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**SYNLAB**

**NHS**

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

## Pathology Service Transfer E-brief

### Bexley, Greenwich and Lewisham



25 November 2021

## Introduction

We are now at end of the second full week since the transfer of pathology services across Bexley, Greenwich and Lewisham to the SYNLAB/NHS pathology partnership, which you know as Viapath, and we would like to thank all practices for their patience, collaboration and support.

We appreciate that there have been some challenges during the transfer and a small number of teething problems remain for a handful of practices. We are working through these issues with practices and will remedy them as soon as possible and provide updates for you.



During the first week of the transfer Viapath tested around 30,000 samples and, as more tests are submitted, we continue to work hard to make sure these are processed efficiently.

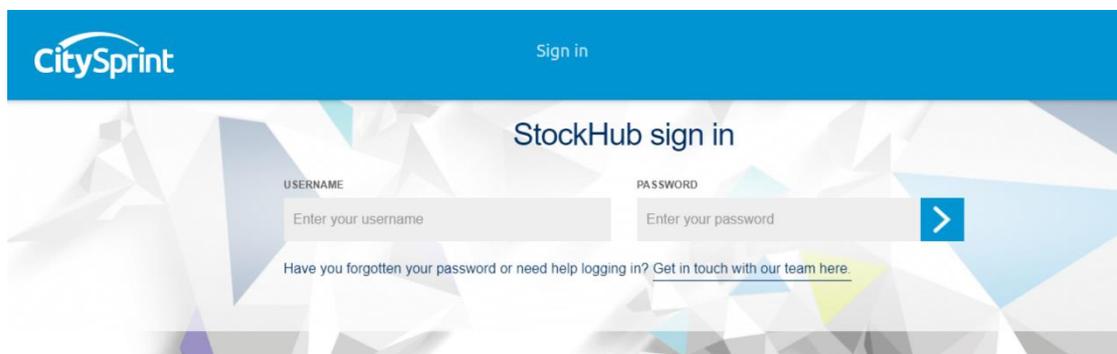
Thank you once again, we are committed to resolving any issues you experience and are listening to your concerns to ensure we deliver the service you and your patients need.

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## Consumables



To ensure you have what you need and help you in this early post-transfer period, we have implemented daily consumable deliveries. We will monitor the situation closely and update you on when deliveries will return to being carried out weekly.

We have been following up on deliveries and in some cases it has become apparent that, while deliveries have been made, this has not always been communicated to all practice colleagues.

To help prevent further issues, please ensure news of deliveries is shared and communicated with all colleagues who need to know.

To make sure the right person receives the order, there are two things you can do to make sure it comes to the right place. Please enter a named recipient and specify in the notes section of the order any special delivery requirements you have e.g. 'do not deliver before 2pm on Wednesday'. This will help the couriers to ensure your delivery is directed and received effectively.

To make an order, please visit the Viapath Consumables Ordering Portal can be found here: [Viapath Consumables Portal - South East London Pathology Services \(synlab.co.uk\)](https://synlab.co.uk)

Visit the consumables portal

## Test groups



Practices will have seen that the Viapath tQuest ordering groups currently list two groups of tests, where previously more were available to practices. We are working to ensure practices have access to greater functionality on the new system and will implement further test groups as soon as possible.

We are also reviewing the current 'quick pick' list following feedback and will be adding some of the more commonly ordered tests to this.

We appreciate this may have caused some frustration and we are working hard to resolve this for you.

## Collections

We are aware there have been some concerns over collections and we have been working with the courier company to ensure these run as smoothly. A new courier schedule has been published on the BGL microsite here: [Important Changes - South East London Pathology Services \(synlab.co.uk\)](#)

One issue raised since the transfer of service was that practices had been told samples were being taken to the Queen Elizabeth Hospital. For clarification, Queen Elizabeth Hospital is part of the route for couriers to collect any misdirected samples. Samples are not taken to the Queen Elizabeth Hospital for testing. **All samples will be transported to and tested by Viapath.**

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## Read codes

Since the transfer we have identified an issue with a small number of test read codes. We are working on a solution and will update you on progress with this as soon as possible.

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## Printer issues

As you may know, the retention of the new printer margins - that need to be used for the Viapath label paper - presented issues for some practices. A fix has been identified to resolve this which involves practices upgrading to Windows 10 (20H1). Testing this fix has now been completed and we are working closely with all of the practices in Bexley and Greenwich who need to undertake this upgrade. We expect that most upgrades will be completed by the end of this weekend. If you have any queries about this, please contact the CCG ICT service desk on 0208 176 5400 or email [ictservicedesk@selondonccg.nhs.uk](mailto:ictservicedesk@selondonccg.nhs.uk)

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## tQuest

You will be aware that there were a number of residual issues with tQuest for some practices which resulted in practices needing to make requests by paper form. While there are some outstanding issues with regards to usernames, we would encourage those practices which are no longer experiencing difficulties to submit requests via tQuest. This will ensure requests can be dealt with in the most efficient and timely

fashion. If your practice is still experiencing issues, however, please contact the Viapath pathology support team on **0204 513 7300** who will do all they can to help.

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## Critical Telephoning Limits

If you need information on critical telephoning limits, you can find more information on this at our microsite, here:

[Important changes - South East London Pathology Services \(synlab.co.uk\)](https://synlab.co.uk)

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## Support and further information



Any issues relating to the transfer of service, the Viapath pathology support team is available to help on **0204 513 7300** or **email** [customerservices@viapath.org](mailto:customerservices@viapath.org)

Order forms and other consumables here: [Viapath Consumables Portal - South East London Pathology Services \(synlab.co.uk\)](https://synlab.co.uk)

Other information on the transfer is available here: [Bexley, Greenwich and Lewisham - South East London Pathology Services \(synlab.co.uk\)](https://synlab.co.uk)

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