

YOUR SPACE

NEWS FROM THE CELLNASS ARCHIVE MANAGEMENT SERVICE

Introduction

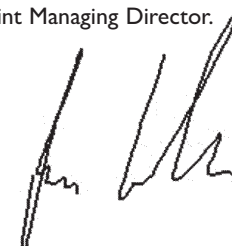
Welcome to your latest issue of 'Your Space'. Since the last newsletter we have made a number of important developments to our service, all of which you can read about in more detail inside. We also received a very positive report following our HTA inspection which took place last September, fully complying with all the HTA standards required. We're very pleased with the excellent feedback from the HTA as it demonstrates that our processes, facilities and people are well placed to provide a reliable and specialist archive management service for hospitals and laboratories.

With an eye to the future we are also making plans for an additional storage facility that will increase our capacity and improve the efficiency of recalls and archiving still further.

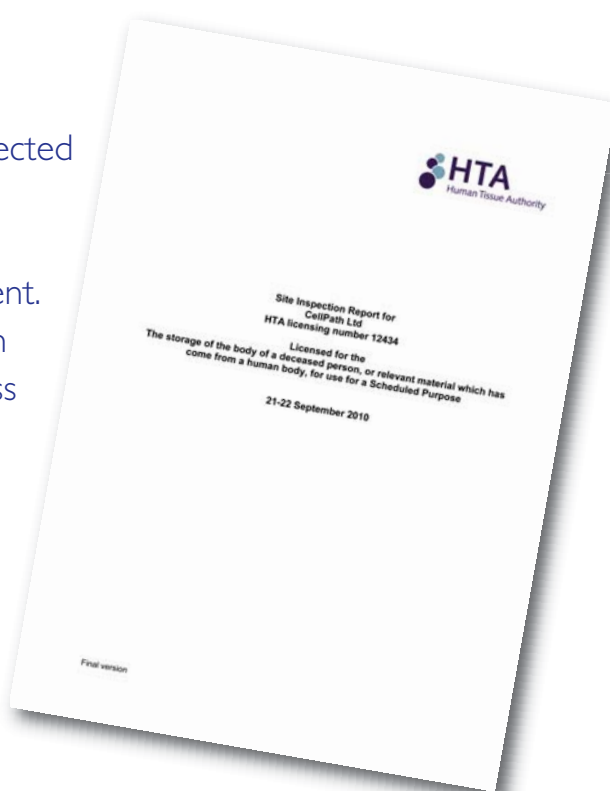
I would like to thank all of our customers for their continued business as well as our staff for their hard work over the last year – helping to deliver an ever efficient service for our customers whilst meeting the demanding standards set out by the Human Tissue Authority.



Best regards,
Paul Webber
Joint Managing Director.



In September 2010 the CellNass facility was inspected as part of the regulatory requirements of being an HTA licensed establishment. The aim of the inspection was for the HTA to assess the suitability of CellNass for 'The storage of the body of a deceased person or relevant material which has come from a human body, for use for a scheduled purpose'. The HTA inspection team gave prior notification to the visit, which involved a desk review, on-site assessment and a detailed analysis of written information and documentation.



HTA INSPECTION

CellNass goes further than standards required by the HTA and was awarded the highest possible score



As part of the preparation for the inspection, the CellNass Quality co-ordinator Joanna Harrison provided the comprehensive 'Evidence File' requested by the inspectors. The file provided detailed

information about every aspect of the service and how each SOP (Standard Operating Procedure) is integrated into the system and adopted and monitored by the team.

Joanna explains what happened when the inspectors visited: The on-site assessment allowed us to show the HTA inspectors our operational policies and procedures. We walked them through a live recall to show our procedures in action, using the record system to identify the storage box, locate the block(s) or slide(s) – all within a matter of minutes and to the time we allocate for the procedure.

Our files that support our internal procedures illustrated how lean processes made the process efficient and reliable. We brought all of this material together in the 'Evidence File' where our SOP's were cross referenced to the HTA required Standards. Every aspect of the process is documented live on our system and adopted by the whole team.

The HTA report indicated that each standard was awarded the highest possible score (being 4), and concluded that CellNass ensured every standard was fully met or exceeded. The inspectors also recognised that additional systems are in place that improve the clarity of records and cross-referenced to hospitals via a Duty of Care pack, with a robust system for traceability being described as 'impressive'.

Most importantly they reported that our standards went beyond expectations, with all incoming and recalled materials being fully audited and double-checked at every stage of the process.

For your copy of the HTA audit report go to: www.cellpath.co.uk > Downloads > HTA Audit Report.



HTA INSPECTION FEEDBACK...

Suitability of practices	Governance and Quality	Premises, facilities and equipment	Disposal
The quality management system and record keeping are both robust.	All aspects of the establishment's work are supported by ratified documented policies and procedures.	All systems are logged and double checked and fully traceable.	Complete systems are in place for all aspects of disposal with maintained, traceable and up-to-date records.

Lean thinking...

Lean is becoming increasingly important across the National Health Service, lowering waste, improving efficiency and saving costs. Over the last two years we have adopted Lean principles throughout our company and are now seeing real benefits. We've also shared our experience with a number of customers.

EXAMPLES OF LEAN IN THE NHS

Wirral University Teaching Hospital	Royal Devon & Exeter NHS Foundation Trust	Airedale NHS Trust	Royal Bolton Hospital
Lean techniques revealed that 4.2% of elective surgery procedures made up 53% of the work. This routine work was prioritised, with day patients rising to 33% and annual savings of £147,000.	'Single piece flow' reduced the picking time in the dispensary from 1.5 hours to 20 minutes, helping reduce inventory by £150,000 without affecting supply.	Waiting times for scans in the hospital's midwifery unit were reduced from six weeks to 24 hours.	After four years of utilising Lean principles the hospital calculates it has made £3.1m in direct savings.

Source: www.nationalhealthexecutive.com

A good example is Royal Oldham Hospital where Dave Jones our Operations Manager was invited to take part on a 'Waste Walk' around the hospital. Following the process in reverse from patient reports through to tissue samples, Dave provided a fresh pair of eyes and helped by making a number of key recommendations. So, if your laboratory or hospital could potentially benefit from Lean, please let us know by contacting Dave Jones. (Email: djones@cellpath.co.uk)



David Jones
Operations Manager



Additional CellNass storage facility under development

The design and planning for an additional CellNass facility is now underway in anticipation of continued demand from new and existing customers. The new build will be a similar size to the current building, doubling our capacity.

The planned development also enables us to improve the work flow between the recall, indexing and storage areas of the existing facility with the addition of a dedicated cataloguing and recall centre. Experience over the last few years is being put to good effect throughout the new design. For example, we are planning to use additional specialist racking to avoid loss of storage space and speed up the time it takes to locate and retrieve samples – critically important as requests from customers are rising.

The new layout will help us reduce unnecessary movements, limit waste and accelerate the time taken to retrieve samples. As part of our Lean culture we aim to address a number of avoidable wastes such as over production, unnecessary human movement, transport, wasted effort, over engineering and excess inventory.

Planning permission has been granted for building to commence and we are looking to have the development completed and ready for operation towards the beginning of 2012.

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



Kanis Ahmed
speaking to our customers

Does archiving Histological materials offsite require a **leap of faith?**

Mike Venney from University Hospital Aintree shares his experiences



“At University Hospital Aintree, the space we have available for storage is finite with every available inch used throughout. So inevitably we got to a stage where we had to consider

using an external archiving partner. We looked for a company that could store slides, blocks and associated paperwork and a colleague recommended a well-known storage company. Initially we made the decision to only store materials over 5 years old, after which samples are infrequently recalled.

But things didn't go according to plan. Our account managers changed on a regular basis and when we requested a sample, our first point of contact was a call centre where the understanding of the stored samples and how to handle them was low. We also had problems with basic indexing, caused by errors in their database and the fact that whole consignments were indexed with a single bar code. When we requested an individual slide it was difficult for them to locate, and on one such occasion, this involved a patient with a recurrence of breast cancer whose sample we needed to test for tolerance towards a type of chemotherapy.

In such a serious situation we requested back the whole batch and found the individual sample ourselves.

CellNass first came onto our radar when we were looking for a partner with an HTA licence necessary to store post mortem material. Straight away we found that CellNass knew exactly what we needed and understood the way laboratories work. We were also given the chance to tour their facility and meet the team. The first big difference we discovered was that blocks and slides were indexed in small usable amounts within agreed sample ranges. This gave us reassurance that we would be able to get samples back without experiencing the problems of the past.

When the material was eventually transferred from the storage company to CellNass it was found to be damaged with many slides broken – something we'd experienced on previous recalls. CellNass did their best to recover and repair as many as possible. They knew where things were at every stage and gave us realistic timescales. During this transfer we needed some material returning that the storage company had not catalogued. CellNass went out of their way to locate and return them – a great test at a challenging time.

When previously asked for material by colleagues, we always hoped they could be returned – but could never guarantee it. Now we are about as close to 100% confident as we'll ever be. To say we're pleased is an understatement!”

Mike Venney, University Hospital Aintree



Omnistor™ 2 metal block and slide storage cabinets are now supplied with an equal number of free internal cardboard archive boxes that allow laboratories to effectively 'archive as they store'. This optimises time and eradicates the need for further purchases of expensive conventional cabinets in the future, as well as significantly reducing handling costs.

The advantage for CellNass customers is that the metal cabinets remain in continuous use whilst the free internal boxes can be sent to CellNass, already suitably prepared for long-term archiving. For every internal archive box returned a replacement is provided to the laboratory free of charge. If you already use Omnistor™ 2 cabinets and are an existing CellNass customer, contact us for a supply of free internal archiving boxes to begin the process of preparing blocks and slides for cost effective long-term storage.

The process is cost efficient, simple and reduces the need to make substantial investment in additional cabinets or time in the future. **For more information contact Rob or Simon (see page 4 for details).**

FREE archive consumables to CellNass customers when adopting the OmniStor™ 2 storage solution

Looking for more information?

- Download a PDF from our website www.cellpath.co.uk
- Call us on **01686 611 333** for a printed copy



Colin Brewer and Robert Jackson



Colin's column

Those of you who have read my comments on issues of storage in the past might remember that I've discussed the science fiction options as presented by the late great Douglas Adams? Now, I wouldn't want to give you the impression that my reading is very limited. Far from it. I read a lot. I even read fantasy! See, a wide portfolio of interests.

Is there an option for storage in the world of fantasy? In the same way as Douglas Adam's with his excellent comedy slant on sci-fi, Terry Pratchett has a great imagination demonstrated within his excellent Discworld series. For those who may be totally at a loss with this, his stories are set on the Discworld. This is a planet sized disc, sat on the back of 4 giant elephants, which are standing on the back of a giant turtle. The astronomers on the Discworld do not have this as a theory... It's a fact. They know because they lowered someone over the edge in a barrel to have a look.

So what can this have to do with storage, I hear you ask.

In the very first novel published many decades ago now, 'The Colour of Magic' there is 'the tourist'. This totally naive individual has a box. It's just known as 'the luggage'. Think of an old fashioned sea chest. This just happens to be the size of a CellNass cube! Amazing. What a coincidence.

There are, however, a few differences currently. The luggage has hundreds of tiny legs along its bottom and can trot along quite speedily where ever the tourist goes. Whenever the tourist opens the box, whatever he wants is sitting on top of the contents, ready for use.

A bit like Dr Who's Tardis, it's bigger on the inside than the outside in fact it might just be infinite on the inside. Only ner-do-wells thinking of stealing either the box or it's contents actually know... But none have ever returned to explain...

What a useful innovation that would be. Just pour all your blocks and slides into the top. Next time you want to see one, there it is on the top. Ready for use... just like CellNass!

Colin Brewer
CellNass Manager

Contact Colin on Mobile: 07803 466125
Email: colin.brewer@cellnass.com

Rob and Simon take on new customer support roles at CellNass

Rob Jackson and Simon Owen are putting their experience of working in our archiving facility to good use by providing support and help to our existing customers and offering a first point of contact for all ongoing requirements.

Their knowledge of our archiving system and operational processes is second to none and will be able to co-ordinate and facilitate all future requests. They will also be available to demonstrate the Omnistor™ 2 storage solution to existing customers looking to take advantage of the system. (see page 3 for more information).



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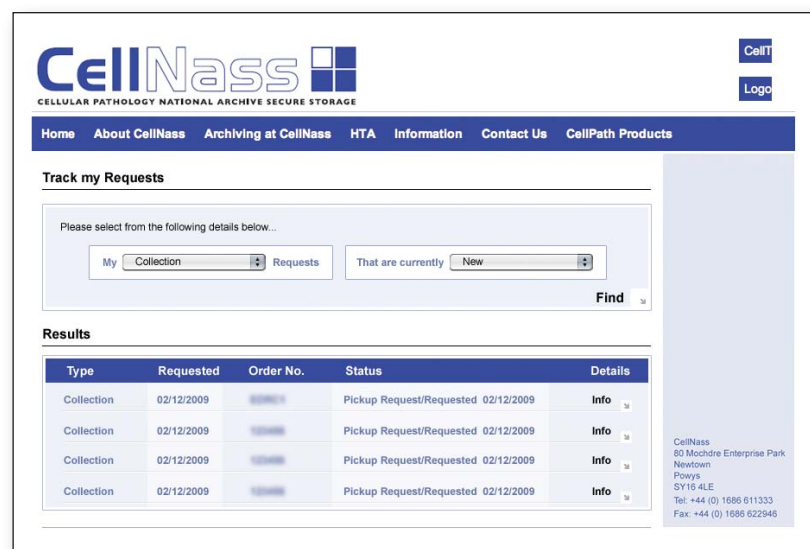
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CellTrak software phase one roll-out

CellTrak online archive management software, which we profiled in our last newsletter, is now complete and currently in the final stages of 'beta' testing by a CellNass customer prior to being made available for general use.

The software will be available free to all CellNass customers and will improve the efficiency of your laboratory's archival requirements. It allows you to manage all of your archived materials through an easy to use online portal.

To find out more about using the new archiving software please contact Paul Webber on +44 (0) 1686 611 333.



The CellPath 132 page consumable catalogue is available either as an interactive CD or as a printed brochure. The catalogue lists our full product range, supported by full technical information and features a useful Cellular Pathology Index Flowchart to link consumables to different stages of the Histology and Cytology process.

To request your copy either as a CD or brochure call us on +44 (0) 1686 611 333.

New CellPath Catalogue now available



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