

26 August 2022

**Make sure your practice is prepared for pathology courier changes  
(collections and consumables)**

Please read the letter included within the covering email, and use the following checklist to make sure you are prepared for the transfer. You may like to show colleagues our short animation which also explains what is happening: <https://youtu.be/aHT4bEb2z2A>

- 1 Are you aware that the pathology courier service is shortly being transferred from City Sprint and the King's College Hospital service, to a new provider called GSG (Global Services Group)?
- 2 Are you aware of how these changes will affect your practice, e.g. when the service will transfer over?
- 3 Have you checked that your collection times remain the same as they are today (these will change for four practices) and do other members of your practice also know when they are?
- 4 Are you aware that a GSG driver will be visiting your practice from 30 August to install a new QR code sticker, which will eventually replace the City Sprint barcode?
- 5 Do you know where you want the sticker to be located, and have you told staff who are likely to meet and greet the GSG driver?
- 6 Do you know that all pathology-related queries, requests for advice, concerns or problems should be referred to the dedicated customer service team, to ensure your query is dealt with quickly and effectively? *See contact details below*
- 7 Did you know that the customer services team is available Monday to Friday from 08:00 to 20:00, and at weekends (email service only) from 09:00 to 17:00?
- 8 Are other relevant members of your practice aware of this information? *If not, when and how are you going to tell them?*
- 9 Do you feel prepared for the transfer or do you have any suggestions, concerns or questions? If so, please email them to [customerservices@viapath.org](mailto:customerservices@viapath.org)

Your pathology customer services team is here to help

**0204 513 7300**

**[customerservices@viapath.org](mailto:customerservices@viapath.org)**