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SYNLAB



'CO-DEVELOPING A WORLD-LEADING,
INTEGRATED PATHOLOGY NETWORK'

Pathology Service Transfer E-brief

Bexley, Greenwich and Lewisham



11 November 2021

Introduction

With the transfer of Bexley, Greenwich and Lewisham pathology services taking place this Friday, this e-brief provides a final checklist of all the things you need to do within your practice to make sure you are ready. It also signposts useful information, e.g. consumables, collections, test repertoires, as well as contacts for help and support should you need them.

Please note that if you do not complete all the necessary preparations, you may not be able to order pathology tests or receive results.

In this issue:

- [BGL pathology transfer checklist - are you ready?](#)
- [Stay up-to-date](#)
- [Essential TQuest updates](#)
- [Delivery of forms and sample bags](#)
- [Consumables](#)
- [Contact details for help and support](#)

BGL pathology transfer checklist - are you ready?

The transfer of pathology services in Bexley, Greenwich and Lewisham takes place this **Friday (12 November)** at **00:01hrs**. Colleagues from Viapath, SYNLAB and NHS partners very much look forward to working with you, and to supporting primary care colleagues in providing a high-quality service to your patients and local communities.

By now your practice should have received a goody pack (**pictured right**) containing posters and other promotional items which feature the Viapath pathology support team's contact details. Please keep these items to hand so you can easily find the support service contact details should you have any pathology-related queries.



The pack also included a postcard containing a helpful checklist covering everything you need to do to prepare for transfer (**pictured below**).

Is your practice ready? Follow our checklist to make sure:

Does everyone in your practice know:


- pathology services will be transferring in November 2021?
Please see the transfer web page for confirmation of the exact date
- about the portal for ordering consumables?
- your practice's courier collection times?*
- what's happening in relation to test repertoire, critical phoning limits and reference ranges?*
- And, has your practice made the necessary updates to tQuest so you can order tests and receive results from Viapath following transfer? *NB: This applies to most practices, but not all*

If the answer to any of the above questions is 'no', please scan the QR code on the right, which will take you to our dedicated pathology services transfer web page for more information.

*Changes are minimal and will only affect a handful of practices. Those affected will have been informed in advance, however, please take the time to check the web page for updates prior to transfer.

Our dedicated pathology support team is available to help you with any queries and assistance before, during and after transfer.

Call: 0204 513 7300
Email: customerservices@viapath.org
Opening times: 08:00 to 20:00 Monday to Friday
09:00 to 17:00 Saturday and Sunday (email service only)



<https://sel.synlab.co.uk/bgl/>



Stay up to date

The **dedicated microsite** is kept up-to-date with the latest information, including frequently asked questions, clinical guidance, test repertoires, collection times and much more. Please visit the site if you have any queries, as you may find the answers you need there.

Visit the dedicated BGL microsite for the latest information

Essential tQuest updates



By now you should have carried out a reconfiguration of the current version of **tQuest** to the Viapath version of the system, so that you can order tests and receive results following the transfer of pathology services.

If you have not yet been able to do this, please email: BGLonboarding@viapath.org **immediately.**

Please note you will not be able to order tests or see results if this is not done.

(NB: tQuest is not used by all practices - separate arrangements are in place where this is the case)

In the unlikely event that you experience a problem in submitting an order through tQuest following transfer, please use the paper pathology request form that your practice normally uses if such issues occur.

Delivery of forms and sample bags

New Viapath tQuest forms and orange Viapath sample bags should have been received by your practice. If these have not arrived, please contact the [Viapath pathology support team](#).

Please note that these forms are different to those you will have used previously, and you may have to carry out a realignment of your practice's printer so that the correct and full patient details appear on the forms once printed.

If you experience any issues with this, please contact your IT Support Desk.

F.A.O. (Page 1)		Check delivery (tick only)
St Thomas' Hospital Central Specimen Reception 5 th Floor, North Wing, Westminster Bridge Rd, London, SE1 7EH		
Guy's Hospital Central Specimen Reception 4 th Floor, Southwark Wing, Great Maze Pond, London, SE1 9RT		
King's College Hospital Central Specimen Reception Ground Floor, Reformer Wing, Denmark Hill, London, SE5 8RS		
Princess Royal University Hospital Pathology Department Level 2 South Wing, Farnborough Common, Orpington, Kent BR6 8ND		
Alternative Address:		
Bag Contains URGENT Specimens		

Consumables

You will still be able to use any existing sample tubes or bottles that you have at your practice.

To order more consumables please visit the consumables portal by clicking the button below.

[Visit the consumables portal](#)

We are here if you need help



For queries or help regarding pathology services, including the transfer, please contact the Viapath pathology support team by telephoning **0204 513 7300** or emailing customerservices@viapath.org

Our dedicated team will do all they can to help.

Opening times:

08:00 to 20:00 Monday to Friday

09:00 to 17:00 Saturday and Sunday (email service only).



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