



# Oxford University Hospitals

NHS Foundation Trust

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Dear Users,

## **Re: Changes to service delivery with increased turnaround times**

We are writing to inform you that the Oxford Immunology Laboratory is experiencing service pressures affecting our ability to deliver testing within our normal turnaround times. These pressures include significant increases in activity across our repertoire of tests, as well as staff vacancies, and shortages of reagents.

Due to a large proportion of our national users not being set up on NPEX, we have seen a significant rise in sample handling time in the pre-analytical area of the laboratory, which is unfortunately compounding the effect on our overall turnaround times for assays.

We continue to implement multiple strategies to try and mitigate the effect of these issues. However, to protect the service and patient care, we have decided that the best course of action is to increase our turnaround times across our whole service with immediate effect. We are prioritising testing based on clinical impact and analyte stability for each assay. The tests that we will continue to try and process within our previous turnaround time will be as follows:

- NMDA antibodies
- ANCA by Immunofluorescence
- MPO/PR3 antibodies and GBM antibodies
- Biologic drug levels – Infliximab and Adalimumab
- LGI-1 and CASPR2 antibodies
- Fixed cell Aquaporin 4 antibodies

For all other assays, there will be a delay to our usual routine testing times. We hope that by doing this over the course of the next few months we will be able to return to our quoted turnaround times as quickly as possible.

To further assist us, a significant help from our users would be the increased use of electronic requesting. If you are an NPEX user and would like to connect with us, please email [immunology.office@nhs.net](mailto:immunology.office@nhs.net). If in the meantime, you have any queries please don't hesitate to contact us.

Yours faithfully,

James Hoy  
Laboratory Manager

Dr Elizabeth Bateman FRCPATH  
Consultant Clinical Scientist  
Clinical Lead of Laboratory Immunology