

FEBRUARY  
2025



HEALTH SERVICES  
LABORATORIES

## Information for Service Users

# Change to Pathology Supplies Ordering

Dear Service User,

Following a change in Pathology Service provider across the Herts & West Essex (HWE) Integrated Care System, to be provided by Health Services Laboratories (HSL), there will be changes to the way pathology supplies are ordered by East & North Herts Primary Care and Community Services. These new processes will begin on 1<sup>st</sup> April 2025.



Importantly, in addition to the change of ordering process outlined below there will also be a change in supplier of a number of key consumables (blood tubes and swabs) on **1st April 2025**. To support this transition, you will receive follow-up communication around this change which will include details of the changes includes tube and swab types, training and transition packs.

1. HSL have created a single order form. To access this, please scan the QR code above or use the following link: [https://pathologyforms.formstack.com/workflows/enhgp\\_pathology\\_supplies\\_order\\_forms1](https://pathologyforms.formstack.com/workflows/enhgp_pathology_supplies_order_forms1)
2. Ensure your correct practice and location is selected from the first drop down list.
3. Complete your requester details (name / email address / contact phone number).
4. Input the item quantity in the required field allocated to each product. If there is a limit on how many can be ordered, this will be indicated in small print next to the product description. For items you do not require, leave them blank.
5. Once complete, please select the submit button.
6. A confirmation email will be sent to the email address provided within the form.
7. The form will be received by our Supplies team, who will process your order and arrange for this to be delivered to you.
8. For any queries or changes regarding an order you can contact the Supplies team by:  
e: [ls.helpdesk@hslpathology.com](mailto:ls.helpdesk@hslpathology.com) or  
t: **020 7307 9440** quoting the order reference number.
9. If your request is urgent and you need your order to be expedited for urgent delivery, please submit the online form and follow-up with a phone call using the contact number provided above quoting the order reference number.

We are committed to keeping you informed of all developments during the initial months of the new partnership. We will also continue to engage with all Service Users to ensure the ordering processes are as efficient and streamlined as possible.



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