

Viapath Analytics, Biochemical Sciences
4th Floor, North Wing
St. Thomas' Hospital
Westminster Bridge Road
London. SE1 7EH

22th July 2021

Dear Colleague,

Re: Delay to the Stones Service

This letter is to provide an update on the Stones Service within the Viapath Analytics Reference Chemistry Department at St. Thomas' Hospital. The department has been experiencing an increase in demand for the service whilst also managing reduced staffing levels and prioritisation of critical services. This has resulted in delays with the Stones service and an increase in turnaround time. The target TAT is 7 working days, but currently the mean is 20 working days, which is anticipated for the next two months.

We are currently working through samples, in order of receipt, to clear the backlog. We estimate that the situation should be resolved by the end of September. A formal review of the service is also being undertaken to ensure we are working in the most efficient manner.

Should your test result not be available within this expected timeframe or you urgently need a result please contact customer services on 0204 513 7300 or email customerservices@viapath.org, who will direct your request to the appropriate department.

Apologies for the delays and inconvenience this may cause to patient care. We thank you for your patience and understanding.

Kind regards,



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