

Dear Patients

We have an urgent situation with being able to complete some blood tests. This is caused by our supplier, Roche, being unable to deliver some chemicals needed for this process. This is a national problem

We need to prioritise clinically urgent tests. This means that if you are having a regular blood test, it may be delayed. We are very sorry about this.

If you are worried and you have been told your blood test is urgent, please contact the person who referred you, your GP or your Consultant.

Managing queries will mean that your Practice or Hospital team is busier than ever – please be as patient as possible – they will be working incredibly hard to support you.

National teams are working with Roche to sort this problem out and we will keep everyone updated as the situation changes.

We do understand that this may worry you and is very inconvenient, so please do get in touch with our PALS team if you wish to discuss this further. Their number is:

Kind regards

Your Practice and Clinical Commissioning Team