

South West London Pathology Update

1. Transport update

If your pathology samples are collected from your surgery by ERS Medical, your practice manager has been sent an email giving them details of the new proposed transport collection times for your surgery or clinic and asking them to provide feedback.

The plan is provide two collections a day and to separate pathology samples from non-pathology collections such as medical records, external post and pharmacy items.

The new routes for St George's and Croydon will go live first followed by Kingston. Full implementation should be complete by February 2016.

2. Enquiries, comments and complaints

We want to ensure that we are aware of any issues that you may have and that they are investigated and resolved appropriately.

Please email us at stgh-tr.SWLPcomms@nhs.net and we will investigate every reported issue. If you are emailing about a patient or test result, in order to resolve any queries we will need the following information:

1. The patient's NHS number
2. Date the sample was ordered
3. Name of the test ordered
4. Which service area (Microbiology, Clinical Blood Sciences, Cellular Pathology)
5. Which surgery/ward you are from

This will allow each query to be logged and allocated to a named individual for investigation.

3. Haematology

For patient sample labels for Haemoglobinopathy screening tests please make sure that you provide 3 unique identifiers:

1. Full name (Mandatory)
2. Date of birth (Mandatory)
3. Hospital number or NHS number (Mandatory but if these are not available please supply the patient's full address)

Samples without the above labelling requirements **may not** be processed.

4. Providing results to patients - reminder

Please remember that we cannot provide test results to patients over the phone, we can only give details to GPs.

5. Sample request forms - reminder

We are receiving lots of request forms which do not include vital information. Please ensure you include the information below and that this information is clearly written as it will reduce delays in the laboratory. Forms without this information require additional input as they have to be checked to make sure reports are sent back to the correct location.

- The patient's NHS number should be included on the form or on a label
- The address of the surgery or practice should either be written clearly or on a label – please do not leave this blank
- The consultants name should be clearly written so that it is legible

6. Key contacts for South West London Pathology

General enquiries	
Biochemistry / Haematology	020 8934 2029
Microbiology	020 8725 5693 / 5695
Immunology	020 8725 0025
Transport (ERS)	020 8266 6510

For clinical advice	
Biochemistry	020 8934 2056/2057/3309/3292
Haematology	020 8546 7711 – ask for duty Haematology consultant
Microbiology	020 8546 7711 – ask for duty Microbiology consultant
Immunology	020 8725 5106

Clinical leads based at Kingston Hospital		
Clinical Biochemistry	Dr Sarah Davie	020 8934 2056
Haematology	Dr Zaid Abboudi	020 8934 3154
Microbiology	Dr Sarah Furrows	020 8934 2057
Immunology (based at St G's)	Dr Jo Sheldon	020 8725 5106

GP consumables - To order GP consumables, please fax 020 8934 3289. Consumables will soon be sent out from St George's Hospital. All GPs will be notified of a change in how to place consumable requests when this change takes effect.

Laboratory manager - The laboratory manager at Kingston, David McIntyre, can be contacted on 020 8934 2051.

SWLP website - The South West London Pathology website is a useful resource – www.swlpath.nhs.uk

For further information on any of the above, please contact Claire Kennedy, Communications Manager for SWL Pathology on 077477 56780 or claire.kennedy@stgeorges.nhs.uk