements and innovations.

Under the South East London Pathology Partnership, STS will play a key role in helping to collaboratively develop our partnership, so that one high-performing team is fully focused on the vision to transform and improve pathology services in the region.

The ultimate goal of STS is to deliver better quality to customers and service users, and to improve employee satisfaction – and the only way that can be achieved is through the dedication of each and every individual within our partnership.

In September, we will be holding the next in our series of virtual Big Conversation sessions, where you will have the opportunity to learn more about STS, ask questions about what it will mean for you and share your thoughts and ideas.

Everyone is welcome to attend – just email [LetsTalk@viapath.org](mailto:LetsTalk@viapath.org) to register your interest and we'll forward an invitation as soon as arrangements are finalised.

[Register your interest](#)

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## Colleague Engagement Group

The first monthly meeting of the newly formed **Colleague Engagement Group (CEG)** has taken place.

Comprising existing Consultation and Communication Committee (CCC) employee representatives from across the partnership, this extension to the remit of the CCC is focusing on ensuring effective transformational communications and engagement activities. This will help us to provide better support for colleagues working in the service.

The CCC itself meets quarterly and is a forum designed to discuss both strategic and operational issues which affect you, your team and the organisation.

A range of issues were discussed by the CEG, including ideas around how to ensure our new Leadership and Colleague Briefings deliver maximum engagement and impact, and the suggestion to set up a Change Champions group.

Thank you to everyone involved in this important group. Click [here](#) to find an overview of all existing employee groups within Viapath.

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## A warm welcome to our new Clinical Governance Lead

We are delighted to introduce **Carol Macfarlane**, who has taken over as our partnership's Clinical Governance Lead from Sue Clark, who is retiring.

Carol brings with her extensive clinical governance and quality experience from her previous roles at Imperial College Healthcare, and Lewisham and Greenwich NHS Trusts, and also has a very strong background in pathology.

**Pictured right:** Carol Macfarlane, Clinical Governance Lead



As an HCPC-registered Biomedical Scientist, she has previously worked at the PRUH and at Guy's and St Thomas', where she took up her first quality and governance managerial role in blood sciences.

Carol was Biochemistry Manager at Lewisham and Greenwich NHS Trust during the implementation of its hub and spoke laboratories model and has significant experience on both sides of organisational restructure.

As she finds her way around SYNLAB and Viapath, Carol will be supported by Sue, who will gradually wind down her hours before leaving us at the end of September. We wish Sue all the very best for the future.

Carol said: *"No matter where I have worked my heart has always been in pathology, so I am really pleased to be in the thick of it and am very much looking forward to being part of a transformation programme of this magnitude. Everyone I've met so far has been very welcoming and supportive."*

*"My own experience with organisational change has given me a great deal of understanding and empathy for those going through it, so it's important to make the process as inclusive as possible so people they feel they have their own voice and are being heard."*

Welcome, Carol.

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## Your questions answered



It is important that we all have the chance to get answers to the many questions that will inevitably arise throughout this ongoing period of change.

An updated document that addresses scores of your most common questions is now available, covering HR, Operations, Learning and Development, IT and the new hub laboratory. We hope you find it useful.

Don't forget you can ask questions about the transformation programme at any time by emailing [LetsTalk@viapath.org](mailto:LetsTalk@viapath.org), and please look out for the many colleague engagement opportunities that lie ahead.

[View the Q&As](#)

## Communications - who to speak to



They say that all roads lead to communications – and that's certainly true in a large-scale pathology partnership like ours.

But who should you speak to if you need communications advice, want to get a key message sent out or are simply keen to share a good news story?

The **Viapath internal communications team** is responsible for day-to-day comms activities such as Our News, ViaNet, awards programmes and manager briefings. Transformation-related comms – such as external PR, stakeholder management, branding and digital and social media – fall within the remit of **MIH Solutions**, SYNLAB's strategic communications partner.

However, the truth is that who you deal with doesn't matter. MIH and the Viapath communications team are working hand-in-hand to ensure that a spotlight is turned on everything that's happening across the partnership.

So, if you need any communications-related help or advice, just email [communications@viapath.org](mailto:communications@viapath.org) or [LetsTalk@viapath.org](mailto:LetsTalk@viapath.org) at any time.

Develop your career with us



Many new career opportunities continue to be created as we move along our 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:

- **Strategic Clinical Lead - Primary and Community Care**
- **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)