

RWT Pathology
Services



**21st Century
Solution**



**The service you
can trust to deliver**

Services designed to improve patient experience

General Practice is the most important and frequently used interface between the public and the NHS.

With increasing numbers of consultations taking place at every practice each year, demands on the resources used for patient management are also increasing. RWT Pathology Services are designed to support these increasing demands, providing high quality, reliable and cost effective pathology services that will deliver increased value to your patients and your practice.

In an environment of ever changing healthcare delivery demands, let us show how your practice and patients could benefit from the increased quality, service delivery and cost effectiveness delivered by RWT Pathology Services.



Introducing: RWT Pathology Service

Our new purpose built laboratory at New Cross Hospital offers a full range of nationally accredited consultant led pathology services. State of the art laboratory facilities, systems and Information Technology provide outstanding performance and seamless service continuity to all our customers.

At RWT Pathology Services we focus on those aspects of pathology services that our customers have told us make the difference:

Delivering outstanding quality

Using Information technology to benefit your patients and your practice processes

Proactively working with you and your practice to optimise delivery of clinical and service related pathology advice

Providing a reliable ,resilient service that always delivers what you need when you need it.

By making the very best use of our people, facilities, IT and logistics to target these key requirements, RWT Pathology Services delivers a service that is both targeted to your needs at the same time as offering high capacity and highly competitive prices.





Putting quality first

With quality in healthcare under greater scrutiny than ever before, the need for maintenance and improvement in the quality of the services you depend on is critical.

Clinical excellence and continued quality improvement are embedded in our organisational values. For over 20 years, the RWT Pathology Services has maintained full and continuous accreditation, as awarded by Clinical Pathology Accreditation (UK) Ltd.

Each element of our service has been engineered with quality in mind; from monitoring of sample integrity on the journey from your door to ours via a fully tracked sample logistics service, through rigorously monitored analysis and result generation, to the availability of clinical advice, ensuring the right result on the right patient at the right time!

Information at the Heart of all we do

Advancing Information technology is the foundation upon which healthcare service redesign is being built and RWT Pathology Services are no exception. Our information system enables you to access a complete 'needle to notes' pathology service from your consulting room or practice office:

- Electronic order communications with specific disease state test profiles for panels for ease of ordering & patient management
- Sophisticated tracking of individual samples from the moment they leave your practice to when results are returned; just like tracking a parcel on the internet, you always know when you are going to get your 'order' delivered
- Powerful automatic results analysis flagging any abnormal results and analysing trends to help improve patient monitoring
- Key capability to view complete patient pathology results histories, including those tests ordered by your secondary care provider regardless of their location, facilitating effective patient management
- Analysis of test requesting, reporting and cost analysis to support your practice management tasks
- A dedicated RWT Pathology Service website where you can access not only customer support and advice but a forum for discussion, and blogs, enabling creation of a social network for GPs and health professionals



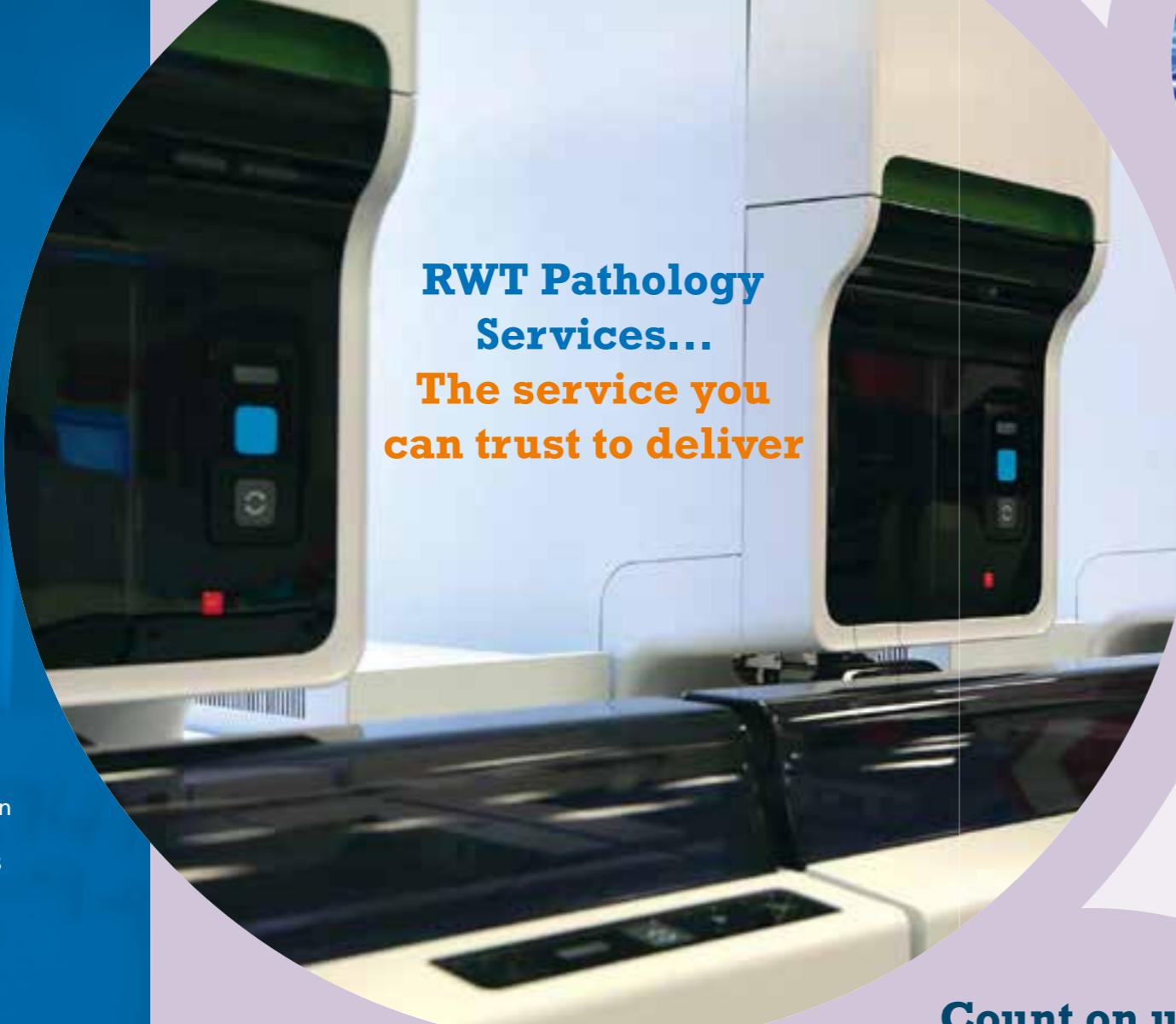
Innovating together...

Changing healthcare needs are driving practice innovation in primary care. At RWT Pathology Services we recognise the value that a proactive laboratory service can deliver in helping you achieve change while dealing with day to day challenges.

Whether responding to your development requests or identifying opportunities and bringing them to you, our clinical and technical team are focused on helping you.

We have a proven track record of collaborative development in areas such as proactive support for antibiotic prescribing and point of care testing services.

With newer technology we can look at tailoring sample collection services to suit your surgery. Latest news on these innovations and other best practices are shared through our regular communications.



RWT Pathology Services... The service you can trust to deliver



Count on us...

Whatever role pathology services play in supporting your practice, you need them to deliver reliably and consistently. Whether it's being at the end of the phone for day to day queries or ensuring that services run smoothly regardless of the situation, RWT Pathology Services are dedicated to delivering on our promise.

Getting in contact with RWT Services couldn't be easier. You can reach us on our dedicated customer service telephone number; whether you require urgent clinical assistance or have an enquiry about our service. You can also contact us on any matter via our web site.





RWT Pathology Services... The service you can trust to deliver

What our customers say

“” You have been excellent - hugely supportive in helping out, answering questions, providing advice and benefitting the team with your knowledge and expertise. The commissioners are really pleased that you have been able to develop such a positive working relationship so quickly, and we want to thank you for all of your help.

Paul Sheehan
Sexual Health Commissioning Manager, Sandwell

“” The services provided from phlebotomy to the courier service, then to electronic reporting and availability of clinical staff for advice is very good. The service works consistently well. The pathology services have gone out of their way to engage with GPs in design of services, pathology requesting, particularly e-requesting, and electronic transfer of results.

Dr Julian Parkes
General Practitioner, Wolverhampton

“” The new laboratories and up to date equipment has allowed the Pathology teams to improve performance and quality. As a result our GP practices have seen real and sustained improvements for example the service now achieve a turnaround time of less than 24 hours for around 70% of standard tests.

Romana Jack
Contract Manager