

**synnovis**  
A SYNLAB pathology partnership

# Indexor

An introduction for  
primary and community care

**SYNLAB**

**NHS**  
Guy's and St Thomas'  
NHS Foundation Trust

**NHS**  
King's College Hospital  
NHS Foundation Trust

# Today's panel

## Moderator

- Lara Cresswell **Communications & Marketing Director**

## Presenting

- Matt Aruldoss-Hines **Customer Experience Manager (Transformation)**

- Rigo Pizarro-Duhart **Primary Care Transformation Lead**



We are **recording** this session for sharing further with colleagues across primary care



Please **ask questions** at the end of the presentation by raising your hand or posting in the chat facility

# Agenda

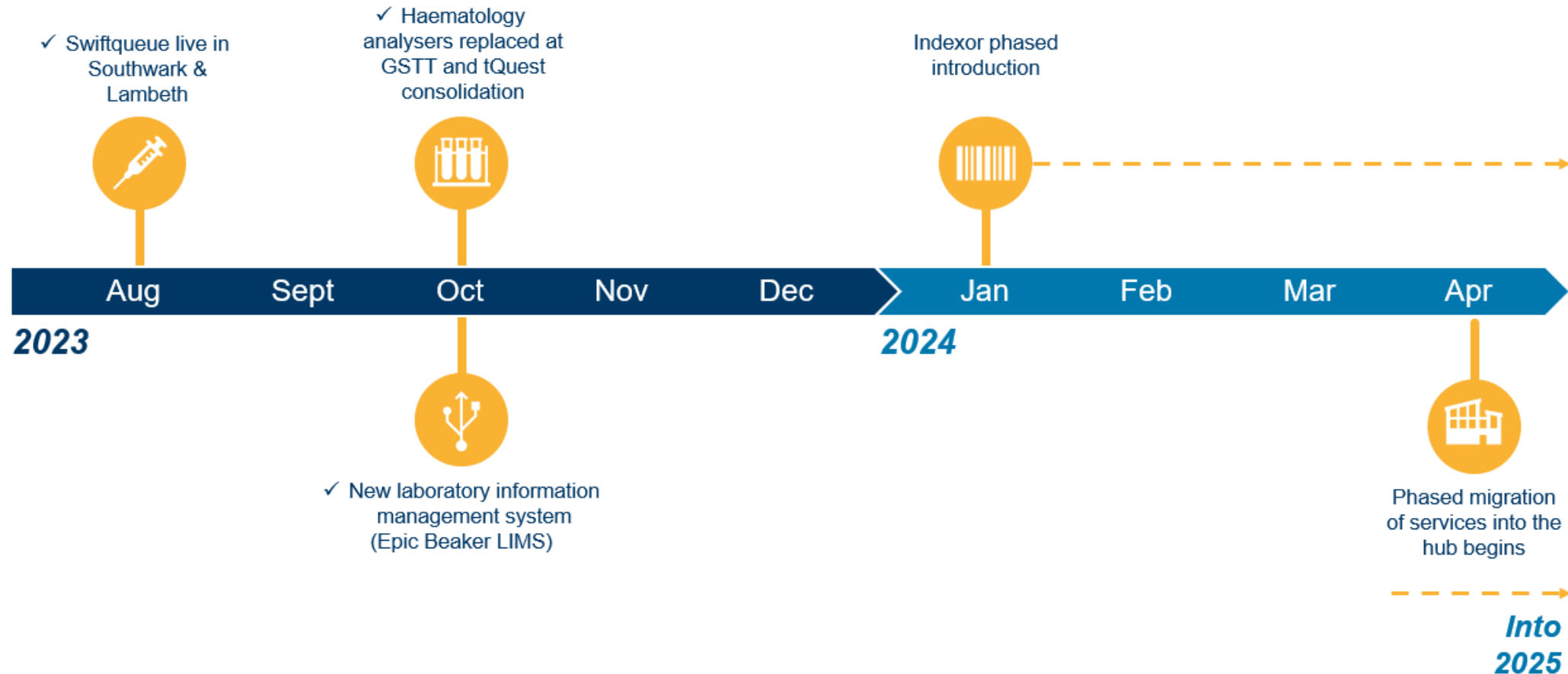
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# Transforming pathology services

- **Synnovis** – a SYNLAB partnership with Guy's and St Thomas', and King's College Hospital NHS Foundation Trusts, committed to delivering and transforming pathology services in south east London
- Delivering a new 'hub and spoke' model for pathology services in the region, including:
  - A new 10-floor, highly automated 'hub' laboratory in Blackfriars, processing all primary care and the majority of hospital pathology work
  - ESL 'spokes' on hospital sites to provide time-critical test activity
- Benefits for primary care:
  - Highest levels of efficiency, standardisation and quality
  - Faster clinical decisions and swifter patient discharge / transitions to appropriate clinical pathways
  - Harmonises pathology tests across the network
  - Release of >50% of pathology space for use by other NHS services

# Transformation milestones

- Indexor is the next milestone in the transformation of our pathology network, ahead of commencing a phased services migration into the hub



# What is Indexor?

Indexor is a blood sample tracking system which simplifies the collection of blood samples.

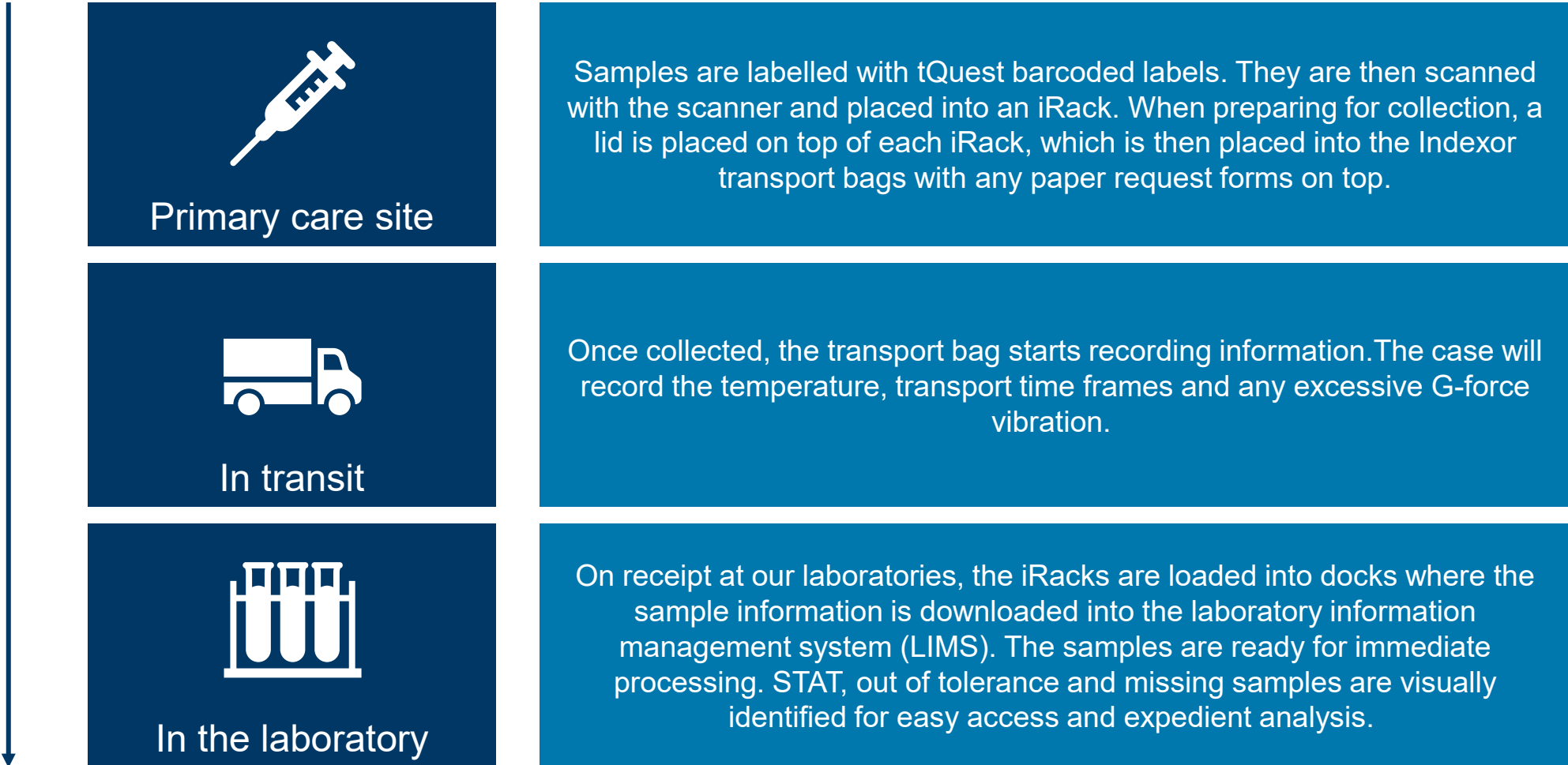


# Why use Indexor?

- **Plug in and use** - does not require wi-fi or integration into any clinical system or hardware.
- **Simplifies storage and collection** of blood samples, saving time for clinicians.
- **Maintains the quality of a blood sample** – records temperature, time frames and excessive G-force vibration during transportation, eliminating errors in the pre-analytics phase.
- **Aids timely processing** by enabling time-sensitive priority samples to be identified on receipt in laboratories.
- **Environmentally friendly** – reduces paper and plastic waste associated with individually bagging samples.



# How it works







# Indexor benefits for primary care

- Eliminates the need for phlebotomists to bag tubes for transport, saving time and allowing clinicians to be more engaged with a patient.
- Missing and delayed test results can mean a patient needs to be recalled, or lead to missed reporting for GPs. Currently, poor compliance in manually recording specimen information can result in sample instability and increased reporting of unnecessarily high potassium results.
- Reduces pre-analytical errors by automatically capturing collection, transport and temperature data.
- Streamlines the booking-in process at our laboratories - up to 60 samples can be booked in in less than a minute.
- Efficiencies, service improvements and a better patient experience.

# Next steps and support

- Next steps:
  - Indexor introduced in a **phased approach**, starting in early 2024.
  - We will be working with **small groups of GP practices** to ensure that each is fully supported. Further details to be shared in the New Year.
- Support:
  - Online **training sessions** - details to be shared in the New Year.
  - Dedicated **Indexor web page**: [www.synnovis.co.uk/indexor](http://www.synnovis.co.uk/indexor)
  - **Got a question?** Email [LetsTalk@synnovis.co.uk](mailto:LetsTalk@synnovis.co.uk)



A **recording** of this session will be circulated in the next issue of In SYNC - current and past editions are also available at [www.synnovis.co.uk/latest-news-and-updates](http://www.synnovis.co.uk/latest-news-and-updates)

