

# LOGISTICS TRANSITION TO GLOBAL SERVICES GROUP (GSG) FROM 5 SEPTEMBER 2022

(For GPs across Bexley, Greenwich, Lewisham, Southwark, Lambeth & Bromley)

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A **SYNLAB** pathology partnership

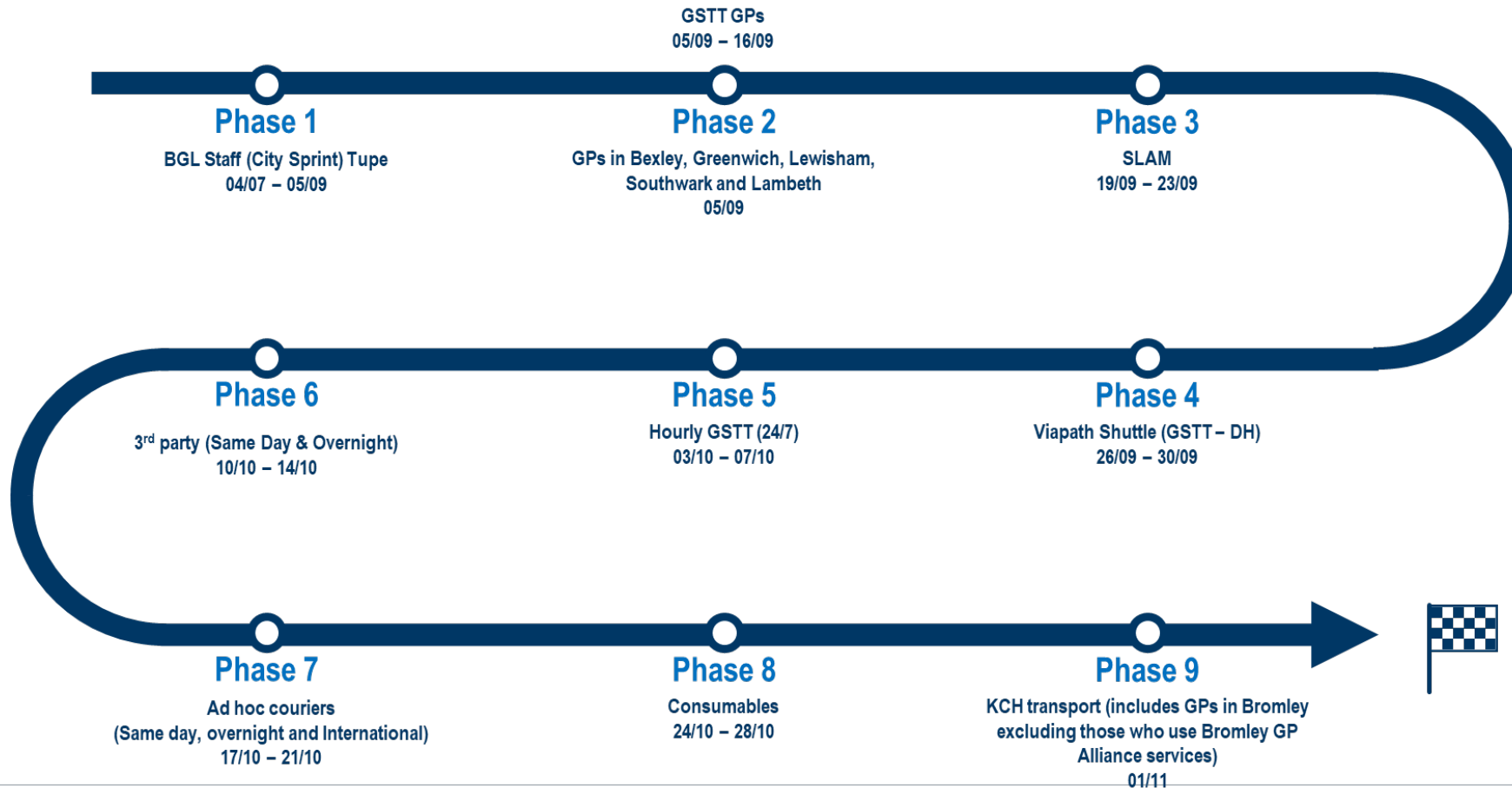


## Overview – what's happening

- The transfer of logistics from City Sprint to the new Service provider, GSG (Global Services Group) will start from 5 September via a phased approach
- The new service will be introduced to GPs in **Bexley, Greenwich, Lewisham, Southwark and Lambeth** on 5 Sept 2022, and to GPs in **Bromley** on 1 Nov 2022 (except those practices who use the GP Bromley Alliance). This applies only to collections – City Sprint will continue to distribute consumables until 23 September 2022, after which this will transfer to GSG (from 24 September)
- Some GPs in **Lewisham and Greenwich** will also continue to use the King's College Hospital logistics service for certain samples until it transfers to GSG in September, meaning they will have collections by both GSG and KCH. GP practices will need to keep these samples separate, even when all services transfer to GSG, as they go to different locations for testing.
- GSG is doing **dry runs** of all routes beforehand to familiarise drivers. At the same time they will install a new QR code (a sticker located near to where samples are collected). Installation of QR codes will take place from 30/8 to 2/9 and we have been assured this is enough time to complete this work. However, it doesn't matter if all QR codes are not installed in practices by 5 September, as this will happen on the first collection.
- There will be **no change** to the collection times of most practices on day one. Fewer than ten practices may see a **small change of no more than +/- 15 minutes** and names of these practices will be confirmed beforehand. All GP practices affected will be notified by email and by phone to confirm arrangements. Collection times for all practices will be available on the dedicated microsite, which will be available by 26/8 (NB: it will continue to be updated with the latest information).
- There will be around **20 GSG routes serving BGLS&L** practices (out of 60 routes in total across the whole of the logistics service)
- The **escalation process** for all GP practices and other service users who have concerns or queries is always through the Pathology Support Services Team on 0204 513 7300 or [customerservices@viapath.org](mailto:customerservices@viapath.org)



## Service Transition Phases



The new GSG service will be introduced in phases as shown.

NB: Practices which presently have two collections – one from City Sprint and the other from the King's College Hospital (KCH) service - will continue to receive collection services from both suppliers until GSG takes over (5 September for City Sprint and 1 November for KCH)

## About the transfer - important reassurance

- Unlike the present service, GSG has dedicated drivers who will **only work on our contract**. From day one, GSG will have a full complement of drivers, including contingency arrangements whereby additional drivers can step in at short notice to respond to ad hoc need.
- Unlike the BGL launch, we have **all the practice collection times and locations**, and these have been tried, tested and improved since Nov 2021. Current arrangements have been worked up to accurately reflect the information GPs have given us regarding GP phlebotomy clinic times, and in response to specific GP or borough need.
- GSG has been **successfully fulfilling nine BGL routes** since April 2021 with a high standard of performance
- **GSG understands pathology logistics** - they already provide services at SYNLAB's *Pathology First* NHS partnership and have an excellent performance record
- City Sprint has been **retained until 30 October 2022\*** to provide contingency throughout, so can be utilised to respond to any problems, e.g. missed or ad hoc collections.
- GSG will use **temperature-controlled vehicles**, meaning that the risk to sample stabilisation during transit (high/low potassium) is minimised from day one.
- Arrangements will be in place post-go live to **monitor activity daily** and ensure involvement of PBU/ICS and timely/effective communication to all service users/stakeholders



## What will stay the same?

**Collection Times** will stay the same for nearly all GP practices. Up to ten practices may see a slight change of no more than +/- 15 minutes

**QR Codes:** Drivers will scan a QR code on collection as they do now with City Sprint (NB: the QR code will be replaced with a GSG code)

**Electronic Requesting** remains the same as it is today

**Customer Services:** Any queries or concerns should be telephoned through to the dedicated customer services team on 0204 513 7300 or [customerservices@viapath.org](mailto:customerservices@viapath.org)

**Late clinics process:** If clinics are running late, please let the customer services team know as soon as possible so they can arrange an ad hoc collection

## What will be different

**Temperature control:** GSG will use temperature controlled vans to minimise the risk of sample instability during transit

**Sample boxes:** Instead of a bag, drivers will put sample bags into a special box which is UN3373 compliant (approved for category B biological substances)

**New company:** The new company is GSG, drivers will wear a GSG uniform and vans will display the GSG logo. At the moment there are three logistics providers. Following transfer there will be only one, making it easier to speak to the right person. NB: As samples go to different locations, they will still need to be packaged separately.

**Dedicated Drivers:** GSG drivers are dedicated to our service only, and cannot be used for any other customers or services – it is a 'closed network'. GSG operates contingency arrangements, meaning drivers can step in at short notice to respond to ad hoc need

**Consumable portal:** A new consumables portal will be introduced in October, and GP practices will need to start using that instead. More information will follow

**Tracking portal:** Customer services will be able to track vans on a dedicated portal, meaning that any problem can be detected quickly, and queries from GP practices regarding collection times can be investigated using real time information

## Overview of benefits

Benefit	Description
Temperature-controlled vehicles	Risk to sample stabilisation during transit (high/low potassium) is minimised from day one
Closed network of drivers	Allocated GSG drivers will only work on the Viapath contract
Full complement of drivers	Includes contingency arrangements whereby additional drivers can step in at short notice to respond to ad hoc need
Enhanced account management and response	Dedicated GSG logistics response team and account management
Logistics portal	ALT Logic portal provides full integrated courier tracking linking to the vehicle telematics to demonstrate: <ul style="list-style-type: none"> <li>• Vehicle Location</li> <li>• Ability to divert in an emergency or for priority collections</li> <li>• Temperature monitoring of transportation cases</li> </ul>
Optimised routes	Routes will be fully optimised in line with practice needs



## GSG Existing routes within BGL *(All go live dates provided are in 2022)*

- Denmark Hill to PRUH: 14/3
- The following runs were added in response to requests from the ICS:
  - Vale Medical Centre: 09/5
  - Park Medical Centre: 17/5
  - West Norwood: 7/6
  - BHNC Erith: 4/7
  - BGL: Westwood: 4/7
  - Crook Log: 4/7
  - BMP KHW: 4/7
  - Brockwell: 29/6
- BDSS (Blood Downs Syndrome Screening) service, which transferred to Viapath (and GSG) on 17/5
- STH Tissue sample to Pathology First: 7/7

