

Pioneers in digital diagnostics delivering a fast, cost effective and high-quality service



Customer information

Cytel UK Ltd, 2 Falcon Road, Hinchbrook Business Park, Huntingdon,
Cambridgeshire, PE29 6FG.

**Accredited to ISO 15189 Medical Laboratories - Quality and Competence
UKAS No 9923.**

User email contacts

Operational day-to-day enquiries
HCAi.Cytel_Backlogs@NHS.net

Sales team and account management enquiries
sales@cytelhealth.com

Courier bookings and related enquiries
HCAi.Cytel_Backlogs@NHS.net

Phone

01480 453437

Laboratory opening hours

Monday - Friday

08:00 – 17:00

Key contact information

Jo Horsley
Technical Operations Manager
jo.horsley@backlogs.co.uk

William Knights
Managing Director
William.Knights@backlogs.co.uk

Emma Wheatcroft
Pathology Sales Manager
emma.wheatcroft@hcahealthcare.co.uk

Vicky Edwards
Services Coordinator
HCAi.Cytel_Backlogs@NHS.net

Alex Bowman
Laboratory Manager
alexander.bowman@hcahealthcare.co.uk

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

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

Katherine Scouler
Head of Governance, Quality & Risk
katherine.scouler@hcahealthcare.co.uk

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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 BMS 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
Capsule sponge	Alcohol based preservative

*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).

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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 | ▪ Site of specimen |
| ▪ Referring hospital / clinic | ▪ Relevant clinical details* |
| ▪ Name of clinician | ▪ Name and signature of requesting clinician |
| ▪ Date of sample | |

* 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.Cytel_Backlogs@NHS.net. Oral requests are not accepted.

Sample submission for capsule sponge specimens

Each sample submitted must be accompanied with a complete and accurate request form. A separate EndoSign® test user guide is provided to all EndoSign® customers which contains instructions for sample collection and completion of the request form. Acceptance of a capsule sponge specimen relies upon the request form and sample bearing a minimum of three matching identifiers, one of which must be the pot number:

- **NHS/CHI/hospital number**
- **Patient's date of birth**
- **Pot number**
- **Patient's full name**

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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	<p>Small samples do not require incision to aid fixation. No specific time frame is required.</p> <p>NOTE: over-fixation can lead to poorer immunohistochemistry results, delivery within 24 hours is recommended.</p>	<p>These can be delivered and stored at room temperature and therefore temperature does not need to be monitored.</p> <p>NOTE: cold temperatures will slow down the chemical reaction and the specimen will take longer to fix.</p>
Large specimens	<p>As these specimens need to be incised to aid fixation, they should be delivered with in 24 hours (next day), or incised prior to delivery.</p> <p>NOTE: delays can slow down fixation and may cause damage to the tissue.</p>	<p>These can be delivered and stored at room temperature and therefore temperature does not need to be monitored.</p> <p>NOTE: cold temperatures will slow down the chemical reaction and the specimen will take longer to fix.</p>
Capsule sponge	<p>Samples within preservative should be shipped as soon as possible and always within 7 days.</p>	<p>Can be shipped at room temperature therefore no monitoring is required.</p>
Slides for review / reporting	<p>No specific time frame is required.</p> <p>NOTE: slides must be appropriately packaged to avoid breakage.</p>	<p>Can be shipped at room temperature therefore no monitoring required.</p>

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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 Cytel, please email HCAi.Cytel_Backlogs@NHS.net and the team will expedite as required.

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](tel:01480453437) who will be able to direct you to the correct specialist or reporting consultant.

On-call provision

There is no 'on-call' service provided by the laboratory. All requests for work, which may involve staff working outside normal laboratory hours, should, in the first instance, be emailed to HCAi.Cytel_Backlogs@NHS.net.

Turnaround times (TATs)

Specimen type	Turnaround time
Wet specimens for reporting	Within 7 days from receipt
Slide cases for reporting	Within 5 days from receipt
Capsule sponge specimens	Within 14 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.

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Courier collections

The team can arrange collections to meet requirement, whether ad-hoc, daily or regular collections. Collection requests should be directed to HCAi.Cytel_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.

Data protection

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

Care Quality Commission (CQC)	
Registered Manager	Mr Alexander David Bowman
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.Cytel_Backlogs@NHS.net
Post	Cytel UK Ltd 2 Falcon Road Hinchingsbrooke 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.

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Sample submission form

Cyted laboratory use only	Lab / clinic ID	Surname	Number of pots	Number of slides	Number of blocks	Received (Cyted use only)	Comments (Cyted use only)

All submissions must be accompanied by a completed 'sample submission form' and should be included with any delivery and emailed in advance of case arrival to HCAi.Cyted_Backlogs@NHS.net.

A local version of the above may be used providing it includes the requested information.

Please contact us at HCAi.Cyted_Backlogs@NHS.net for a template of the sample submission form.