



Department of Clinical Biochemistry,  
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6<sup>th</sup> April 2021

Dear Viapath Customer,

On behalf of the Clinical Biochemistry Department at King's College Hospital (part of Viapath LLP), I would like to apologise for the delayed turnaround time you may have been experiencing on our Procollagen-3 N-Terminal Peptide (P3NP) assay service.

This is due to a sudden and sustained increase in our workload for P3NP combined with periodic assay failure (under investigation with the kit manufacturer).

We have a planned program of actions to increase our throughput and capacity. We envisage that this will resolve the issues.

We apologise for any inconvenience caused and would like to reassure you that we will be processing all the remaining samples as soon as possible.

If you have any concerns or questions please do not hesitate to contact us at [Viapath.customersupport@nhs.net](mailto:Viapath.customersupport@nhs.net)

Yours faithfully,

A handwritten signature in blue ink that reads "Hakim".

Dr Hakim Zouita  
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Biochemistry  
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