

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

27th September 2021

Dear Colleague,

**Re: Delay to the Stones Service**

This letter is to provide a further update on the Stones Service provided by the Viapath Analytics Reference Chemistry Department at St. Thomas' Hospital. As indicated in our previous letter dated 22nd July, the department has experienced an increased demand for the Stones Service, whilst having to manage reduced staffing levels due to sickness and self-isolations.

This has resulted in delays with the Stones service and an increase in turnaround time which despite our best efforts, we have been unable to resolve as quickly as we initially hoped. As a result we have now taken the temporary decision to refer work to an external UKAS accredited site to prevent any further delays in reporting these samples. Pending samples are being analysed in order of receipt. By taking this decision we are confident that our usual service will be resumed by 25<sup>th</sup> October.

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](mailto:customerservices@viapath.org)

Please accept our apologies for the delay and inconvenience this may cause to patient care. We thank you for your patience and understanding.

Yours sincerely,



Ms Zehra Arkir FRCPath  
Consultant Clinical Scientist



Dr Rachel Carling FRCPath  
Director of Service & Clinical Lead