

# YOUR SPACE

NEWS FROM THE CELLNASS ARCHIVE MANAGEMENT SERVICE

## The development of our new specialist archive facility



"Customers always seem surprised how big the space is."  
Rob Wheatley, (pictured left),  
Warehouse Manager

From beginning to end the construction of our new facility only took 18 months. We learnt so much in terms of developing the design and creating a space perfectly equipped to serve our CellNass customers— these pictures show what we've achieved.



"Everybody who visits the CellNass facility leaves impressed and reassured."  
Colin Brewer, (pictured left), Manager

### Introduction

**Welcome** to the second issue of 'Your Space' - keeping you up-to-date with activity at CellNass. We're six months on from the opening of our new facility and we're delighted that demand for our specialist service has continued to grow beyond expectation, with many new customers choosing the service for the first time.

As a customer focused business we value feedback on how well we do things, so it was very pleasing to see such a positive response to our recent survey – many thanks to all of you who responded. In this issue, you'll find some interesting feedback from one of our very first customers. We hope you enjoy reading about our work.

Best regards,  
Paul Webber  
Director.



### Official opening of new facility

The new CellNass facility was officially opened on 3 September by Ieuan Wyn-Jones, Deputy First Minister and Minister for the Economy and Transport, on behalf of the Welsh Assembly Government.

The new facility was constructed with the help of grant-aid from the Welsh Assembly Government using modern systems to ensure that archived material is fully protected and easily retrieved.

Formally opening the unit, Deputy First Minister Ieuan Wyn-Jones said:

**"Thanks to its thorough understanding of its customers' needs, CellPath has been able to create a unique and extremely valuable service for the UK health sector. This new facility represents a significant investment, which will build on the service's success and further develop one of mid Wales' leading companies."**



Ieuan Wyn-Jones pictured second from the left

**CellNass, the cost effective and secure archive management solution**  
Microscope slides • Tissue blocks • Wet samples / specimens • Museum specimens • Paper & reports

A service from  
**CellPath**   
INNOVATION IN CELLULAR PATHOLOGY



# CellNass customer satisfaction survey

In January 2009, we contacted all existing CellNass customers and asked them a series of questions about their experience of using the CellNass service with the aim of making our service even better. It covered every stage from first point of contact to the way recalls are returned along with suggested future developments.

The response was very positive and tells us we are doing a good job across the whole business, with a few small areas requiring development. Overall, we scored very high on our attitude and professionalism – with excellent feedback on punctuality, presentation and politeness during up-lifts. More specifically, it is clear that being HTA licensed is regarded as very important and gives a higher level of confidence in our service.

We are now reviewing all of your feedback and looking at ways to further our service. We are very grateful for the time spent in responding and a huge thanks to the hospitals that contributed to the process.

## The ‘survey’ Champagne winner...

The lucky winner of the CellNass survey prize draw was Timothy Woolley, Pathology Manager from Spire Hospital in Cardiff, who is pictured here receiving his bottle of ‘bubbly’ from Roger Custance, Key Account Manager.



Timothy Woolley from Spire Hospital and Roger Custance of CellPath

## CellNass overall rating following customer satisfaction questionnaire

### General



### Preparation



### Uplift



### Recalls



## Meet the CellNass team Joanna Harrison, Team Leader

Joanna Harrison joined CellNass in 2008 as a member of the cataloguing team responsible for the transfer and indexing of slides and blocks. Over time, she displayed a natural aptitude for helping new members of staff understand the service and the responsibilities required of the team.

As a result Joanna now leads a dedicated team. She finds her experience is invaluable in answering queries and helping others, as she explains **“As part of my duties I help team members resolve cataloguing queries to ensure we maintain high levels of accuracy when recording samples, making it quicker and easier for us to return requested samples in the future.”**

Joanna also keeps a watchful eye on time spent cataloguing to ensure we operate efficiently and customers get best value from our service. Overall, Joanna is proving to be a great asset to CellNass - helping others, managing a crucial part of the archiving service and building a great spirit amongst her colleagues.



## Why not speak to an existing user...

We will introduce you to a local contact where you can discuss the benefits of using our service in confidence.

Email: [feedback@cellnass.com](mailto:feedback@cellnass.com)





# Thoughts from our first customer - Dr Barbara Lloyd, Pathology, Quality & Governance Manager at Addenbrooke's Hospital



## What was your storage situation before using the CellNass archiving service?

For many years we used a large basement to store slides and blocks stretching back to the 1950's. As the available space to store was forever reducing we considered moving the blocks off-site, at first into our own storage facility. However, arranging and managing this ourselves left us with security and retrieval issues into the future.

## What was involved in making the decision to store off-site?

We explored a range of options and identified a number of key considerations. Any storage facility would need to be secure as the materials being stored are confidential and we have a duty of care to ensure they are safe and protected – which makes it very different to storing paper and equipment.

Secondly, we needed effective access and retrieval (whilst not always immediate access) with samples back in a couple of days – so an efficient system was important. Also, as we carry samples linked to transplant patients' traceability was very important, as these would inevitably be recalled in the future.

## What type of items do CellNass store for you?

Initially, we decided to store slides only. The plan being to free space to store current blocks and post mortem samples, which we need more regular access to. Over time more items have been committed to storage with CellNass, but as a rule we think the ideal situation is to store as we need to, creating space as we require rather than simply moving everything off-site.

## How did CellNass cope with the removal process?

The slides were packed onsite and the CellNass team coped extremely well with the difficult and dirty conditions in our basement. I was very pleased with the way they dealt with broken or missing slides, of which there were many. They were not fazed by the task at all.

## How have your views changed regarding storing off-site?

One aspect of the CellNass storage service is that the slides and blocks are placed in better conditions than often exist in hospitals – which tend to be basements or poorly ventilated environments and as such are often subject to neglect or damage. In CellNass, conditions are ideally suited to the purpose and more likely than not better than spaces used for storage in hospitals.



## What is the freed space being used for?

The old basement is now used for a variety of things including a new sample preparation area, and fridge and freezer storage. We have offices in the same basement area, so it could also be put to similar use as well.

## What reasons would you use to recommend CellNass to others?

Moving material away from the hospital becomes a shared responsibility. Samples need to be always available and your storage partner needs to be someone you can trust. The fact CellNass has a HTA license provides an appropriate level of reassurance. However, I did take the time to visit the facility and see the operation for myself – particularly the area of tracking and traceability, as well as risk assessment and staff training. The evidence was a well-run facility with effective procedures and a good culture amongst the staff.

A further comfort for me is the fact that CellNass is dedicated and not part of a bigger company – which means they are probably in it for the long run – reassuring when you consider how long we need to store samples for.

Finally, offsite storage is an excellent idea as it releases space for better more productive use, and in many cases space is money – particularly in overcrowded hospitals.



## Jason Raftery

Jason originally joined CellPath in 2008 as a dispatch agent, but quickly moved to the CellNass team, assisting with uplifts and archiving. Jason's main duties now consist of managing returned recall material. To date Jason has

assisted with numerous uplifts and helped implement a return to archive SOP that ensures the smooth and efficient operation of the service.



## Claire Davies

Claire joined the CellNass team in 2007 cataloguing blocks and slides, in 2008 she moved over to the recall side of the business assisting with archive management and providing support to the team leader.



## Simon Owen

Simon is the newest member of the CellNass team joining in 2008, his main duties are assisting with uplifts, recall and logistics. Simon comments: "I am very much enjoying my time at CellPath and am

looking forward to the future with the team and learning new skills."

## Looking for more information?

The CellNass brochure provides a comprehensive view of our archive management services with detailed information on the archiving life cycle, the retrieval process and a list of the major reasons for making CellNass your archiving partner. If you would like to receive a copy you can:

- download a pdf from our website [www.cellnass.com](http://www.cellnass.com)
- call us on 01686 611333 for a printed copy



## Would you like to see our facility?

Following on from the success of our Open Day in 2008, we are planning to open our doors once again. It's a great opportunity to visit our facility, meet the CellNass team and see first hand the archive life cycle from start to finish – from initial uplift and arrival of samples at CellNass through cataloguing, storage and recall. If you are interested in attending an Open Day (or visiting at any other time) speak to Colin Brewer on 07803 466125 or Email: [colin.brewer@cellnass.com](mailto:colin.brewer@cellnass.com)





## Colin's column

Following up on the Douglas Adams theme from issue 1 of 'Your

Space'; in one of his later books there is the ultimate camouflage device. It's called the 'SEP field generator'. SEP as in Somebody Else's Problem. If it were possible to generate such a field, it would be the ultimate camouflage because if it appears to be somebody else's problem, it seems to become invisible... just disappears. You can only see it if it actually is your problem!

This may well be the issue in the long-term storage of blocks, slides and documents for Pathology laboratories! You can see the problem but convincing those with the purse strings is never an easy task.

We like to think that at CellNass we present the easy answer to this problem. It would appear from the Customer Satisfaction Questionnaire, (see this issue), that on the whole CellNass hits the requirements of our customers and we try to modify our systems to suite what the general customer requires. An example of this was the development of the recall of individual items rather than the entire tamper evident boxes.

### The SEP field strikes again.

Another area of storage within Pathology where our services have proved invaluable is in the storage of 'Blood Spot Cards'.

These samples are taken at birth for the Newborn Screening Service with samples taken for immediate testing but some are also stored for future testing if required.

In the same way as the Royal College of Pathologists guidelines for storage of Blocks & Slides is set as a minimum of 30 years (blocks) & 10 years (slides); guidelines have been implemented that these blood spot cards should be stored for a significant length of time and in some cases organisations set this at decades. In the same way as Histology this places an intolerable strain on the available storage space in the relevant departments. Oddly, a problem that others seem to fail to see.

CellNass now stores these for several departments including Great Ormond St Hospital, as our systems and approach to small amounts of the material is ideal for tamper-evident return for this sensitive material.

As mentioned above, we reviewed our procedures in light of this material and now instigated humidity testing within the storage area; again demonstrating commitment to provide the best & safest environments for your unique samples. We also provide, free of charge to CellNass customers, a box designed specifically to suitably store the cards.

So I wonder....What else is out there concealed under still more SEP fields?

**Colin Brewer  
Manager**

Contact Colin on Mobile: 07803 466125  
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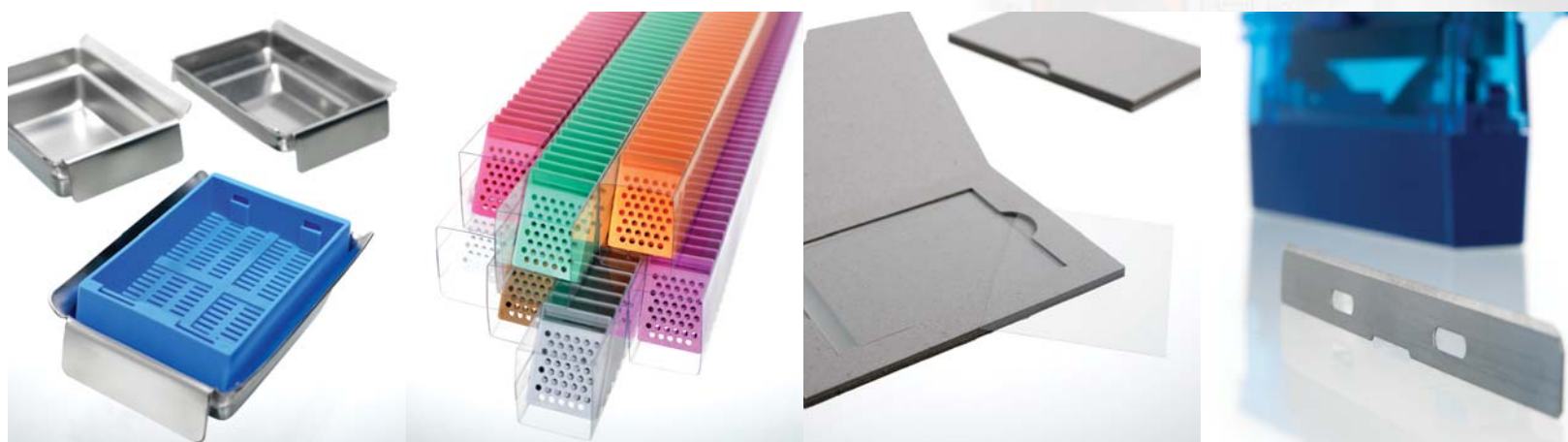
# The combined consumable and archive service package – the perfect way to economise...

**We are offering all customers a fantastic opportunity to save costs with a major discount on laboratory consumables when you make a commitment to our CellNass service.**

Making the decision to archive offsite is a major step, but one that releases valuable space and reduces cost. So, we're now adding the chance to make additional savings with a special CellNass incentive, taken from the CellPath popular range of 'Essentials' – which includes wax, cassettes, slides, pre-filled pots and microtome blades.

So, to show you how much you'll save, all we need you to do is to send us your normal annual consumable 'Laboratory Shopping List'. We will then use this to illustrate a whole series of product discounts against the consumable items you need and buy for your laboratory. Our aim is to save you money across your whole consumable order!

This combined package of saving with CellPath and CellNass is the perfect way to reduce laboratory costs now and in the future.



## CellNass website – the future client portal for archiving at CellNass

The new CellNass website is now live and provides detailed information about our specialist service. In the near future, we plan to develop the website to offer a dynamic client portal interface, giving each customer direct access to a range of interactive services. Including the ability to review details of your archived samples and use the portal to recall specimens or request collections easily and conveniently online – any time and anywhere!

The portal will also give each customer immediate, secure and complete access to the record of their material at CellNass. All documentation and paperwork for all archive requests and recalls will be stored online in discreet customer areas providing higher level of traceability for all. We will begin this development shortly, so watch this space for more news!

**www.cellnass.com**



## Contact us

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