

YOUR

SPACE

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NEWS FROM THE CELLNASS ARCHIVE MANAGEMENT SOLUTION



THE FIRST FROM CAMBRIDGE

"I have people asking me why we don't do the storage and archiving ourselves... If we were to do it the costs involved simply wouldn't add up – using CellNass is a no-brainer!"

Did you know that the CellNass Service has been operating for almost 10 years? Since the initial concept the facilities have seen expansion 3 times, and if you visit the headquarters today you'll discover a state-of-the-art purpose-built archiving solution designed with the customer in mind. But why exactly did our first customer choose CellNass? To find out this and more – including their experiences of using CellNass for the best part of a decade – we interviewed Ian Sturgess, Histopathology Manager at Addenbrooke's Hospital in Cambridge.

"I've been at Addenbrooke's for 7 years," says Ian. "So I did inherit the CellNass system but it's been so valuable, trouble-free and efficient that there's never been any question about changing. I hear of very few problems so that's got to be a good sign!"

Addenbrooke's is a hospital connected to Cambridge University, providing care for the community while retaining a strong research focus. A tissue bank is maintained for research and education and samples here are kept for a long period (with samples recently sent to

CellNass dating back to the 40's and 50's). With medical and tissue bank staff there are approximately 160 employees performing tests – with full consent of course – on 900,000 specimen samples a year.

"Normally there's a legal requirement for slides to be kept for 10 years and blocks for 30 years, but due to the important research we conduct here it makes sense for our blocks and slides to be kept for much longer, potentially indefinitely – they're a valuable resource that helps us find cures and discover new insight. The 24-hour turnaround retrieval request process available with CellNass plays an important role – when my team need to retrieve blocks/slides it's a very easy and efficient process."

Before deciding to opt for CellNass' system Addenbrooke's kept their tissue samples on-site, so why was the change needed?

"CellNass are not just a storage facility: They collect, archive, ensure optimum conditions for tissue samples and have HTA certification, which is essential. Occasionally I have people asking me why we don't do the storage and archiving

ourselves but CellNass already have a successful facility and system in place. If we were to do it the costs involved in both the licensing and freeing my staff to go there (and retrieve) simply wouldn't add up – It's a no-brainer!"

Ian and his team take advantage of the CellNass indexing system and a process whereby their metal slide/block trays are taken from the cabinets, uplifted from the site and put into cardboard boxes at the CellNass facility, with the metal trays then returned – eliminating the need for Addenbrooke's to purchase new cabinets. Having established that Ian is happy with a system that is working well it felt like time to discover how Addenbrooke's first heard about CellNass.

"Although I wasn't in charge when we opted to use CellNass I've actually known Colin Brewer – who is very much of the histopathology sector – since about 1988. He approached me when developing the idea for CellNass and used me as an informal sounding board. They're people I trust and despite CellNass being almost 10-years old there's still nobody offering a comparable service."



SWITCHING TO CELLNASS CAUSES 'MINIMAL DISRUPTION'

CellNass has seen another successful year and it's been pleasing to see the company continuing to grow from strength to strength. While company growth is important, our first priority will always be ensuring our customers remain satisfied with the service we provide. As part of this commitment we are very proud to announce that for our long-term contract customers prices have been inflation-proofed for the term of the contract.

Since the last issue we have developed a number of positive initiatives enabling us to deliver an even more efficient and consistent service. There has been the successful unveiling of our new 'vault', which is now operational. This provides increased CellNass capacity. We also have a new cataloguing facility, employing 3 new members of staff – 1 on the recall team, 2 on pack-up and indexing – and new soon-to-be-delivered state of the art material specimen handling equipment which will improve efficiency, health and safety and reduce risk.

One statistic you may find interesting is that, compared to last year, there has been an 80% increase in the number of recalls. At CellNass we are continuously striving to meet and exceed the demands of our customers and, as mentioned above, not only have we already recruited to meet this demand, but we are already developing plans for additional facilities. Watch this space. Until next time, I hope you enjoy our newsletter.

Best regards,


Paul Webber
 Joint Managing Director.

One reason customers are sometimes reluctant to change to CellNass is that they're worried about the disruption and difficulty it may cause to employees and workflow. After all, removing (in many instances) decades worth of slides and blocks can appear an arduous undertaking. Simon Wiggley, Deputy Histopathology Laboratory manager at West Suffolk Hospital, kindly agreed to share his experiences.

Q How did you hear about CellNass

A We'd been aware of them for 7-8 years but at that time we still had some space for samples. This space was more recently re-appropriated by another department – it became clear we needed a solution.

Q How did you end up working with CellNass?

A We got the ball rolling, they sent us a quote and we accepted. Bob's your uncle!

Q And were there difficulties in the transition?

A Not at all. They came to our site for 2-3 days, working diligently and causing minimal disruption. The whole process was very smooth.

Q Is the on-going service good?

A We do fairly regular retrievals simply by filling out an electronic form. We get a very fast response to that and the samples are generally returned in 1-2 days.

Q Would you ever consider choosing another provider?

A There might be companies doing similar things but none that have CPA and HTA authorisation. It's important we have an audit trail that shows we're compliant. CellNass' experience and reputation is also reassuring.

Q Have you ever visited the CellNass site?

A Not yet, no – it's a bit of a trek from Sussex!



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





Are CellNass customers eligible for VAT reclamation?

Contracted Out Services (COS) is a Treasury refund mechanism (to the NHS or Government departments) of the amount of the VAT incurred on eligible services under VAT Act 1994 s.41(3).

COS was introduced in 1983 as a result of Government policy to open up the public sector to private sector competition in various areas of activity. Private sector organisations charging VAT for their services would have been at a competitive disadvantage against internal public sector providers which did not. The solution was to refund the VAT incurred on the charges by the private-sector providers but only in limited areas and only for services (although section 41(3) actually refers to “goods or services”).

COS Heading 63¹ is Storage, Distribution and Goods Disposal Services. This includes the provision of storage, distribution or goods disposal services by an external contractor or supplier, such as the archiving of documents or record storage and retrieval services. Also includes the storage of goods, equipment or stock etc. or the distribution of goods, equipment or stock etc. and the destruction of documents for the disposal of goods, equipment or stock or incineration services.

¹ The National Health Service/A Guide to Value Added Tax (HMRC 2004) para 6 Heading 63 p57/CIPFA TIS Health VAT Manual -Heading COS 63.

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

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.



NEW CUSTOMER: ROYAL CORNWALL HOSPITAL

Valerie Rodd is the experienced Histopathology Manager at the Royal Cornwall Hospital Trust in Truro. She’s been part of the team there for 25 years, and during this period they’ve become regular and loyal CellPath customers. We were delighted then when the RCH became CellNass’ latest client, and were keen to ask Val a few questions in order to discover the reasons behind the decision to adopt the CellNass solution.

“It wasn’t a snap decision!” Val began. “It’s the result of discussion and a fair degree of persuasion on my part over a number of years before deciding it was the right solution for us.”

The Royal Cornwall Hospital serves a dispersed resident population of approximately 500,000 people. Val manages a 23-strong team of staff and they receive approx 35,000 histology samples per year with a varied workload, encompassing “all the specialties you’d expect in a general hospital, barring neuropathology”. There is a well-equipped Biomedical Science dissection lab, the hospital possesses full Clinical Pathology Accreditation (CPA) and is HTA registered.

The cytology department on site receives over 50,000 vital cytology samples.

With such a large quantity of material being taken, and all of it requiring proper indexing and storing, it’s no surprise storage space was a chief reason for the decision:

“Previously blocks and slides were stored on site, but we were simply running out of space,” explained Val. “We did move the material into temporary on-site storage but in the long-term it simply wasn’t a viable solution. We looked into those self-storage solutions but there were a number of drawbacks such as no HTA accreditation and a stipulation that due to the weight of the material that it could only be stored on the ground floor, with no guarantee of future availability.”

The process of choosing CellNass began in earnest when CellPath’s Myrna Morgan, Territory Manager, and Colin Brewer, CellPath’s HTA Designated Individual, visited the site and provided a quote for the initial uplift and subsequent ongoing archiving. After that – and having convinced the Trust that it was the best option – the customer relationship began.

“The process was very efficient and CellNass organised everything – we even get cardboard storage boxes as part of our contract... ‘Moving Day’ went very smoothly with good teamwork between CellNass and my team – and Myrna overseeing everything. I was very pleased despite the fact life was made more tricky by a heavy downpour that day!”

“Since using CellNass we’ve had more retrievals than expected. In fact, we had requests for retrievals when the initial uplift was only just on its way from our site and hadn’t even been indexed yet!”

“I thought this might prove problematic but getting the requested items back was actually very efficient and accurate. We’ve sent 25 years worth of stored blocks/slides to CellNass (with the most recent 5-years staying here at the RCHT) and I’m pleased the future storage of our material has been resolved and confident we’ll benefit from an efficient and reliable service”.

“The uplift process was very smooth and CellNass organised everything – we even get cardboard storage boxes as part of our contract.”





COLIN'S COLUMN

Looking for an ally in the Battle of Archive Management?

As I'm sure you're all well aware, the 22nd of January 1879 was a dark day in the annals of British Military history. An Imperial field force of approximately 1,300 men was wiped out by the might of the Zulu nation at a battlefield called Isandlwana. On the very same day a small garrison of 150 men at the mission station of Rorke's Drift was attacked by an overwhelming force of 3,000-4,000 men and barely – though heroically – survived.

"Okay," I hear you say, "he's off on one of them again! What could this possibly have to do with CellNass?" Well, I will tell you... Historians have postulated many theories as to what went wrong at Isandlwana and in every case it appears various small things compounded to create a big disaster. Two of the main problems were an excess of 'red-tape' and not having the correct tools for the job because the army failed to enlist a supplier who understood the specific requirements and had the experience and resources to deliver what was needed in time. There were also issues with scouting and reconnaissance (nobody knew where people and things were) and certainly a case of overconfidence: As esteemed expert Blackadder put it, "In those days we were facing natives armed with sharpened fruit" when in fact they were facing the greatest fighting force on the continent. So how do you ensure that a similar disaster doesn't happen to you and your team?

At CellNass we now have over 10-years experience of dealing with a huge repository of material – any sample can be located within 15 minutes (thanks to our experienced and dedicated staff). We are specialists with almost 100 years of combined bench experience who have made it our business to fully understand the world of histopathology and the requirements for an archive management and retrieval service. So the answer's simple – by choosing CellNass you will avoid your Isandlwana.

Colin Brewer
CellNass Manager
HTA Designated Individual

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PROMARC SUPA MEGA MOTHER SHIP



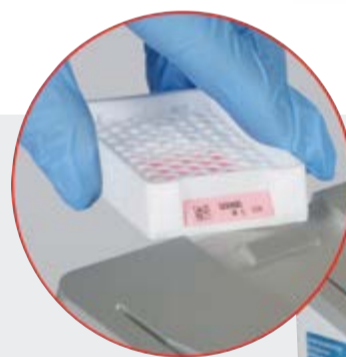
The clever Research & Development folk at CellPath have been busy perfecting the new (and exuberantly named) ProMarc Supa Mega Mother Ship. This exciting product has now completed testing and is ready for take off.

It is clear that accurate and reliable tracking of specimens is paramount to the histology laboratory. The ability to identify Supa Mega cassettes has, until now, been a process prone to human error.

CellPath's Supa Mega Mother Ship cassettes use an innovative permanent docking bay for a standard tissue processing cassette printed with a 2D bar code and/or request information.

The new product provides a number of benefits:

- 5mm tissue section thickness
- Significantly reduces turn around times
- Improved specimen quality, reducing distortion with no curling or "pringle" effects
- Time saving by ensuring rapid casting of block, 30 minutes at -8°C (using a Supa Mega Mother Ship base mould) compared to 50 minutes with conventional Supa Mega cassettes
- Improved processing and reduced carry-over due to a large open area of Hex pore design to maximise fluid exchange



CELLTEC BLOCK TRIMMER PLUS

The CellTec Block Trimmer Plus has been validated as part of the Supa Mega Mother Ship range. It allows users to remove excess paraffin wax efficiently from the outside of tissue cassettes, with no risk of damage to printed text or barcodes and with improved safety for laboratory staff.



- Melted paraffin wax is collected in a disposable collection pot.
- The Block Trimmer Plus features an ExacTrim Locator designed to remove the wax from the writing surface of a standard cassette implanted in the Supa Mega Mother Ship. The ExacTrim can also be used as a fine detail trimmer for conventional blocks.
- Also full Super Mega Ship Range available which includes: Slides, cover slips, base moulds, slide rack adapters, archiving solutions.