



Department of Reference Biochemistry
King's College Hospital
Denmark Hill
London SE5 9RS
customerservices@viapath.org

16th December 2021

To whom it may concern,

In relation to our previous letter dated 18th October regarding referral of our plasma metanephrines service to an external provider due to mass spectrometer failure:

We are aware that the stated turnaround time of 5-10 working days from time of receipt is not being met. We have investigated this issue with our external service provider, who have informed us of their own operational issues, specifically with the delay of supply of certain consumables required for the assay.

Subsequently, we have taken the decision to source another external provider for our plasma metanephrines service. Once confirmed, we will write to you again notifying you of the change. As previously, Viapath / Synlab will cover the costs of all plasma metanephrine referrals.

As we stated in our previous letter, we have an accepted business case to replace the affected mass spectrometer and are expecting delivery by early January. We will provide further updates regarding the evaluation of our new mass spectrometer and the resumption of plasma metanephrine testing in house, as applicable.

We apologise profusely for this delay to your service, and understand the potential impact it may have for your patients.



Yours faithfully,

Dr Royce Vincent
Consultant Chemical Pathologist
Department of Clinical Biochemistry
King's College Hospital
Royce.vincent@nhs.net

Dr David Taylor
Consultant Clinical Scientist
Department of Clinical Biochemistry
King's College Hospital
davidtaylor8@nhs.net

Dr Colin Stone
Service Delivery Manager
Department of Clinical Biochemistry
King's College Hospital
colin.stone@nhs.net

Dr Hakim Zouita
Operations Lead
Department of Clinical Biochemistry
King's College Hospital
hakim.zouita@nhs.net