

Synnovis Customer Support

Contact customerservices@synnovis.co.uk or 0204 513 7300 for pathology queries including results, add-ons, logistics and consumables, sample/test information and clinical advice.

The team is available Monday to Friday, 08:00 to 18:00. More information can be found at <https://www.synnovis.co.uk/customer-service>

Please include as much information as possible, including relevant patient details, to allow for early investigation.

Pathology IT Issues

Contact tQuest@synnovis.co.uk for any pathology-related IT queries, including tQuest user set up, enquiries, issues, result interchange errors & unmatched/unknown GP results.

No Patient Identifiable Details please. An @nhs.net address will be provided if confidential information needs to be shared.

Synnovis Change Projects

Contact LetsTalk@synnovis.co.uk for queries about service changes or the transformation of pathology services. You can also use this email to ask to join our mailing lists or to feedback on our communications.

This inbox is monitored during weekday office hours. No Patient Identifiable Details please.

All other pathology queries (e.g. results, sample/test information, logistics etc) should be sent to synnovis.customerservices@nhs.net

Logistics Escalation Pathway

To report a missed or late collection, please contact the GSG Synnovis Helpdesk on 020 8340 3610 who will assess the courier's status and arrange for an immediate resolution

Website Information

including logistics, reference ranges, critical telephoning limits and offline request forms
<https://www.synnovis.co.uk/primary-care-information-centre>

Other Useful contacts

Cervical Screening queries: please contact: is.helpdesk@tdlpathology.com

Radiology ICE queries: please contact kch-tr.KingsICESupport@nhs.net

EPIC documentation and discharge summary queries: please contact Carola.McKenna@gstt.nhs.uk (Head of Digital Operations – Inpatients)