



# Laboratory Services for Primary Care

## Directorate of Laboratory Medicine

### Excellent Laboratory Diagnostics for Adult and Paediatric Services on One Site

Core and specialist services. ... No sendaways or referrals..... Quality and timely results direct to the GP desktop.

Our new hospital development brings together our expert technical, scientific and clinical team in a world class clinical, academic and research laboratory facility.

Together with our dedicated Primary Care Service and electronic communications we can ensure practices and their patients benefit from our comprehensive and streamlined approach to diagnostic testing at a competitive price.



### Designed to Meet your Practice Needs

#### **We are able to give you -**

- Direct GP enquiry/client care line on 0161 276 8011.
- Full -time Primary Care Liaison team.
- Dedicated laboratory-operated courier service undertaking pickups at your convenience. Our couriers are trained in the safe and secure handling of samples and reports.
- Full range of pathology services including the specialist areas of Virology and Immunology. Direct access to these services ensures fast turnaround times and readily available clinical advice.
- Direct access to clinical advice for both adult and paediatric services.
- An electronic requesting and reporting system which is integrated with your Practice system.
- Electronic access to secondary care pathology results.
- Telephone reporting of abnormal/critical results, in and out of normal working hours.
- Same day analysis – samples are processed into the evening to ensure sample quality is maintained and fast turnaround times achieved.
- Phlebotomy support for difficult to bleed patients.
- A close working relationship with GP practices, responding to your needs to improve the patient experience.



Visit our website: [www.manlab.co.uk](http://www.manlab.co.uk)

## Benefiting from Technology

We have rolled out the Sunquest ICE™ laboratory order communications system to our partner practices – with excellent results.

In addition to electronic PMIP reporting, practices can now order pathology investigations electronically.

Access to the results of pathology tests performed during secondary care visits to our five hospitals is also provided via the ICE system, to aid diagnosis and reduce repeat testing.

The ICE system is a market leader implemented following consultation with practice GPs, managers, nursing and support staff.

Benefits to patient care include:

- Integration into the practice IT system, intuitive requesting with prompts and advice.
- Barcode labels applied to the samples and requests using current Zebra printers.
- Paperless processes, removing the need for handwritten requests or additional printing.
- Improved data quality, reducing the numbers of samples rejected or misdirected.
- Faster turnaround times both within our laboratories and at practices.
- Improved management to deal with high demand.



### Dr Mark Whitaker of Didsbury Medical Practice says

"Ice is integrated into our clinical system and has streamlined the pathology ordering process. The new system has removed the need to hand write the vast majority of requests. This is more reliable, time efficient and generally a better process."

## New Collaboration

We have joined forces with GSTS Pathology LLP to continue modernising the laboratory testing services we provide for GPs and hospitals across the region. The specialist genetic testing team based at Saint Mary's Hospital is also working with GSTS to look at new opportunities to develop and expand its services.

GSTS Pathology (a partnership between Guy's & St Thomas' Hospital, Kings College Hospital and Serco Group Plc) is one of the largest pathology organisations in the UK.

Together with GSTS we will share business development skills, professional training, technology, IT systems and other resources. We will also continue to work closely with other laboratories across Greater Manchester, to help deliver high quality pathology services for patients across the region.

For further information please contact Dave Pearson, Director of the Clinical & Scientific Services Division, on 0161 276 6575 or email: david.pearson@cmft.nhs.uk

## Get in Touch

Our Laboratory Medicine team are ready to provide help and assistance:

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*We welcome the opportunity to visit your practice to outline and demonstrate the features and benefits of our service and the ICE system. We can also put you in touch with your colleagues who are currently benefiting from our excellent service. Full GP and practice staff training, IT support and regular updates are provided as standard for all ICE users.*

Visit our website: [www.manlab.co.uk](http://www.manlab.co.uk)