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To Whom It May Concern:

I am writing to inform you that we are currently unable to fully offer our **clozapine therapeutic drug monitoring (TDM) service** due to a fault with the instrument located in the KCH Toxicology Laboratory (part of the SYNLAB/Viapath Partnership).

We have therefore invoked our contingency plan and have sent urgent outstanding clozapine samples to the Toxicology Laboratory at Birmingham Heartlands Hospital by overnight courier on the 13th April, now confirmed as received by the lab. They will endeavour to analyse and report results back to us for these samples before the Easter break.

We envisage that the fault will be repaired after the Easter break, as the PC connected to the instrument needs reconfiguration by the instrument vendor (service call submitted).

We apologise profusely for this delay in our clozapine TDM service. Further contact will be made to confirm our service is operational once the fault has been fixed.

Yours sincerely,



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