**Response to concerns raised by UNITE, March 2024**

*Statement from Dr Tracy Ellison, Synnovis Managing Director*

“We understand that any change in working practice or location can cause colleagues to worry, and that until they see the new hub laboratory for themselves it is difficult to imagine what it will be like. We’ve invested tens of millions of pounds and more than five years’ planning in the delivery of a state-of-the-art laboratory with cutting edge equipment and technology that will ultimately support the NHS in providing better patient care, whilst also providing a superior working environment for our workforce. We have also involved scientists and other colleagues since 2020 in the development of the new arrangements to ensure the requirements of our people and the service we deliver are met, if not exceeded.

“We have a previously-scheduled meeting with UNITE representatives in early April and look forward to the opportunity to discuss the queries raised. We are confident we can provide the reassurances needed and can address misconceptions –– through our ongoing, direct communication with both our staff and UNITE.”

**The information below provides key facts and figures about the new hub laboratory, which addresses many of the concerns raised by UNITE.**

**The new hub & spoke model: transforming pathology services in south east London**

Synnovis – a partnership between SYNLAB UK & Ireland, Guy’s and St Thomas’ NHS Foundation Trust and King’s College Hospital NHS Foundation Trust – will begin a phased transfer of services into its new state-of-the-art ‘hub’ laboratory in Blackfriars from 2 April 2024.

Currently delivered via 89 laboratories spread across multiple hospital sites, the new hub will bring many of these laboratories together under one roof, fitted out with cutting-edge instrumentation and equipment.

Some services, including smaller essential service laboratories (or ‘spokes’) will remain on each of the six hospital sites. These will perform specialised tests and process urgent samples which need to be turned around within four hours, e.g. for patients in hospital or attending the emergency department.

By spring 2025, once the carefully phased transition of services is complete, the hub will process around 70 per cent of all Synnovis activity, deliver hundreds of thousands of tests every day and serve a patient population of close to two million.

The 10-floor hub building has been fitted out with bespoke facilities with the aim of significantly improving the working environment colleagues experience today, including:

* 9 shower/washroom facilities
* 800 lockers
* Large windows and natural light on every floor
* Bicycle storage
* Spacious breakout areas for staff on ground and lower ground levels with booth, bar and table seating, meal preparation area and lounge seating
* Multi-faith room
* 51 toilets across the hub with accessible facilities on every floor
* Nearly 10,000m2 of space across ten floors
* Modern IT infrastructure throughout with security access to each floor

These facts and more can be found the infographic below.

