

Re: Delays to North East & Yorkshire Genomic Laboratory Hub (NE&Y GLH) genomic testing services

Dear Genomic Laboratory Users,

Following our general letter to users in September 2021 I am writing to provide further information regarding the current situation for the turnaround time (TAT) performance of the GLH laboratories.

Our performance is currently below that to which we should be delivering and I offer a sincere apology for the impact that this has for your services, for you and for the patients who are waiting for unacceptable amounts of time.

This is affecting services at each of our Genomic Laboratories; NE&Y GLH Central laboratory including the Haematology Malignancy Diagnostic Service (HMDS) in Leeds, Sheffield Diagnostic Genetics Service, Newcastle Genetics Laboratory and the Newcastle Rare Mitochondrial Disorders Service.

Whilst the reasons for the issues are many fold and the issues vary slightly dependent on the local laboratory, we have been impacted by staff absence, substantial service changes and reagent and plastic ware supply chain issues.

We continue to work together as the NE&Y GLH to manage recovery plans to rectify this and improve performance. We have made a small improvement in our service turnaround times over Q3 21/22 and are optimistic that we will build on that through Q4, however it will take several months before a significant improvement is apparent for some services.

Please be assured that we will prioritise the most urgent clinical work which includes:

- pregnant women undergoing prenatal diagnosis;
- patients needing urgent advice on carrier testing relating to pregnancy examples include cystic fibrosis, thalassaemia;
- those faced with abnormal fetal scans; critically ill neonates and children requiring assessment and those for whom the rapid PICU/NICU WES is appropriate;
- conditions where rapid genetic testing may alter clinical treatment or decision making; and
- patients requiring urgent testing, for example BRCA testing, to inform chemotherapy options.

In order to help us manage our current services, if you are uncertain whether a genetic test is suitable please do not hesitate to contact your local genomic laboratory before sending a sample.

We wish to thank you for your cooperation.

This is a general letter to users. We may issue more targeted communication on specific services as the situation changes.

Yours faithfully,



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