



# InSYNC

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

**8 December, 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:

- Watch our [Customer Services video](#) to find out what measures have been put in place to help facilitate the transfer of pathology services in Bexley, Greenwich and Lewisham (BGL)
- Meet [Martin Isaacs](#), our new Organisational Design and Development Consultant
- Learn more about our [Change Champions](#) and their work in a specially recorded video
- Take a look back at the major [service transformation milestones](#) you have helped to deliver during 2021
- See the latest [job opportunities](#)

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)

## Pathology Support Services

You'll be aware that, in no small part thanks to your exceptional dedication and effort, one of UK history's most significant transfers of pathology services has now been completed.

On 12 November, services provided to GPs and adult community services in Bexley, Greenwich and Lewisham (BGL) transferred from Lewisham and Greenwich NHS Trust to Viapath.

One of the areas of our business most affected by the BGL transfer is Customer Services, which has invested in extra capacity so that BGL clinicians can be given the support they need.

As well as handling hundreds of calls and emails every day, the team administers the pathology supplies ordering portal for consumables to GPs and has extended its hours, now opening from 8am to 8pm on weekdays, as part of its pledge to provide the very highest standards to service users.

In this video, produced to support the BGL transfer, **Michael Holder** - our Head of Customer Services & Logistics - provides an insight into the responsibilities of the team.

# Pathology Support Services



## Martin is excited about the challenge ahead

Former Royal Marine **Martin Isaacs** (pictured right) is no stranger to a challenge – and he says he cannot wait to get stuck into his latest one at Viapath.

Reporting into HR Change Manager, Rachel Skye, Martin has joined our pathology partnership as **Organisational Design and Development Consultant** and will spend the next 12 months working alongside **Dr Tracy Ellison** (COO), the **Divisional Operations Directors** and **Nicki Kirkman** (Director, Design Development Operations).



Calling on his experience in transformational change and project management across the public and private sectors, he will help to design and develop an effective organisational structure that brings strategy into reality, enabling us to deliver a world-leading integrated pathology network.

Martin said: “I’d like to say thank you for the warm welcome I’ve received. Putting people at the centre of everything I do has always been a key driver for me, so Viapath’s values align with my own and that’s why I’m excited to be joining at this stage of the transformation.”

Martin's most recent role was with The Royal British Legion, where he led and supported a range of projects including the organisational design and restructure of care homes, as well as the development of a plan which explored the effects of the COVID-19 pandemic on the working environment.

In his spare time, he enjoys travel, sport (particularly rugby) and spending time with his family.

A very warm welcome, Martin!

## Change Champions get to work



Following the completion of an orientation programme - where they got to know each other, became familiar with the transformation programme, met key stakeholders and started bespoke training - our [35 Change Champions](#) have now started their work in earnest.

Tasked with supporting and engaging colleagues throughout the pathology services transformation journey, our Change Champions are dotted throughout the business and are easily identifiable by their pin badges and tailored email signatures. A ViaNet page with more information about each of them is also now available [here](#):

If you haven't yet seen the video introducing our network of Change Champions, [click here](#) to watch it.

We're still on the lookout for more people to become Change Champions - are you interested? If so, please email HR Change Manager, Rachel Skye, on [Rachel.skye@viapath.org](mailto:Rachel.skye@viapath.org)

## Sharing your successes



We love sharing the many successes and achievements of both teams and individuals across our pathology partnership – and that's why we want you to tell us about them!

Because so many people do such amazing work every day, it can sometimes feel like it's just the norm. However, if it's something you're proud of, the chances are it's something others will be interested in too.

Whatever it might be, whether you think it's big or small, please get in touch by emailing [LetsTalk@viapath.org](mailto:LetsTalk@viapath.org) to start a conversation.

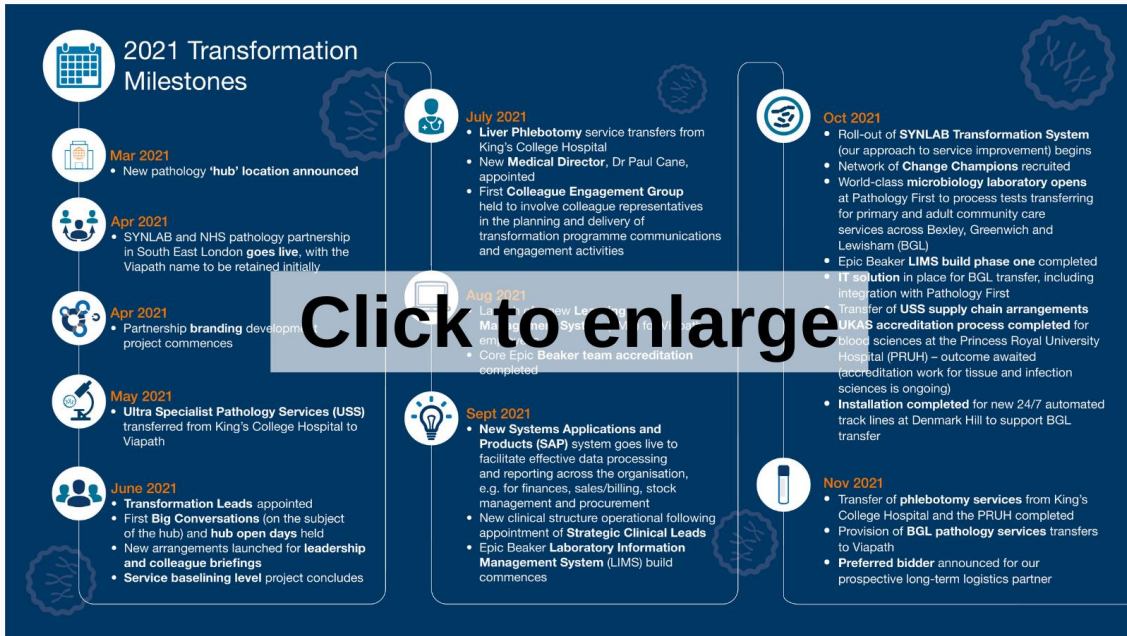
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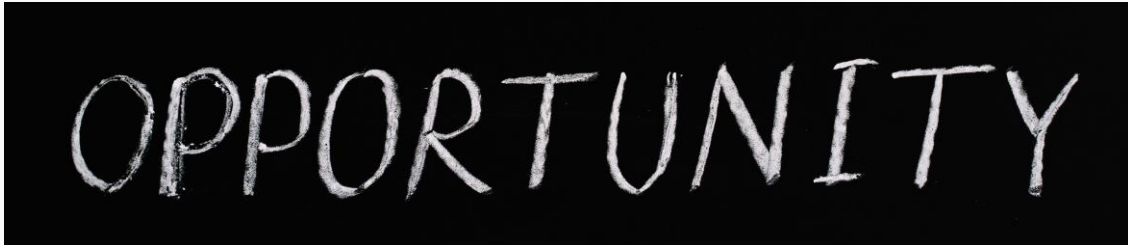
## The year that was: A look back at our 2021 transformation milestones

Thanks to your incredible hard work and expertise, so much has already been delivered during the first nine months of our pathology service transformation programme.

To round off the year, here's a look back at some of the major milestones achieved during 2021.



Develop your career with us



Many new career opportunities continue to be created as we move along our transformation journey. These are advertised on [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:

- **LIMS Senior Manager**
- **LIMS Analyst**

If you wish to apply for a transformation role, please remember to notify your line manager and the recruitment team at [synlab-recruitment@viapath.org](mailto:synlab-recruitment@viapath.org) so that the necessary resourcing plans can be made.

