

Questions or comments?

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It's coming to the end of 2022 and reflecting back over the past year, we have seen a number of changes and overcome a lot of challenges. We have experienced a sharp increase in demand for Pathology services since April 2022, which, combined with the continued global political, economic and pandemic lead supplier/supplies issues has lead to major supply shortages. EPA would like to thank you all for your patience and we're grateful for your continued support.



Newsletter Spotlight

URGENT TESTS REQUESTED IN PRIMARY CARE

Please note that the routine sample collection van is not a suitable transport for urgent samples as it may take several hours for the van to go round all of the surgeries within their collection route.



If a sample is truly urgent then:

- Specific transport should be organised to deliver the sample in a timely fashion
- The GP requesting the urgent test must telephone the lab themselves (01603 646048) to inform them that an urgent sample has been collected and will be delivered



After arrival, the turnaround time for reports is <60min.

Please note: Samples requested as urgent but sent in the routine transport will be handled as routine, whether marked urgent or not.



PATIENT PHONE CALLS

The Laboratory is not allowed to give out results to patients

The EPA laboratories at QEHLK, JPUH & NNUH are continuing to receive telephone calls from patients asking for their blood results and telling us that their GP surgery has advised them to contact us to chase them up...

If you are unable to locate the electronic record of a result you must call us yourselves, not advise the patient to do so.

Results can only be given to the clinical team looking after the patient.

Please can you ensure that this message is cascaded to everyone in your surgery, including the reception and admin teams, so that there are no misunderstandings when discussing with your patients their test results.



Thank you.

Dr Javier Gomez

Consultant Chemical Pathologist and Service Lead for Clinical Biochemistry & Immunology Eastern Pathology Alliance

"DUTY BIOCHEMIST" and "OFFICE" EMAIL ADDRESSES

As part of our Office 365 implementation, the NNUH have gained "Secure Email Accreditation, DBC1596" which means that emails can securely be sent to and from our @nnuh.nhs.uk addresses allowing all emails to be managed from a single system.



As such, our **Duty Biochemist** shared mailbox address has changed. The new address to email the Duty Biochemist is:

NNUH.DutyBiochemist@nnuh.nhs.uk

This account will be regularly checked Monday to Friday between the hours of 0900h and 1730h.

You can also contact our **Office Staff** for outstanding results and other general queries at: Pathoffice@nnuh.nhs.uk

If you require confirmation of our accreditation before sending patient identifiable data, this can be obtained at: <https://digital.nhs.uk/services/nhsmail/the-secure-email-standard#list-of-accredited-organisations>

MERRY CHRISTMAS

K F A M I L Y T R N K B J L H
 Y M U T J C O R B S X G O J H
 Y U P L R C A R O L S I Y I F
 Y C M R R E Q N W E E V E N N
 L H F E E P E H D N D I J G O
 S R B T D S C S S Y W N G L R
 Y I Q M T Y E R C M C G S E T
 U S T O C K I N G S J A E I H
 U T L I G H T S T G S D N W P
 L M F L I O V S M S N J S E O
 K A V F X B I Z G I I G D T L
 B S R E B Z S L E I G H X C E
 F K Y O L Q H R N S N O W R U
 X N L R J F Z C D N D E X X V
 H S T A R W S A N T A T L V M

BOW	FAMILY	NORTH POLE	SNOW
CANDY CANE	GIVING	PRESENTS	STAR
CAROLS	JINGLE	REINDEER	STOCKINGS
CHRISTMAS	JOY	SANTA	TREES
ELF	LIGHTS	SLEIGH	

SAMPLES >12 and >24 HOURS OLD...

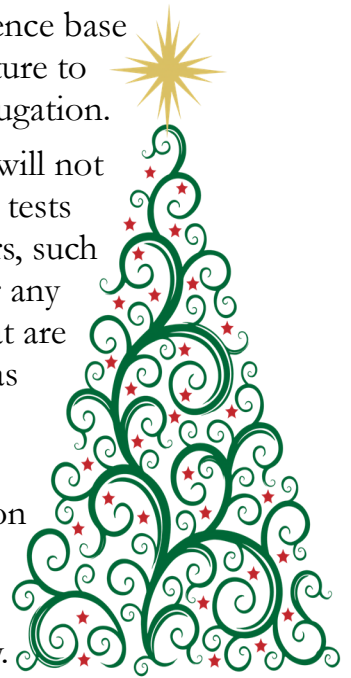
To improve the accuracy of our Biochemistry results, we have reviewed the process and evidence base for the time from venepuncture to sample separation by centrifugation.

From Monday 19Dec22 we will not process any chemistry based tests that are greater than 12 hours, such as sodium and potassium, or any immunoassay based tests that are greater than 24 hours, such as vitamin B12.

This generally only affects a limited number of samples on a daily basis.

If you wish to discuss this please contact the laboratory.

NUUH.DutyBiochemist@nnuh.nhs.uk



LABELLING OF 24HR URINE BOTTLES

We have been receiving a high proportion of 24hr collections with no date and time of collection filled out on the bottle.

Please could you remind patients of this before they collect their sample as this information is crucial for the interpretation of the result and **MUST** be filled in before the bottle is handed in.

Thank you

DATE & TIME OF COLLECTION

For non-indexor users, please ensure that a handwritten date and time of collection is written on ICE forms so that this can be reported back to ICE.

For indexor users, please ensure that samples are scanned into the rack as soon as they have been collected to ensure that the collection times are correctly reported.

Thank you

NNUH – PHLEBOTOMY SERVICES

Book blood tests at a time to suit you

PLEASE NOTE PHLEBOTOMY CLINICS AT THE NORFOLK & NORWICH UNIVERSITY HOSPITAL ARE

BY APPOINTMENT ONLY

DON'T WAIT AROUND.
 BOOK YOUR APPOINTMENT BY EMAIL

phlebotomy.services@nnuh.nhs.uk

OR BY TELEPHONE

01603 286921

APPOINTMENTS ARE AVAILABLE :

MONDAY - FRIDAY

08:30 - 16:45

(Excluding Bank Holidays)



Norfolk & Norwich University Hospital, Level 1, East Block
 Colney Lane, Norwich, Norfolk, NR4 7UY



GENETICS SERVICE

Please note that the Norfolk & Norwich cytogenetics laboratory service was dissolved in 2018, however, we are still occasionally receiving samples with old referral forms.

All local cytogenetic testing should have an accompanying "Regional Genomics Laboratories" Request Form.



Eastern Pathology Alliance **NHS**

www.easternpathologyalliance.nhs.uk