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

Pathology Service Transfer E-brief

Bexley, Greenwich and Lewisham



December 2021

Introduction

Welcome to your latest pathology transfer e-brief for GP practices in Bexley, Greenwich and Lewisham. In this edition find updates and important messages on:

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Obtaining results



We are grateful to all practices for their assistance in improving the volume of their electronic requesting, however, there has been a high volume of manual request forms submitted which do not contain GP and practice details.

This has meant laboratories have been unable to identify the GP or source which means, once tested, it is not possible to return the results to the correct/requesting clinician.

We are currently working through this issue and will provide an update as soon as possible. In the meantime, we appreciate your continued assistance in using the Viapath tQuest portal to order tests.

If you have not received test results you were expecting through normal channels please contact the Viapath pathology support team on 0204 513 7300 or email customerservices@viapath.org

Please note that the use of manual forms can lead to delays and we ask that all GP practices use the Viapath tQuest portal to order tests. We appreciate your patience and continued support in this matter.

LGT tQuest portal – action required by practices



Please ensure that your practice has transitioned to the new **Viapath tQuest portal** for pathology test requesting.

The legacy LGT tQuest portal*, that you have previously used, is no longer live. Please stop using this immediately for pathology requests. Requests received this way lead to delays in the laboratory as information has to be manually inputted.

If your practice is experiencing any problems using the new Viapath tQuest portal, please contact the Viapath pathology support team on **0204 513 7300** or email customerservices@viapath.org.

*Please note, the LGT radiology tQuest portal remains in use. This message relates to pathology requests **only**.

tQuest and printers

As you may know, the retention of the new printer margins used for the Viapath label paper has presented difficulties for some practices.

A fix was identified to resolve this which required practices to upgrade to Windows 10 (20H1).

Over the last week or so, this upgrade has been rolled out by the CCG to ensure a solution for most practices in Bexley and Greenwich.

If there are any remaining users who are still experiencing printer margin issues, please contact Bexley IT via email ictservicedesk@selondonccg.nhs.uk or via 0208 176 5400.

Collection bag reminder

A quick reminder that the **orange Viapath bags** must be used to submit blood and samples for testing.

If your practice is a dual site - one where samples/bloods can also be **requested by an LGT clinician** - please be aware that you will need to follow the two processes to ensure bloods/samples are delivered to the correct laboratory.

Any samples/bloods requested by a **GP** need to go in an orange Viapath bag for collection by CitySprint.



Samples/bloods requested by **LGT clinicians** need to go into **clear bags** for collection by the LGT couriers (Sure Cars) to go to LGT for testing.

If you are concerned about whether your practice is following the process correctly, please contact the Viapath pathology support team.

Connect Care

It was planned that LGT colleagues continue to use the Connect Care system for an interim period while a longer-term solution is developed to meet LGT's wider needs. Please be assured that LGT clinicians can view pathology results. We will ensure you are updated on this situation as soon as possible.

Code mapping

Work is underway to address issues relating to clinical code mapping. If your practice requires changes to configuration of codes mapping, please contact the Viapath pathology support team on 0204 513 7300 or email customerservices@viapath.org.

FIT tests

You may have been aware of an issue with FIT test requests, where blood and faecal requests were being printed on the same form. To mitigate against this a number of requesters had been raising these test requests separately. Viapath's IT Team has now implemented a solution to ensure these requests are not printed on the same form and, as a result, you no longer have to raise these requests separately.

Support and further information



We're here to help - contact the Viapath pathology support team on 0204 513 7300 or email customerservices@viapath.org.



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