

Immunology Laboratory  
Churchill Hospital  
Old Rd  
Headington  
Oxford  
OX3 7LE

Tel: 01865 225995  
Email: [Immunologylab.enquiries@ouh.nhs.uk](mailto:Immunologylab.enquiries@ouh.nhs.uk)  
Website: [ouh.nhs.uk/immunology](http://ouh.nhs.uk/immunology)

04/08/2025

Dear Colleagues,

**Oxford Immunology Service following transition to WinPATH Enterprise (WPE)**

Following on from our earlier announcement regarding our increased operational pressure, I am providing you with an additional update regarding our Turnaround Times (TaT) for our immunology service that we offer externally.

For those centres that have transitioned to NPEx, thank you, this is the best way to eliminate the issues with referring work to us. If there are any other centres that wish to investigate this service further, then please contact the laboratory via [Immunologylab.enquiries@ouh.nhs.uk](mailto:Immunologylab.enquiries@ouh.nhs.uk) or direct to me and we can investigate and provide resource to facilitate end-to-end testing with your laboratory.

For those centres, that are unable to resource electronic requesting, or that do not have access to this service, then you can expect an additional 25-30 days on top of our quoted TaT.

We are unable to facilitate urgent testing, or escalating of testing within this backlog of samples, as individual samples amongst these is near impossible.

If you have any samples, that require urgent testing, I recommend that these are sent elsewhere so that you can receive a better service for your patients.

I am extremely disappointed with the service that we are currently offering, and at present due to other operational pressures, I do not envisage this improving within the next 3-6 months.

If you have any further questions, then please do not hesitate to contact wither myself or Ross on the details above.

Yours faithfully



James Hoy  
Laboratory Manager – Immunology



Dr Ross Sadler  
Clinical Lead and Consultant Clinical Scientist – Immunology