

Genetics Laboratories,
5th Floor Tower Wing
Guy's Hospital
Great Maze Pond
London
SE1 9RT

25/07/2022

Re: GSTT wide IT issues affecting genomics tests from the Viapath Genomics Laboratory Services at Guy's Hospital.

Dear Service User,

I am writing to inform you of a critical incident affecting the provision of Genetic testing from our Genomics laboratories at Guy's Hospital. Cardiology and Respiratory Genomics testing was also affected, but to a lesser extent at the Royal Brompton Hospital. Testing from other laboratory sites is unaffected – please see appendix 1 for more detail.

The exceptionally high temperatures experienced recently resulted in very significant problems with IT system infrastructure. Lab staff and pathology support services, including DT&I have been working tirelessly to minimise the impact on patients and to get our IT systems safely back up and running as quickly as possible.

Unfortunately, the biggest impact on our Guy's Genomics laboratory was that for a brief period we didn't have access to a number of key IT systems and as a result we implemented our local business continuity plans. We have introduced paper-based work arounds but this approach has only been feasible for a limited number of the most urgent of tests. We have also made arrangements for some urgent testing to be provided by other laboratories and are looking at other options for the provision of testing capability. **As a result of the critical incident you may experience some delays to receiving results and some test reports may look different.**

During this period we were also unable to access some of our email inboxes that we routinely use to communicate with service users. We are now working through these messages, however if a message sent during this time was returned as undelivered, please now resend your email. **Appendix 2 is a list of the affected email addresses and alternative addresses to use in the interim.**

IT systems are now coming back online and we will be returning to business as usual in a controlled, phased approach. We will continue to provide updates through the SEGLH website which can be found here: <https://southeastgenomics.nhs.uk/>

We recognise that this will be affecting the care that you are able to provide for some of your patients; please accept our profound apologies.

We appreciate your understanding and patience during this challenging time and we request that you consider taking the following actions:

- Please consider delaying non-urgent referrals to our laboratory until this situation has been fully resolved
- If you have sent an enquiry to an affected inbox since Tuesday 19th July and received an undelivered message, please consider resending to the alternative email.
- If you sent an enquiry and didn't receive an undelivered message then we will have received your query and will look to respond as soon as possible

Kind regards,



Richard Hall
SEGLH Director of Operations



Dr Deborah Ruddy
SEGLH Clinical Director

Appendix 1 – List of SEGLH Services and Impact of IT incident

Service	Speciality	Hospital Site	Relevant Tests	Impact
National EB lab	Rare Disease Dermatology (Germline Testing)	Guys Hospital	Germline testing for dermatology genomics	High
Biochemical Genetics	Rare Disease (Germline Testing)	Guys Hospital	Enzyme testing for inherited metabolic disorders	High
Monogenics	Rare Disease Core and Neurology (Germline Testing)	Guys Hospital	Germline testing for core genomics and neurology tests including breast cancer panels, cystic fibrosis, fragile X etc	High
Developmental Disorders	Rare Disease Core (Germline Testing)	Guys Hospital	All microarray tests	High
Prenatal and Reproductive Genomics	Rare Disease Core (Germline Testing)	Guys Hospital	QF-PCR for rapid aneuploidy testing, karyotypes, Y-microdeletions and chromosome breakage	High
Cancer Genetics	Cancer Genomics (Somatic Testing)	Guys Hospital	Solid Tumour Testing, Monitoring of residual disease in leukemia	High
Laboratory of Molecular Haematology	Cancer Genomics (Somatic Testing)	SEHMDS, Kings College Hospital	Testing for haem/onc conditions using molecular diagnostics	Unaffected
Laboratory of Haematology Cytogenetics	Cancer Genomics (Somatic Testing)	SEHMDS, Kings College Hospital	Testing for haem/onc conditions using cytogenetics	Unaffected
Molecular Pathology	Rare Disease Haematology (Germline Testing)	Kings College Hospital	Red cell disorders	Unaffected
Liver Molecular Genetics	Rare Disease Gastroheptology (Germline Testing)	Kings College Hospital	Genomics of Liver Disorders	Unaffected
Molecular Neuropathology	Cancer Genomics (Somatic Testing)	Kings College Hospital	Genomics testing of neurological tumours	Unaffected
Clinical Genetics and Genomics Laboratory	Rare Disease Cardiology & Respiratory (Germline Testing)	Royal Brompton Hospital	NGS panel testing for families and individuals at risk of inherited cardiac and respiratory conditions. Cascade testing for diagnostic, predictive and segregation purposes, using Sanger sequencing, digital-droplet PCR (ddPCR) or MLPA	Low

Appendix 2 – table of affected inboxes and alternative communication channels

Service	Relevant Tests	Not currently available	Alternative email address
National EB lab	Germline testing for dermatology genomics	EBLab@gstt.nhs.uk	Lu.liu@viapath.co.uk Linda.Ozoemena@viapath.co.uk
Biochemical Genetics	Enzyme testing for inherited metabolic disorders	ViapathBiochemicalGenetics@gstt.nhs.uk	catherine.bradford2@nhs.net
Monogenics	Germline testing for core genomics and neurology tests including breast cancer panels, cystic fibrosis, fragile X etc	NeurologyGMS.gstt.nhs.uk DNADutyScientist@viapath.co.uk DNADutyTechlead@viapath.co.uk WGS@gstt.nhs.uk PrenatalNotification@gstt.nhs.uk FHservice@gstt.nhs.uk MonogenicsCancer@gstt.nhs.uk	gst-tr.ViapathGeneticsAdmin@nhs.net
Developmental Disorders	All microarray tests	ArrayDS@gstt.nhs.uk	gst-tr.ViapathGeneticsAdmin@nhs.net
Prenatal and Reproductive Genomics	QF-PCR for rapid aneuploidy testing, karyotypes, Y-microdeletions and chromosome breakage	CytoDutyScientist@viapath.co.uk	gst-tr.ViapathGeneticsAdmin@nhs.net