

27 November 2009

Dear Practitioner

To make sure our Pathologists and senior staff are as accessible to you as possible, we've updated our key contact information to include Pathologist emails and mobile telephone numbers. The updated list can be found on our website at [http://labtests.co.nz/Images-\(1\)/KeyContacts\\_nov09.aspx](http://labtests.co.nz/Images-(1)/KeyContacts_nov09.aspx), or contact your MLO for a copy.

Next month we'll also be launching a regular newsletter from our Pathologists to introduce our pathology team, their expertise and interests. As with all of the staff here at Labtests, our senior clinicians are committed to excellence in Pathology and providing a trusted and quality service to you and your patients. We acknowledge the issues that have arisen out of service transition and all of our clinical staff are committed to learn from those and improve service delivery.

### **FIRST CME MEETINGS**

This week we held the first of our CME meetings at Waipuna Hotel Conference Centre where Dr Arlo Upton, Clinical Microbiologist and Gerardo Herrera, Section Head of Molecular Biology presented an update on Chlamydia testing, the work up of urine at Labtests and extended spectrum beta-lactamase producing Gram negative bacteria in the Auckland community. The session was well attended and we would like to thank the GPs that attended for their feedback.

For those of you unable to attend this week's session, Arlo and Gerardo will be presenting again on the North Shore next week.

**Date:** Wednesday 2 December 2009

**Venue:** Bruce Mason Centre, Cnr Hurstmere Rd and The Promenade, Takapuna Beach

**Time:** 6:30 p.m. – 9:00 p.m.

Drinks and nibbles will be provided.

Please confirm your attendance by contacting Jessica McElwain on 09-574 7306 or e-mail on [Jessica.mcelwain@labtests.co.nz](mailto:Jessica.mcelwain@labtests.co.nz) by Friday 27 November. Please supply your NZMC number along with your RSVP.

### **CLARIFICATION OF USE OF FLUORIDE TUBES FOR GLUCOSE TESTING**

Samples for glucose testing where there is no immediate centrifugation available, including the polycose screen and glucose tolerance tests, should be collected in fluoride oxalate tubes. This includes tests collected at Doctors Surgeries.

For more information on collection requirements, please see the Collection Guide on our website at:

[http://www.labtests.co.nz/Images-\(1\)/Labtests\\_Doctors\\_Quick\\_Reference\\_Guide\\_V3.aspx](http://www.labtests.co.nz/Images-(1)/Labtests_Doctors_Quick_Reference_Guide_V3.aspx)

### **REQUEST FORMS**

We continue to receive approximately 450 incorrectly labelled test request forms a day. Most of these have labels affixed which do not clearly identify the requesting doctor. We continue to seek the cooperation of the DHBs to urgently address this issue, but in the meantime clinicians can assist by ensuring their name and practice contact information is clearly stated.

## CHRISTMAS HOLIDAY COLLECTIONS SERVICES

To enable our staff to enjoy family holiday time over Christmas and New Year, we will be operating reduced hours and locations on the public holiday days.

For those patients that require regular tests, our home visits team will work in with them to ensure they receive the care they require over this period. Home visit bookings will be available by phoning 0508 LABTESTS (0508 522 837).

Our collection centres will display the below list of holiday opening locations and hours over the next few weeks and our MLOs will notify your practice if your local collection centre is affected over this period.

If you have any questions about our service during this time, please contact your MLO.

<b>Christmas Day</b>			
Friday 25th December 2009	On-call collection services	Phone 0508 LABTESTS 0508 522 837	
<b>Boxing Day</b>			
Saturday 26th December 2009	Mt Wellington	37-41 Carbine Road	8am – 12 noon
	Papakura	132A Great South Road	8am – 12 noon
	Grey Lynn	58 Brown Street	8am – 12 noon
	Mairangi Bay	119 Apollo Drive	8am – 12 noon
	Henderson	51 Lincoln Road	8am – 12 noon
Sunday 27th December 2009	Mt Wellington	37-41 Carbine Road	8am – 12 noon
Monday 28th December 2009	Mt Wellington	37-41 Carbine Road	8am – 12 noon
	Papakura	132A Great South Road	8am – 12 noon
	Botany Road	301 Botany Road	8am – 12 noon
	Grey Lynn	58 Brown Street	8am – 12 noon
	Mt Roskill	223 Stoddard Road	8am – 12 noon
	Mairangi Bay	119 Apollo Drive	8am – 12 noon
	Glenfield	Westfield Shopping Centre Shop 216B	8am – 12 noon
	Henderson	51 Lincoln Road	8am – 12 noon
	Massey	Westgate Shopping Centre Shop WE6A, 2-20 Fernhill Dr	8am – 12 noon

<b>New Years Day</b>			
Friday 1st January 2010	Mt Wellington	37-41 Carbine Road	8am – 12 noon
Saturday 2nd January 2010	Mt Wellington	37-41 Carbine Road	8am – 12 noon
	Papakura	132A Great South Road	8am – 12 noon
	Grey Lynn	58 Brown Street	8am – 12 noon
	Mairangi Bay	119 Apollo Drive	8am – 12 noon
	Henderson	51 Lincoln Road	8am – 12 noon
Sunday 3rd January 2010	Mt Wellington	37-41 Carbine Road	8am – 12 noon
Monday 4th January 2010	Mt Wellington	37-41 Carbine Road	8am – 12 noon
	Papakura	132A Great South Road	8am – 12 noon
	Botany Road	301 Botany Road	8am – 12 noon
	Grey Lynn	58 Brown Street	8am – 12 noon
	Mt Roskill	223 Stoddard Road	8am – 12 noon
	Mairangi Bay	119 Apollo Drive	8am – 12 noon
	Glenfield	Westfield Shopping Centre	8am – 12 noon

		Shop 216B	
	Henderson	51 Lincoln Road	8am – 12 noon
	Massey	Westgate Shopping Centre Shop WE6A, 2-20 Fernhill Dr	8am – 12 noon

## PATIENT FEEDBACK

We continue to conduct an exit survey of patients leaving Labtests collection centres to gain an accurate assessment of the patient experience. In a survey of 1322 patients from centres across the collection network from Monday 16 November to Thursday 26 November, 72 percent of patients reported an excellent or good service and one percent reported a poor service based on the following criteria:

- Comfort of your procedure
- Length of waiting time
- Our respect for your privacy
- Location of collection centre
- Hours of opening
- Friendliness of staff
- Facilities for children
- Adequacy of car parking
- Quality of reading material provided

Yours sincerely



Dr Craig Marshall  
Chief Executive Officer



Dr Richard Lloyd  
Medical Director