Cyted UK User Guide

How to contact us

Cyted UK Ltd, 2 Falcon Road, Hinchingbrooke Business Park, Huntingdon, Cambridgeshire, PE29 6FG.

Cyted UK is a UKAS accredited medical laboratory no. 9923

Operational day-to-day enquiries

Including courier bookings and related queries
E: HCAi.Cyted_Backlogs@NHS.net
T: 01480 453437

Laboratory opening hours
Weekday 08:00 – 17:00

Key contact information

Neil Ryan
Technical Operations Director
neil.ryan@hcahealthcare.co.uk

Dara Jordan
Managing Director
jordan.macdara@hcahealthcare.co.uk

Dr Luis Beltran
Clinical Lead
l.beltran@cytedhealth.com

Jess da Silva Fusco
Service Lead
Jesica.daSilvaFusco@hcahealthcare.co.uk

Katherine Scouler
Director of Quality & Risk
katherine.scouler@hcahealthcare.co.uk

Vicky Edwards
Services Coordinator
HCAi.Cyted_Backlogs@NHS.net

Kimberley Dolling
Financial & Commercial Executive
Kimberley.Dolling@backlogs.co.uk

Specialities

The department offers a full histopathology service including specimen dissection, processing and reporting, immunohistochemistry and special stains*. Our full staining repertoire can be found in the customer information pack on our website.

- Bone
- Breast
- Cardiology
- Dermatopathology
- Endocrine
- Gastrointestinal
- Genitourinary
- Gynaecological
- Haemo & lymph
- Head & neck
- Hepatobiliary
- Oral
- Ophthalmic
- Respiratory

Specimen dissection is carried out by appropriately trained and competent biomedical scientist dissectors. When required, for example for complex cases, consultant led dissection is performed.

Media and fixation

Each specimen should be placed into an appropriate container of sufficient size to allow it to move freely without causing distortion. It should be completely covered by the fixative and securely sealed.

Specimen Type	Fixation Medium
Routine histology	10% Neutral Buffered Formalin (NBF)
Testicular biopsies	Bouin's medium

*Our UKAS Schedule of Accreditation can be found at:

https://www.ukas.com/wp-content/uploads/schedule_uploads/00007/9923-Medical-Single.pdf

Some additional esoteric testing may be carried out by referral to ISO15189 accredited laboratories (e.g. Molecular, EM and specialized IHC).

Sample submission for histopathology specimens

Each case submitted must be accompanied with a complete and accurate request form. It is the responsibility of the requester to ensure that samples are correctly labelled, and request forms are completed to agreed standards.

Acceptance of a clinical specimen relies upon the request form and sample bearing a minimum of three matching identifiers, these must include:

- Patient's full name
- NHS or CHI number
- Patient's date of birth
- Referring hospital laboratory number/surgical number

Requesting laboratories / clinics will be notified where samples are received unsuitable for processing. Insufficiently labelled specimens or request forms may be rejected and returned for appropriate action. In addition, request forms for Histopathology Wet Specimens and Slides sent for reporting should also contain:

- Patient's sex
- Referring hospital / clinic
- Name of clinician
- Date of sample
- Site of specimen
- Relevant clinical details*
- Name and signature of requesting clinician

* All submissions must include appropriate detailed clinical information; cases received with missing or insufficient clinical information may be declined at reporting.

All submissions must be accompanied by a completed 'sample submission form' which can be found at the end of this document. This form should be emailed in advance of case arrival to HCAi.Cyted_Backlogs@NHS.net.

Oral requests are not accepted.

Sample transportation

Samples must be sent in the correct and appropriate container and packaged in accordance with UN3373 and IATA Packaging Instructions as required by Law under the Carriage of Dangerous Goods and Use of Transportable Pressure Regulations 2021.

Specimen type	Timeframe	Temperature
Small biopsies and specimens	Small samples do not require incision to aid fixation. No specific time frame is required. NOTE: over-fixation can lead to poorer immunohistochemistry results, delivery within 24 hours is recommended.	These can be delivered and stored at room temperature and therefore temperature does not need to be monitored. NOTE: cold temperatures will slow down the chemical reaction, and the specimen will take longer to fix.
Large specimens	As these specimens need to be incised to aid fixation, they should be delivered within 24 hours (next day), or incised prior to delivery. NOTE: delays can slow down fixation and may cause damage to the tissue.	These can be delivered and stored at room temperature and therefore temperature does not need to be monitored. NOTE: cold temperatures will slow down the chemical reaction, and the specimen will take longer to fix.
Slides for review / reporting	No specific time frame is required. NOTE: slides must be appropriately packaged to avoid breakage.	Can be shipped at room temperature therefore no monitoring required.

High risk specimens

Specimens from confirmed or suspected infectious diseases must be identified with 'Danger of Infection' labels on the request form as well as specifying as appropriate the risk on both the request form and pot. High risk specimens must be appropriately fixed prior to dispatch unless doing so would affect the integrity of the sample.

Urgent reporting
If a case is known urgent prior to sending, please indicate on the request form and the specimen will be dealt with accordingly.

If the case becomes urgent whilst with the laboratory, please email HCAi.Cyted_Backlogs@NHS.net.

Clinical advice

Our consultant pathologists are happy to give clinical advice and interpretation. In the first instance please contact the laboratory on 01480 453 437 who will be able to direct you to the correct specialist or reporting consultant.

Turnaround times (TATs)

Specimen type	Target turnaround times
Wet specimens for reporting	Within 7 days from receipt
Slide cases for reporting	Within 5 days from receipt
Cases requiring additional investigations, second opinion, decalcification etc.	Will be reported as soon as possible

TATs are closely monitored by the operational management team. TAT is measured in business days from receipt of case by the laboratory.

Courier collections

Collection requests should be directed to HCAi.Cyted_Backlogs@NHS.net with sufficient time to arrange a collection on any given day (before 11am), or up to one week in advance.

All collections will be by weekday overnight courier unless otherwise requested. Cases can be sent directly to the laboratory address on page 1 of these guidelines.

The team can arrange collections to meet requirement, whether ad-hoc, daily or regular collections.

Data protection

Cyted ensures the safeguarding and appropriate treatment of patient samples which includes data handling and confidentiality.

Care Quality Commission (CQC)	
Registered Manager	Mr Charles Richard Hails Percy
Nominated Individual	Mr John Reay

Data Protection	
Data Protection Officer	Joan Patricia St Hill
Data Protection	DPO@hcahealthcare.co.uk

Complaints

All complaints either verbal or written, regarding any aspect of the service provided are taken very seriously and should be directed to the Quality Manager. This can be done either by:

Email	HCAi.Cyted_Backlogs@NHS.net
Post	Cyted UK Ltd 2 Falcon Road Hinchingbrooke Business Park Huntingdon PE29 6FG
Phone	01480 453 437

All complaints will be assessed, logged and responded to using our error and non-conformity procedure.