

**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



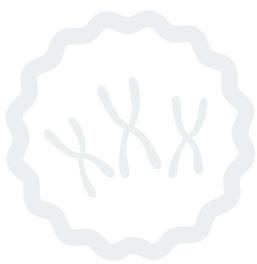
## Introduction

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. It responds to the ambitions set out in the NHS Long-Term Plan, which will not only help to improve the quality of patient care 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. 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



### Dec 2020

- SYNLAB and the NHS agree the future vision for pathology services and confirm shared goals and ambitions, including the delivery of a world-leading, integrated 'hub and spoke' pathology network by 2025.



### 2021

- The new NHS/SYNLAB partnership commences with SYNLAB taking responsibility for service delivery and transformation (initially retaining the Viapath brand).
- A number of Trust colleagues transfer to the new pathology partnership.
- Colleagues and service user representatives have the opportunity to get involved in developing and agreeing a new name, brand and values for the service.
- Key stakeholders and colleagues are engaged in the development of plans to deliver the overall vision for the partnership.
- Pathology staff associated with GP direct access testing in Bexley, Greenwich and Lewisham transfer over to the partnership.



### 2022 – 2023

- New partnership name and brand – Synnovis – 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

- Phased introduction of Indexor sample tracking, transport and storage system.
- Phased migration of services into the hub and refurbishment of on-site hospital laboratories.



### 2025 – Mar 2036

- Service is now 'business as usual', with continuous improvement a part of everyday working practices.
- Around 70% of all pathology activity currently conducted by Synnovis (including all primary care work) processed by the hub.



## 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 6,000 square metres of NHS real estate - the equivalent of more than 150 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.



The transformation of pathology services in south east London is a highly complex change programme of a size and scale not seen before. Working with our partners, we are embracing this once-in-a-generation opportunity to enhance population health through the delivery of a world-leading pathology model.

**Dr Tracy Ellison**  
Managing Director,  
Synnovis

**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 within Synnovis 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)



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

Pathology services will transition in phases to our new state-of-the-art central hub laboratory at Friars Bridge Court, 41 Blackfriars Road, London, from April 2024. Filled with cutting-edge technology and world-class talent, this pathology centre of excellence will realise major benefits for clinicians, patients and the NHS overall.

Releases 6,000m<sup>2</sup> of real estate back to NHS partners (equivalent to 150 operating theatres)



Almost **10,000m<sup>2</sup>** across 10 floors dedicated to the future of pathology

The longest **Abbott blood sciences track in Europe**

Draws our talent, technology and services from across **89 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**



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



Greener logistics commitment, utilising electric vehicles and bicycles

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

**70%**

of all Synnovis pathology services delivered from the hub

**1,000,000** microbiology tests annually

The world's longest **Becton Dickinson track for bacteriology**



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



**100,000** tests every day in core blood sciences laboratory



**30,000**

blood tubes processed daily



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)

**synnovis**  
A SYNLAB pathology partnership

**Synnovis**  
Friars Bridge Court  
41-43 Blackfriars Road  
London  
SE1 8NZ

[www.synnovis.co.uk](http://www.synnovis.co.uk)