

**synnovis**  
A SYNLAB  pathology partnership



## Transforming pathology services in south east London

SYNNOVIS, A SYNLAB/NHS PATHOLOGY PARTNERSHIP

SYNLAB 

  
Guy's and St Thomas'  
NHS Foundation Trust

  
King's College Hospital  
NHS Foundation Trust





## Introduction

On 1 April 2021, SYNLAB formed a 15-plus year pathology partnership with Guy's and St Thomas', and King's College Hospital NHS Foundation Trusts to deliver and transform NHS pathology services across south east London. Its rebranding as Synnovis in October 2022 marked the start of a new relationship between the NHS, SYNLAB and pathology services in the region.



Today, Synnovis serves a population of almost two million people, providing diagnostics, testing and digital pathology services for hospitals, GPs and other NHS healthcare providers, as well as for a number of other private consumers across the UK.

As well as delivering pathology services, Synnovis is responsible for transforming the Trusts' existing hospital-based services into a world-leading, integrated 'hub and spoke'

pathology network by 2025. The transformation programme is believed to be one of, if not the, largest in UK healthcare history and responds to the ambitions set out in the NHS Long-Term Plan. This will not only help to improve the quality of patient care and more adequately meet the requirements of a growing population, but will also see the NHS save millions of pounds on pathology testing services across the UK.

### SYNLAB's NHS partnerships

The Christie Pathology Partnership in Manchester

Pathology First in Essex

Southwest Pathology Services in Somerset

Synnovis in south east London

## A tried and tested formula

Pathology partnerships with SYNLAB benefit from access to a global laboratory and diagnostic network and a wide range of clinical, scientific and operational expertise, as well as innovative research and development on an international scale. SYNLAB partnerships also deliver value for money by unlocking increased buying power and economies of scale.

## Synnovis: A clinically led approach

The SYNLAB/NHS partnership model ensures that pathology services are led by clinicians. In south east London, Synnovis is responsible for day-to-day service delivery, as well as the transformation programme. The NHS continues to take the lead role in setting the strategic direction of pathology services, linked to the development of other local health and care services.

Headed up by its Medical Director, Synnovis' team of strategic clinical leads works closely with clinical colleagues across the Trusts and is responsible for quality, clinical governance and leadership. This

structure ensures that key decisions affecting patient care rest with clinicians, so that clinical excellence is at the heart of all the partnership does.

## A hub and spoke pathology model

The hub and spoke model is based on the principle of separating urgent from non-urgent pathology workflows. In its other UK hub and spoke partnerships, SYNLAB has demonstrated that this approach can dramatically improve testing turnaround times and free up valuable estate to use for other patient services.

For Synnovis, a purpose-built, state-of-the-art 'hub' laboratory at Friars Bridge Court in Blackfriars Road is nearing completion, bringing cutting-edge instrumentation, technology and innovation under one roof. Six on-site hospital laboratories (the 'spokes') will be developed to provide essential services, which focus on the rapid turnaround of urgent tests (e.g. for inpatients or patients attending accident and emergency departments). Some specialist pathology services will continue to be provided at on-site laboratories, in close collaboration with clinical teams.

### Synnovis, now one of the largest consolidated pathology networks in the UK, includes the following NHS organisations:

**PARTNERS:** Guy's and St Thomas' NHS Foundation Trust (includes Royal Brompton and Harefield Hospitals); and King's College Hospital NHS Foundation Trust (includes Princess Royal University Hospital, PRUH)

- South London and Maudsley NHS Foundation Trust
- Oxleas NHS Foundation Trust
- NHS South East London Integrated Care Board, encompassing GP practices, clinics and other community services across the boroughs of Bexley, Bromley, Greenwich, Lewisham, Lambeth and Southwark
- Various NHS tertiary services across the UK





# The Synnovis timeline



## 2020

- **SYNLAB** appointed to partner with **King's College Hospital, and Guy's & St Thomas' NHS Foundation Trusts** in the delivery of an ambitious transformation of pathology services in south east London.
- The Trusts' pathology services will be transitioned into a world-leading 'hub and spoke' model, involving the consolidation of more than 90 routine and specialist laboratories into one state-of-the-art 'hub' laboratory, plus six on-site hospital laboratories.



## 2021

- The new partnership between SYNLAB (51% ownership) and the Trusts (49%) commences.
- Transfer of colleagues into new partnership entity completed.
- New name, brand and values for the partnership developed in conjunction with colleagues and service users.
- The Pathology Business Unit (PBU), operating on behalf of both Trusts, assumes responsibility for oversight and assurance of the partnership's activities and contracted deliverables.



## 2022 – 2023

- New partnership name, **Synnovis**, is launched.



- Online phlebotomy booking system introduced in Southwark and Lambeth.
- Analytical instruments upgraded and harmonised across laboratories.
- Epic Beaker LIMS implemented across six hospitals and six GP boroughs, which consolidates multiple legacy systems and integrates with the Trusts' new Epic electronic health record system.

## 2024-2025

- **April 2, 2024:** First samples processed at the new hub laboratory in Blackfriars.
- Phased introduction of Indexor sample tracking, transport and storage system.
- Phased migration of routine/non-urgent services for primary and secondary care into the hub.
- Refurbishment of on-site hospital laboratories and upgrading of analysers, enabling targeted focus on the rapid turnaround of urgent tests.



## By March 2026

- Around 70% of all Synnovis activity will be processed at the hub.
- 7,000 square metres of NHS real estate released for use by other important patient services.





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This is a once-in-a-generation opportunity to introduce a world-leading pathology service model to south east London. The scale and complexity of this service change is significant, as are the subsequent advances in patient care and innovation it will deliver.

**Mark Dollar**

Chief Executive Officer,  
Synnovis



## Tangible benefits to staff, patients, clinicians, scientists and the NHS

**Synnovis is already delivering a number of benefits, with more to follow once the transition into the new operating model is complete.**

**Improved quality of patient care and experience:** Urgent and routine tests will be turned around more quickly following service transformation. This will enable faster clinical decisions regarding care, a reduction in overnight hospital admissions, quicker discharge and speedier transitions to the appropriate clinical pathway. The fast-tracking of urgent GP requests will also enable more conditions to be managed within the community.

**Investing for the future:** SYNLAB's investment will provide Synnovis with a state-of-the-art hub laboratory spanning 10 floors, purpose-built to meet the needs of modern-day healthcare services, capitalising on the latest technology, equipment and systems.

**Better use of valuable NHS estate:**

The hub laboratory will release more than 7,000 square metres of NHS real estate - the equivalent of more than 190 operating theatres - which can then be used by Synnovis' partners for other important patient services.

**Digitally innovative:** The Epic Beaker Laboratory Information Management System (LIMS) has been implemented as Synnovis' core IT system, and is fully integrated with the Trusts' new Epic electronic health record (EHR) system.

**Enhanced career progression:**

The opportunity to work in one of the most scientifically advanced pathology centres in the world will foster collaboration across Synnovis and create an environment where best practice from different specialisms can easily be shared. Colleagues based at any Synnovis site will be encouraged to develop multi-disciplinary skills and undertake multi-system training, broadening the career pathways available to them.

**Technology to drive efficiency:** Through cutting-edge digital pathology technology, clinicians will be able to view samples online via high-resolution monitors, without the need for microscopes. Digitising samples increases efficiency and speeds up patient diagnosis by reducing logistics and handling risks, and enabling clinicians to view samples from anywhere and at any time.

**Clinical consistency:** The consolidation of instrumentation, collection arrangements and electronic ordering, alongside the harmonisation of test catalogues and results reference ranges, will allow all clinicians to access the same pathology services in the same way, regardless of the site at which they are located.

**A responsive and resilient service:** Synnovis has been able to call on extra operational capacity from across SYNLAB's UK laboratory network to ensure continuity of service while the hub is under development. For example, tens of thousands of microbiology tests for primary care patients in Bexley, Greenwich and Lewisham have been processed by laboratories at Pathology First, SYNLAB's NHS partnership with Mid and South Essex NHS Foundation Trust. This collaborative and agile approach across SYNLAB partnerships enables Synnovis' flexibility and responsiveness in the face of future demand.



For more information visit  
[www.synnovis.co.uk](http://www.synnovis.co.uk)







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We are committed to working collaboratively with clinicians, scientists, service users and others to transform testing and diagnostic services. Together, we are on a journey to develop a world-leading, integrated hub and spoke pathology network, which will help to improve the quality of patient care and enhance the experience of the clinicians providing that care.

**Prof Ian Abbs**

Chief Executive, Guy's and St Thomas' NHS Foundation Trust

**Prof Clive Kay**

Chief Executive, King's College Hospital NHS Foundation Trust

## All about the hub

Since April 2024, pathology services have been transferring in phases to our new state-of-the-art central hub laboratory at Friars Bridge Court, 41 Blackfriars Road. Filled with cutting-edge technology and world-class talent, the hub is set to become a pathology centre of excellence and will realise major benefits for clinicians, patients and the NHS overall.

Almost  
**10,000m<sup>2</sup>**

across 10 floors dedicated to the future of pathology

The longest  
Abbott blood  
sciences  
track in  
Europe



Powered by renewable sources, achieving a **47% reduction in CO<sub>2</sub> emissions**

**1,000,000**

microbiology tests annually

Greener logistics commitment, utilising electric vehicles and bicycles

On track to achieve Building Research Establishment Environmental Assessment Method (BREEAM) **'Excellent'** rating



**150,000** blood sciences tests processed every day

**Releases 7,000m<sup>2</sup>** of real estate  
back to NHS partners (equivalent to  
190 operating theatres)

Draws our talent,  
technology and  
services from more  
than **90 laboratories**  
into one hub plus six  
hospital sites



Laboratory  
service  
operational

**24/7**



Serving almost **2 million**  
**patients**, and **191 GP**  
**practices** across **249 sites**

**Telelift rail conveyor**  
transporting samples  
between 6 floors,  
running up walls and  
through ceilings

**70%**

of all Synnovis  
pathology services  
delivered from the hub

The world's longest  
Becton Dickinson track  
for bacteriology

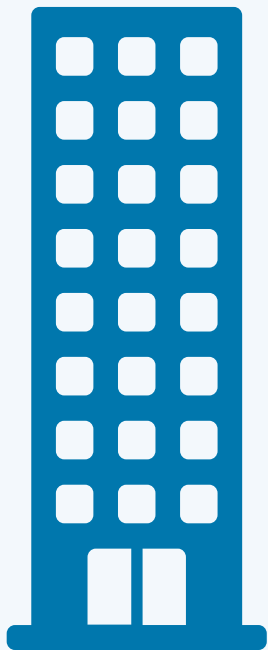


blood tubes  
processed  
daily

**30,000**



World's first installation of a Sysmex  
double haematology XN line





Got a comment or question?

Please email us any time on  
[LetsTalk@synnovis.co.uk](mailto:LetsTalk@synnovis.co.uk)

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