

August 2022

Dear Practice Manager,

Preparing your practice for the change in courier service

Please find attached to this email important information about the introduction of a new pathology courier service from September 2022. This is the service that collects your pathology samples and delivers your pathology consumables, such as blood tubes and printer paper.

As shared in previous briefings within the GP bulletin, GSG (Global Services Group) is to become our new pathology logistics provider for primary care services in Bexley, Greenwich, Lewisham, Bromley, Southwark and Lambeth.

The date when your services are changing will depend on the location of your practice and the arrangements that are presently in place with City Sprint and/or King's College Hospital. All the information you need is included within the files attached to this email.

From an operational perspective, very little will be different; for example, collection times for all but four practices will remain exactly the same. However, there will be some noticeable changes, like your driver and the uniform they wear, or the code they scan when visiting your practice. We want to make sure your practice is aware of these changes, so you can prepare accordingly.

We have compiled this briefing pack to ensure you have the information you need. It includes:

- The letter explaining the changes (this has previously been circulated to practices by the ICS and within the GP Bulletin)
- Frequently asked questions
- A checklist setting out what you need to know and do

If you have any questions, please contact Viapath Customer Services by email at customerservices@viapath.org or by telephoning 0204 513 7300. It may also be helpful to remind practice staff that this is the number/email to contact with any pathology-related queries. The team is available to provide you with help, support and guidance from 08:00 to 20:00 Monday to Friday, and 09:00 to 17:00 (email service only) at weekends.

It would be very much appreciated if you could please email us at contactus@synlab.co.uk with your name and practice to confirm that you have received and acted upon this briefing pack.

Many thanks for your ongoing support,



Dr Tracy Ellison
Managing Director