

East Suffolk & North Essex NHS Foundation Trust

Important Information Change of Service – 1 March 2021

Dear Colleagues, Clinicians and Healthcare Professionals,

We are pleased to announce ESNEFT will be commencing with a new facility within Pathology. ESNEFT will implement their own Pathology Customer Service Desk, this will replace the current service from Cambridge University Hospital NHS Trust this will incorporate NEE, IES and WS CCGs.

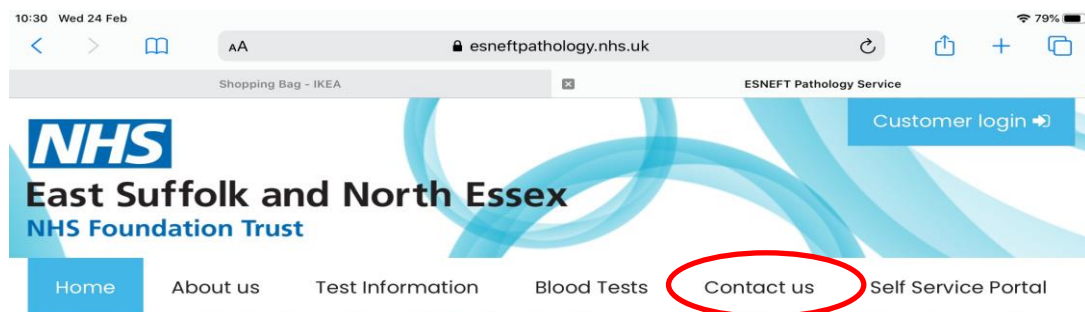
The new service will launch on **1 March 2021**, this will provide all of our users with a positive move forward for development within the Pathology Service.

The new telephone number for the Pathology Customer Service Desk will be replaced with the below number:

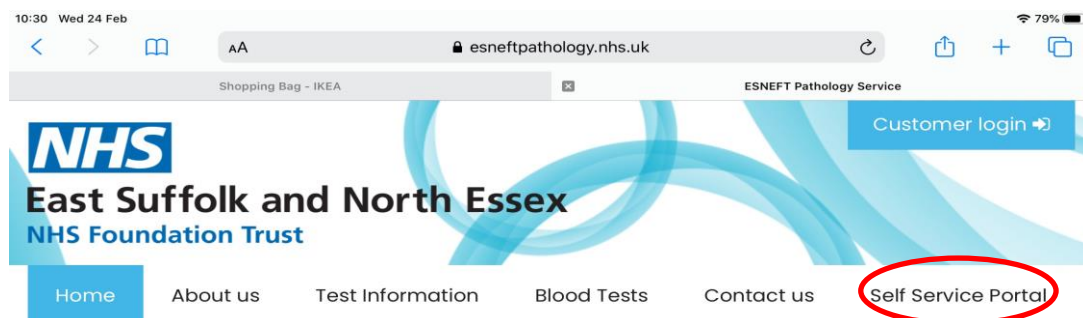
0300 303 5299

As part of our initial service development we have also introduced an enquiry form that can be found using the below website address under the “Contact Us” tab. This will enable our users to add non-urgent enquiries without using the telephone.

<https://esneftpathology.nhs.uk/>



In addition we have introduced a self-service portal, for more information on how to register within the portal and to obtain the user guide please view the tab on our website as below:



Patient identifiable data (PID) should not be entered into the self-service portal or when replying to an email generated from the service desk system, replies will be produced from pathology-customer-service-desk@esneftpathology.assist.com

The Service Desk will have a fluid approach for development, we would like to thank you in advance for your co-operation and patience as the service progresses and improves.

Yours faithfully

Pathology Customer Service Desk