

# HSL Couriers for Service Transfer

With effect from 1st March 2025, Health Services Laboratories (HSL) will be managing the collection and delivery of samples via their courier service, TDL Collect.

All existing courier pickup times and locations will remain unchanged. These schedules have been shared with us by the Hertfordshire and West Essex Integrated Care System to ensure continuity of service.

Simply hand your samples to our TDL Collect courier in their individual specimen bags with folded request form, multiple specimen bags sealed in suitable transport bags. TDL Collect couriers can be easily identified by their official uniform and ID cards displaying their full name, photo and 'Helix' logo.

All couriers undergo annual mandatory GMP training and will be placing collected samples in transport boxes that comply with UN:3373. Sample temperatures are monitored while being transported.

**Please note** that as of 1st March 2025, West Hertfordshire Teaching Hospitals NHS Trust has advised that TDL Collect will only be responsible for the collection and delivery of pathology samples and supplies. For anything other than pathology samples (e.g. medical records, equipment, and pharmacy items), please contact HPFT courier Helpdesk on **01727 815555** to arrange for the collection. West Hertfordshire Teaching Hospitals NHS Trust apologise for any inconvenience this may cause.

If you have any queries regarding a collection, please contact the TDL Courier Control Team at **020 7307 7373**, selecting option 1.



*Our couriers can be recognised by their TDL Collect branded tabards, winter rain coats or fleece jackets. They will arrive in a branded vehicle or feature our logo on their sample collection box*