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Dear Colleagues,

Oxford Immunology Service Turnaround Time (TaT) update 2026

Following our previous communication regarding the increased operational pressures currently affecting our Immunology service, I would like to provide a further update on the turnaround times (TaT) for external referral work.

Firstly, I would like to thank those centres that have successfully transitioned to NPEX. This remains the most effective method of managing referrals and significantly reduces the challenges associated with the submission and processing of referred tests. Should any other centres wish to explore implementation of NPEX, please contact the laboratory at Immunologylab.enquiries@ouh.nhs.uk or contact me directly. We will be pleased to discuss the available options and provide support to facilitate end-to-end electronic requesting.

For centres that are unable to implement electronic requesting or do not currently have access to NPEX, please continue to anticipate an additional 25-30 days beyond our published turnaround times.

Unfortunately, due to the volume of samples within the current backlog, we are unable to prioritise or expedite individual requests. As a result, where urgent testing is required, we would strongly recommend referral to an alternative provider to ensure timely results and optimal patient care.

In circumstances where urgent testing must be referred to our laboratory, particularly at the request of your clinical teams, we ask that you contact Immunologylab.enquiries@ouh.nhs.uk in advance of submission. Such requests will be reviewed on a case-by-case basis, and guidance will be provided regarding the most appropriate route for sample referral.

I acknowledge and share your concerns regarding the level of service we are currently able to provide. Regrettably, given the ongoing operational challenges within the service, I do not anticipate a significant improvement in turnaround times within the next three to six months.

However, we are continuing to work closely with Labgnostic on the development of LabREACH, and further information regarding access to this service for referring centres will be communicated as it becomes available.

Should you require any further information, please do not hesitate to contact either myself or Ross via the details provided above.



Oxford University Hospitals
NHS Foundation Trust

Yours faithfully

A handwritten signature in black ink, appearing to be 'J. Hoy'.

James Hoy
Laboratory Manager – Immunology

A handwritten signature in black ink, appearing to be 'R. Sadler'.

Dr Ross Sadler
Clinical Lead and Consultant Clinical Scientist – Immunology