

### Introduction

While consultation about TUPE transfer has been ongoing the other Pathway workstreams have been pressing ahead with their activities in preparation for the restructuring of our organisation from **1 January 2015**.

Key to successfully re-structuring is having the right arrangements in place, communicating them well and making sure they are understood by everyone.

This issue of Our Onward Journey focuses on updating you about what is needed to ensure that our procurement and equipment maintenance arrangements are effective, robust and have been thoroughly tested.

### Pilot groups underway

The following teams are testing the new processes to help us understand and, where necessary, resolve key risks and concerns.

Haemostasis – St Thomas'  
Blood Sciences – King's  
Virology – St Thomas'  
Biochemistry - Bedford

**'Go Live'**  
**15 December 2014**

### Stock Levels

We can all play our part in getting ready for Pathway implementation by ensuring we have the correct stock levels for over the Pathway transition and Christmas periods.

Keep your laboratory fully functional – more information on the portal - [click here!](#)

### Need help? Contact:

[procurement@viapath.co.uk](mailto:procurement@viapath.co.uk)

### Supplier Reps policy

The Procurement/Supply Chain teams will sit within the Viapath Services part of the organisation and their role will be to help provide the laboratory facilities. This includes commercial activities, for example, agreeing prices, committing to a purchase, authorising purchase orders – largely these are the same activities as we do today.

Responsibility for technical and scientific discussions with our suppliers remains with our scientific colleagues, for example around new equipment. **This is already part of our Supplier Representatives Policy.**

### Unity Lab Services appointed as our Helpdesk supplier

We've been exploring ways to provide an effective service model to deal with both corrective and routine maintenance visits for our laboratory equipment.

Unity have been working with Viapath to provide Helpdesk services for some of our kit since 2012 and we have now taken the decision to extend this service across Viapath.

Pilot projects have been underway at Bedford, GSTT and King's to test the process and address any issues that have arisen over the last few weeks. We are now preparing to roll out the service across all our laboratories from the 15 December 2014.

Ahead of this laboratories will be provided with a new Standard Operating Procedure outlining what you need to do when faced with an equipment failure. This will be available soon.

You'll likely be aware that Unity has already conducted an asset survey and is labelling equipment at all our sites.

### Benefits of having a single Helpdesk provider

- Single telephone number to call instead of 40-50
- Ensures Service Level Agreements are met
- Data to measure analyser performance
- Data to measure performance of suppliers

And

- Our existing provider Unity already know our organisation and so this is an incremental change for them rather than a brand new service provision.



## Frequently Asked Questions

Here's a selection of the most frequently asked questions about the Unity Helpdesk model. There are many, more detailed, FAQs contained in a document on the Pathway Portal under Latest Updates/Other.

**Log on to the portal:** - [www.viaphath.co.uk/pathway](http://www.viaphath.co.uk/pathway)  
**Passcode :** - **employee2014**

### What is the Unity Helpdesk?

The Unity Helpdesk is a single point of contact for all equipment maintenance needs and should be contacted by staff to report any breakdown or Preventative Maintenance requirements. Unity will arrange for an engineer to contact you or visit.

The Unity Helpdesk will also arrange Planned Maintenance for all labs and agree a mutually convenient time to visit.

Unity already provides a Helpdesk to manage approximately 700 assets across Viaphath laboratories and have done so since November 2012. This is an expansion of this service.

### What equipment is covered by the Unity Helpdesk?

All assets belonging to Viaphath; whether fully owned, under a Managed Service Contract or Reagent Rental will be covered. This will range from large equipment such as analysers or smaller items such as microscopes and pipettes.

The Unity Helpdesk will be used for existing Service Providers including Meadowrose, Southern Microscopes, Starlabs and Deva Medical.

### Why do I have to use the Unity Helpdesk?

Given the respective roles of the two new Viaphath subsidiaries it is important that there is no cross-over of responsibilities between Viaphath Analytics and Viaphath Services. This means that Viaphath Analytics staff will not be able to order goods or services on behalf of Viaphath Services. This is crucial to remaining compliant with HMRC's requirements of the new structure.

### Why have we chosen Unity Laboratory Services to provide this service?

Viaphath have been working with Unity Laboratory Services (ULS) a subsidiary of Thermofisher, since Nov 2012 in the maintenance of approximately 700 assets involving 100+ suppliers across all sites and almost every lab. We considered other possible options however the optimal solution was to build on the existing Help Desk and industry knowledge that has supported Viaphath for the past two years.

## Supplier Reps Policy

The supplier Reps policy has been in force for some months already.

Because of its significance to the Pathway Project we have additionally posted it to the Pathway Portal, so that you can easily access it.

**Please remind yourself of its contents.**

### UNITY HELPDESK

WHEN YOU HAVE A LAB EQUIPMENT BREAKDOWN OR FAULT  
DURING NORMAL WORKING HOURS 08:00 -17.30,  
PLEASE REPORT IT AND REQUEST AN ENGINEER BY CALLING  
THE VIAPATH SERVICES HELPDESK PROVIDER (UNITY) ON:

## 0845 337 0175

Be prepared to give the Unity helpdesk agent the following information:-  
Contact Details: your name, phone number  
Equipment: TMO Code, equipment make and model  
Fault: Details of the fault, error codes displayed etc.

For urgent requests or preventative maintenance scheduling email [ULS@viaphath.co.uk](mailto:ULS@viaphath.co.uk)  
OR HERE: 0191 445 4455 @thermofisher.com

**ANY QUESTIONS?** Please refer to the SOP on Quality:  
"Laboratory Equipment Breakdown and Fault Reporting - A Guide to ULS Helpdesk"

**OUT OF HOURS (OOH)**  
\*Use the OOH call: 0800 145 0175 to the on-call manager/afterhours  
\*Log a call directly with the relevant supplier if an OOH contract exists and it is an emergency  
\*Use the appropriate contact details provided in the Instrument/Equipment logbook.  
\*Also respectively complete the OOH form and send to [ULSHELP.DND.ANY@thermofisher.com](mailto:ULSHELP.DND.ANY@thermofisher.com)