

FIRST LAB DIRECT

LATEST NEWS

NEW PREMISES

We are pleased to announce that we are finally able to move into our new, permanent, premises on Monday 21st September. We appreciate that this is another address change for you so to help you we have attached a pdf file for the new address label which can be printed and used from Monday 21st September. A copy can also be found on our website www.firstlabdirect.co.uk and new adhesive address labels will be sent out over the next couple of weeks. Be assured that all post will continue to be forwarded to us during the transition period so if you do affix an old address label it will still reach us.

TURNAROUND TIMES

As operations returned for us all over the summer, we asked you to leave three weeks for your work to be returned. We hope that you have found this to be very successful with very few cases failing to meet the requested return date. With this in mind, and knowing how frustrating it can be to change a patient's appointment, we recommend you continue to allow three weeks. Where there are queries on a case it is important we are able to reach you and receive a swift response in order to reduce delays. We generally find the easiest way to communicate any queries is via email, so if there is a specific email address you would like us to contact you through do just let us know.

We are very sorry to announce that Tina has decided not to return to us following her period of furlough. We know she has been a very popular contact for you all and are sure you will join us in thanking her for all her hard work over the last thirteen years and wish her well for the future.