

YOUR SPACE

NEWS FROM THE CELLNASS ARCHIVE MANAGEMENT SERVICE

Introduction

Whilst operating in difficult economic times we're pleased to report that CellNass continues to make positive progress with more customers choosing to archive at our facilities in Wales during 2011/12. Of course, more customers means more requests – so we're continually developing and expanding our customer response teams to meet the growing number of retrievals, which has an annual growth of 59% in 2011 compared to 41% back in 2010.

One of the positive feedback comments we get from customer site visits is our adoption of Lean principles. Many hospitals are using Lean within their own organisation and find it reassuring to see the principles deeply embedded here at CellPath – resulting in efficient operation and reliable response times.

Overall, I would like to thank all of our customers for their continued support – you can be assured we are continuously working to improve your experience of our service.



Best regards,
Paul Webber
Joint Managing Director.



You talk my language!

Trudy Johnson the Department Manager of Cellular Pathology at the Queen Elizabeth Hospital, Gateshead Health NHS Foundation Trust, shares her experience of archiving at CellNass...

"The ever growing volume of blocks and slides in our Cellular Pathology Laboratory was stored in an adjacent room, but when we made the move to LBC (Liquid Based Cytology) the room used for storage was required to house this process.

As space throughout the hospital was at a premium, our immediate and short term solution was to move storage blocks and slides to a Council run storage facility nearby. However, without a Human Tissue Authority (HTA) licence no patient records could be externally stored resulting in the need to store these in dispersed locations around the hospital site.

The situation was far from ideal. Every time we needed to retrieve a slide, two people were required to take time out thereby losing us valuable laboratory time and often leaving us short staffed. Combine this with an ever increasing archive requirement and future plans to collaborate with neighbouring hospitals to develop a regional Centre of Excellence, we knew we needed a more effective long-term solution.

The catalyst for change occurred with the closure of the Council run storage facility in 2011. Our first steps were to identify our future storage needs from a HTA approved establishment, the level of service and support we would expect in terms of the archiving process, recall procedures, response times and associated cost. Our specification formed the basis for an open tender, alongside a site visit which would ultimately play a large part in our decision making process.

Our first impressions during the site visit to the CellNass HTA licensed facilities in Wales were very impressive. A number of things stood out for us instantly.



Firstly, they talked our language. Pathology is clearly at the heart of their business and they understood our requirements in detail. They used the same words we used and because they are experts in slide and block storage systems, it made us realise that handling and indexing would be in safe hands. Secondly, we were shown the whole process from start to finish. Seeing CellNass people in action was very reassuring. Every stage was demonstrated fully, showing us both the process and the people involved, helping us experience their service first hand and estimate the likely response time to any request.

Once confirmed as our preferred archiving partner, we welcomed the CellNass team to Gateshead where they made a visit to our existing store and conducted necessary risk assessments for moving and lifting the material. For our convenience, CellNass removed everything in its existing state, indexing and repacking back at the archive facility. The service was soon put to the test when we made a quick recall, leaving us delighted in the ease by which the process worked.

An interesting benefit we have found of archiving with CellNass is the ease in which we can cost and retrieve groups of blocks or slides for research work. Previously, our staff could spend hours retrieving and providing internal retrieval costs – now it happens simply and quickly, without any interruption to laboratory time.

Being treated as a valued customer and building long-term partnerships has always been more important. So we were very pleased when CellNass agreed to provide a flexible service arrangement under the banner of our Managed Service Contract – helping us maintain an aligned procurement strategy into the future."

The ideal solution



Sharon Dicken, Pathology Services Manager at Walsall Healthcare NHS Trust opted for an off-site storage strategy of archival blocks, slides and blood films following a hospital redevelopment in 2006...



"For a number of years, the Histopathology archive at the Manor Hospital, Walsall was located off-site, firstly in an old ward at another hospital site and then in an off-site building leased from a private company. The building was also used for storage of assorted records and notes and whilst the building was secure, the transfer of blocks and slides was difficult.

During early 2006, the then Walsall Hospitals NHS Trust (now Walsall Healthcare NHS Trust) started a major redevelopment plan of the hospital. This was a private finance scheme in conjunction with Skanska. The redevelopment project identified that the site used for our off-site storage was to be redeveloped to form part of a major new staff car park. As space on site was at a premium, alternative solutions were sought.

Following a review of available, rather limited options, the department went ahead with the CellNass archive system.

Working closely with Colin Brewer, we were able to develop a long term proposal to secure block and slide storage at the CellNass facilities in Newtown. The department undertook an audit to identify how many times and over what time period requests were made to access archive material. Following this, a decision was made to keep 5

years worth of blocks and slides on site with the remainder being sent to CellNass. Due to the urgency with which the building works was to take place, a decision was made for CellNass to do the uplift and the cataloguing off-site. The collection of material went smoothly and the full inventory was received in an appropriate time frame.

The department worked closely with the team at CellNass and developed appropriate Standard Operating Procedures for the retrieval of material from them. The department has continued to enjoy a good relationship with the team at CellNass, the recall of material from the archive is now organized through email exchanges and works well. **Gary Parkes**, Head Biomedical Scientist in Histopathology is very impressed with the responsiveness and turnaround time for the retrieval of material from the archive.

In 2010, Blood Sciences moved into a new Pathology Department and as part of this relocation, the Blood Sciences Manager took this opportunity to utilise CellNass for the storage of the archival blood films.

The partnership with CellNass has been an ideal solution to what will always be an ongoing storage problem."

Rob Jackson's diary for 2011. The inside view of activity in the CellNass archive...



January

New year, new starter.

Congratulations to Jason as he becomes a father for the first time. Even though we're a 'man' down our quick response to customer requests remains the same.

February

Delegation in action.

Simon Owen gets into the swing of his new role as Uplift Manager. He is now visiting more clients which allows me more time to work with the team in Newtown. The feedback from our customer is very positive.

March

Getting busier.

March was an active month. We organised and completed many major uplifts from hospitals across the length and breadth of the country.

April

To the rescue.

When a customer lost their HTA licence, we were asked to help by picking up all their HTA related materials and then moving off-site to CellNass – all completed with less than one week's notice!

May

That's dedication for you.

Even though it's was my birthday on May 5, work carried on – no time to celebrate!

June

Putting customers first.

Following a client's decision to archive at CellNass, a customer was left with numerous cabinets on site. To avoid an unbudgeted cost, we agreed to make use of four return trips to other hospitals throughout the month to remove the cabinets – the perfect, cost effective solution.

July

Helping reduce costs.

Three separate customers in the same hospital asked for materials to be collected. We did the sensible thing and co-ordinated collections from Histology, Toxicology and the blood spot archive in one trip – allowing them to share the costs.

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

CellNass 
CELLULAR PATHOLOGY NATIONAL ARCHIVE SECURE SOLUTIONS



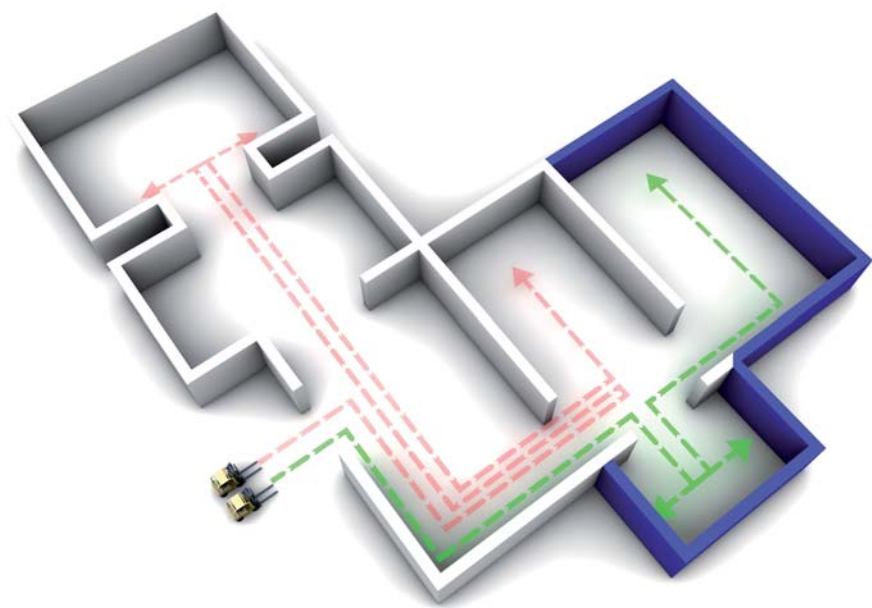
Amy Jones
Warehouse

Lynsey Evans
Customer Care

CellNass, the cost effective and secure archive management solution for... Microscope s



Building for the future



Work is now underway on our second archive facility in Mid-Wales, which on completion in late Summer 2012, will see our total storage capacity increase so we can meet our ongoing customer demands.

The facility is being built directly adjacent to our existing building and will be fully integrated enabling us to improve workflow between the recall, indexing and storage areas. The new layout will also provide a dedicated cataloguing and recall centre to facilitate the reduction of unnecessary movements, limit waste and further reduce the time taken to retrieve samples for customers.

As with our existing space, the design of the new unit will be custom built to meet the needs of storing slides, blocks, wet samples and museum specimens with carefully controlled temperature and humidity and will fully comply with HTA Licence requirements.

Visit our website www.cellpath.co.uk to see progress on the new development.

August **Flood damage.**

When disaster happens a quick response is essential. A London hospital experienced a devastating flood that left hundreds of archive boxes badly damaged. We sent a team down with replacement boxes and all material was safely repacked in just two days.

September **Setting new records.**

We did the largest number of recalls in September!

October **Time for a break.**

On a personal note, I enjoyed a fabulous break with the family in Spain. Felt fully refreshed and ready to go – which was made all the more special by a promotion at work on my return.

November **Working against the clock.**

A major hospital in the North needed to make a large disposal within a short timeframe to release space in their store. We brought the team together quickly, moved on site for a few days and packed all old slides into yellow incinerator bags. All done to deadline... good team effort.

December **Early Christmas present.**

We did such a good job for one hospital, word got around and we were pleased to get a call just before Christmas to uplift from their haematology department – a positive way to end the year.

You are welcome to visit CellNass for a tour of our facility.

To arrange a visit contact CellPath's Customer Care Team on **01686 611 333**. Your local Territory Manager will contact you with further details and an invitation to visit us at Newtown.





Colin's column

Well now, another year has passed and CellNass still goes from strength to strength.

In my life I have hit a terrible milestone. The ominous big 6 ...0. It feels only a few years ago that I was walking into Paddington Technical College in London to start my Biomedical Sciences training (Early 1970's). So much has changed since then, not least for the college itself!

Just to rub all this in, my wife, Trish, wanted to have me go on an exciting holiday and the decision was Australia. Naturally with all the flying around the world, I had some time to apply to thinking about this column. Well, the deadline was for my return to the UK. (You see, dear customer, even at a time like that, I am thinking of you!)

The long-haul side of this expedition was in the Airbus A380-800 aircraft. 800 passengers travelling at many hundreds of mile per hour in the stratosphere. I started to look at this as a logistical exercise. (Boy I must have been bored!)

At the basic allowance of 23Kg baggage per passenger this alone make 18+ tonnes of baggage to be safely stored and transported. Then I started to think about the food issues. Effectively, 2 meals per person is 1600 in total for the flight, at about a Kg per meal... (2 courses, drinks, bread rolls etc.). That's about another 2 tonnes... and that lot has to be heated and presented to the passengers in a timely manner. Oh, then there are those awkward 'so n so's (like us) who insist on vegetarian meals!

This is a huge undertaking and it reminded me in no little part to the storage issues we have with CellNass. The attention to detail and the size of the project means that everything has to be controlled very tightly to work efficiently. They work efficiently and so does the team at CellNass!

Please be aware that if you haven't yet visited our Mid Wales site, that we encourage you to do so, both to satisfy yourself that we are maintaining our standards and of course to fulfil your CPA and HTA statutory audit requirements. Contact us on 01686 611333 to book a visit!

Colin Brewer
CellNass Manager

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A day in the life...

Simon Owen is responsible for leading the CellNass uplift team when the team is working away on a major uplift or during routine collections.

Typically, the start of a customer request begins when Simon makes a customer visit to carry out a risk assessment and make arrangements for the movement of items through the facility. He could be dealing with a combination of boxes, cabinets and documents which can be scattered in any part of the hospital – most often in places with difficult access such as attics, basements, corridors, through wards etc, but hopefully near lifts!

"Because every uplift is a challenge, it's hard to pick an example, only last week at a Private Hospital, all the block boxes were stored up three flights of stairs in an attic, we had a tough job moving everything. The slide cabinets, we could move on a trolley, after speaking to the theatre manager who allowed access through their wards, and use of their lifts. It saved us hours of hard work!"

They're all situations Simon faces everyday. "Once I've seen the area, I can plan the best route for parking and loading. I'll know what equipment we need, so that when we arrive for uplift, the process will run smoothly!"

During his visit to a customer's facility, Simon is also able to recommend more efficient, cost saving storage options from CellNass in relation to their retained on site archive. There are many advantages to using established storage systems such as RacStor or OmniStor, most notable is the likely future cost saving in terms of indexing, when these items eventually get collected for off-site storage at CellNass.

For existing customers, Simon is the regular face they see when collections are being made or storage issues are being discussed. This knowledge of any given facility and the specific needs of each customer helps Simon consider the most efficient method of tackling any future uplift, or collection of the uplift, and what obstacles need to be overcome.

Simon reflects on his daily challenge
"I very much enjoy my job, meeting our customers on a regular basis, dealing with their storage issues, and offering advice for any issue they might have."

Simon can be contacted on
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Your online resource for laboratory consumables.



The New CellPath website

The CellPath website has undergone a comprehensive redesign making it easier for customers to find, compare and select products using a more logical navigation based on product category and clinical use.

The site contains a wealth of information and useful resources on the full range of CellPath products including:

- part numbers
- codes
- detailed descriptions
- ordering details
- pack quantities

Additional information is provided in the form of downloads which include brochures, material safety data sheets (MSDS), instructions for use (IFU) and a number of relevant and interesting scientific papers.

www.cellpath.co.uk



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