

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

13th July 2022

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 instrument used for the analysis of the stones samples has failed and there has been a delay in the supplier being able to resolve the issue.

We anticipate that the instrument should be fixed by the end of the week and we endeavour to clear the back log of samples by the 5th August.

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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