

27th October 2025

*******UPDATE*******

Toxicology Ethylene Glycol Service Arrangements

Dear Service Users

We have previously communicated with you regarding changes to our Ethylene Glycol Service, we will be making further changes for Samples that are required urgently for out of hours analysis:

From Monday 10th November 2025, the procedure will change as follows:

URGENT IN HOURS REQUESTS (9am to 5pm Monday to Friday)- Samples should be sent directly to the Toxicology laboratory retained at the City Hospital Site at the address below.

**Toxicology Laboratory
Birmingham City Hospital
Dudley Road
Birmingham
B18 7QH**

Urgent in hours samples received by 4pm will be analysed same day. Please contact the laboratory prior to sending on Tel. 0121 507 4138, please indicate if the sample requires urgent analysis.

Any samples received at our Sandwell site will be treated as routine requests and analysed within 24 hours of receipt.

URGENT OUT OF HOURS REQUESTS-

Telephone contact can be made to the person on call for Toxicology via Sandwell and West Birmingham NHS Trust switchboard – on 0121 553 1831

We will be implementing the use of an automated drop box solution that is situated at the Toxicology department, please see below images:

PLEASE NOTE THE AUTOMATED BOX SHOULD ONLY BE USED FOR SAMPLE DELIVERY OUT OF HOURS, IN HOURS REQUESTS NEED TO BE DELIVERED TO THE DEPARTMENT.

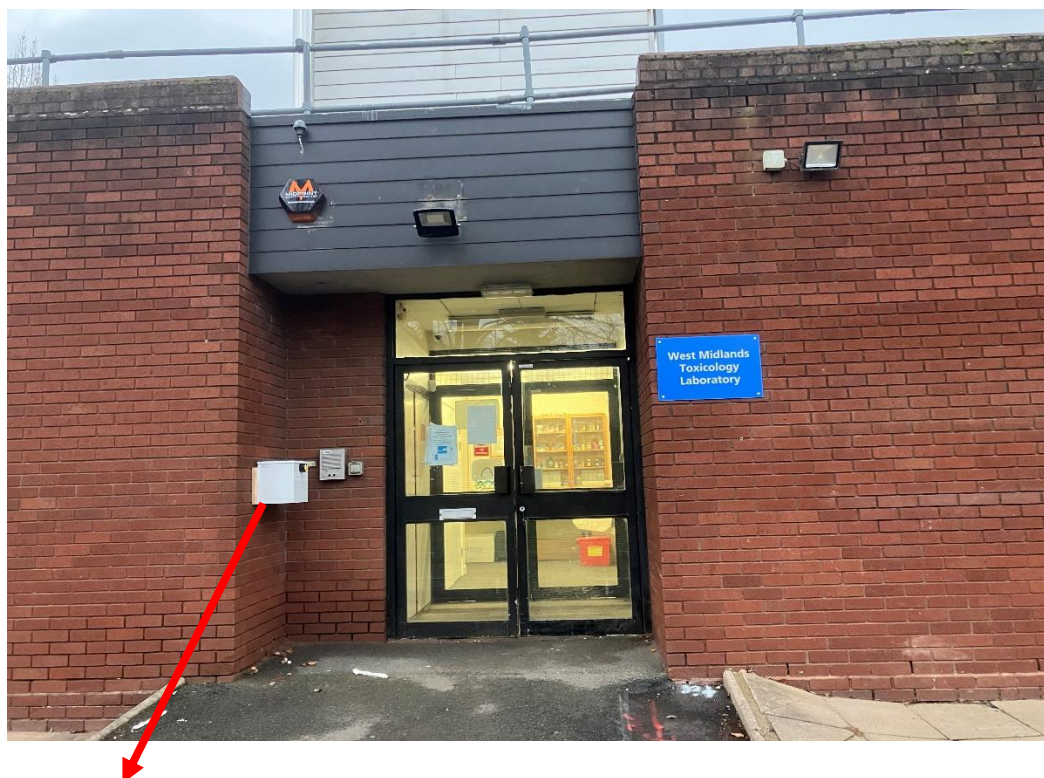


Image 1: Automated Sample drop box situated at Toxicology Laboratory, City Hospital.

Image 2: Automated sample drop box situated on the wall on the left-hand side of the entrance:



Instructions to package sample using sample label provided:

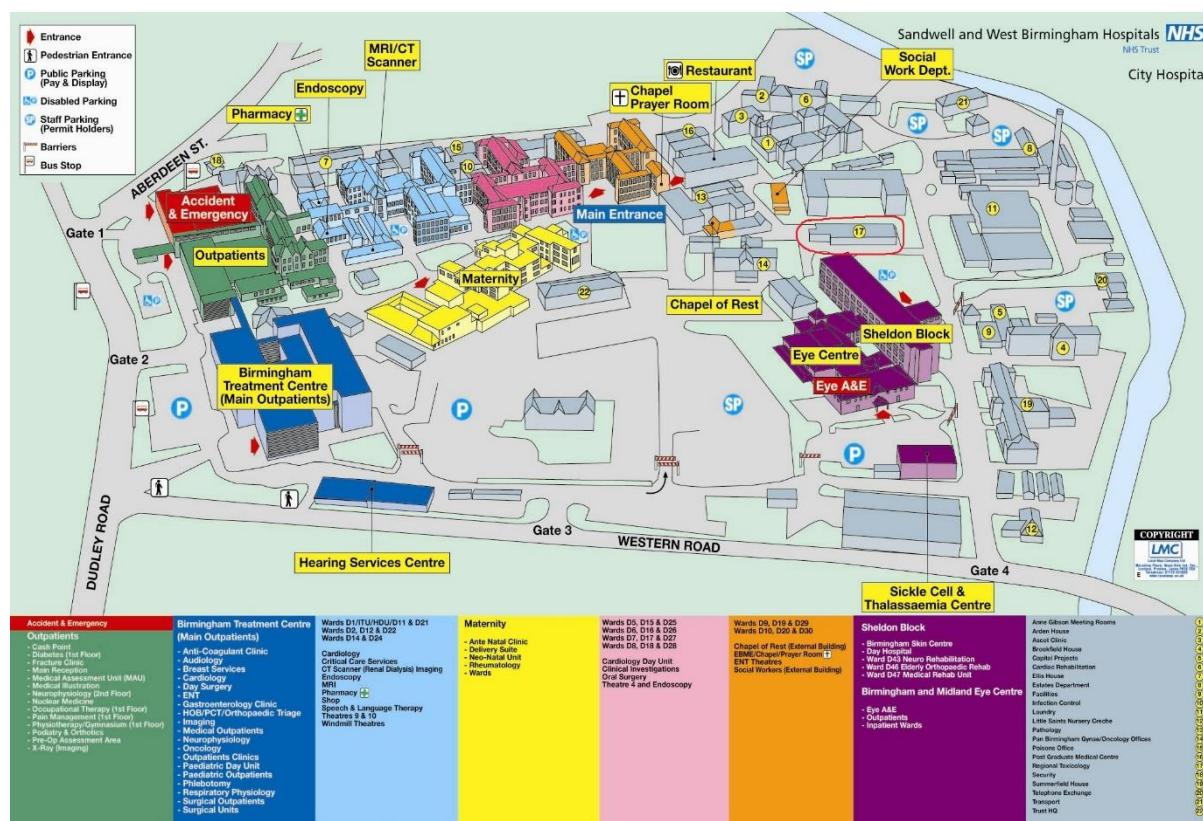
The drop box can only be opened using the QR code attached to the packaging label provided (See appendix 1 below).

PLEASE ENSURE YOU AFFIX THE LABEL TO THE SAMPLE BOX WITH THE QR CODE VISIBLE FOR SCANNING.

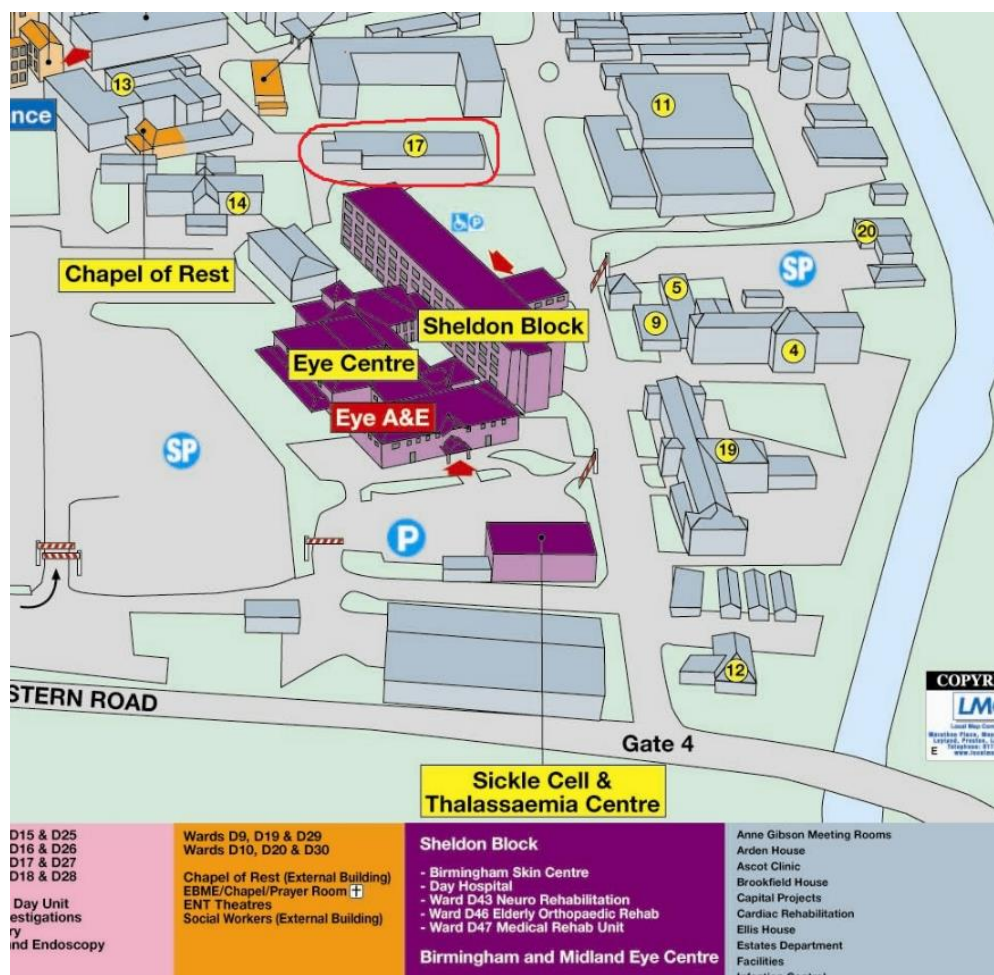
If you send samples without using the pre-printed label the box cannot be accessed, and the sample will not be able to be delivered.

Instructions to open the box and deliver the sample are below:

Upon arrival at the hospital, proceed to the Toxicology Laboratory as detailed in the map below

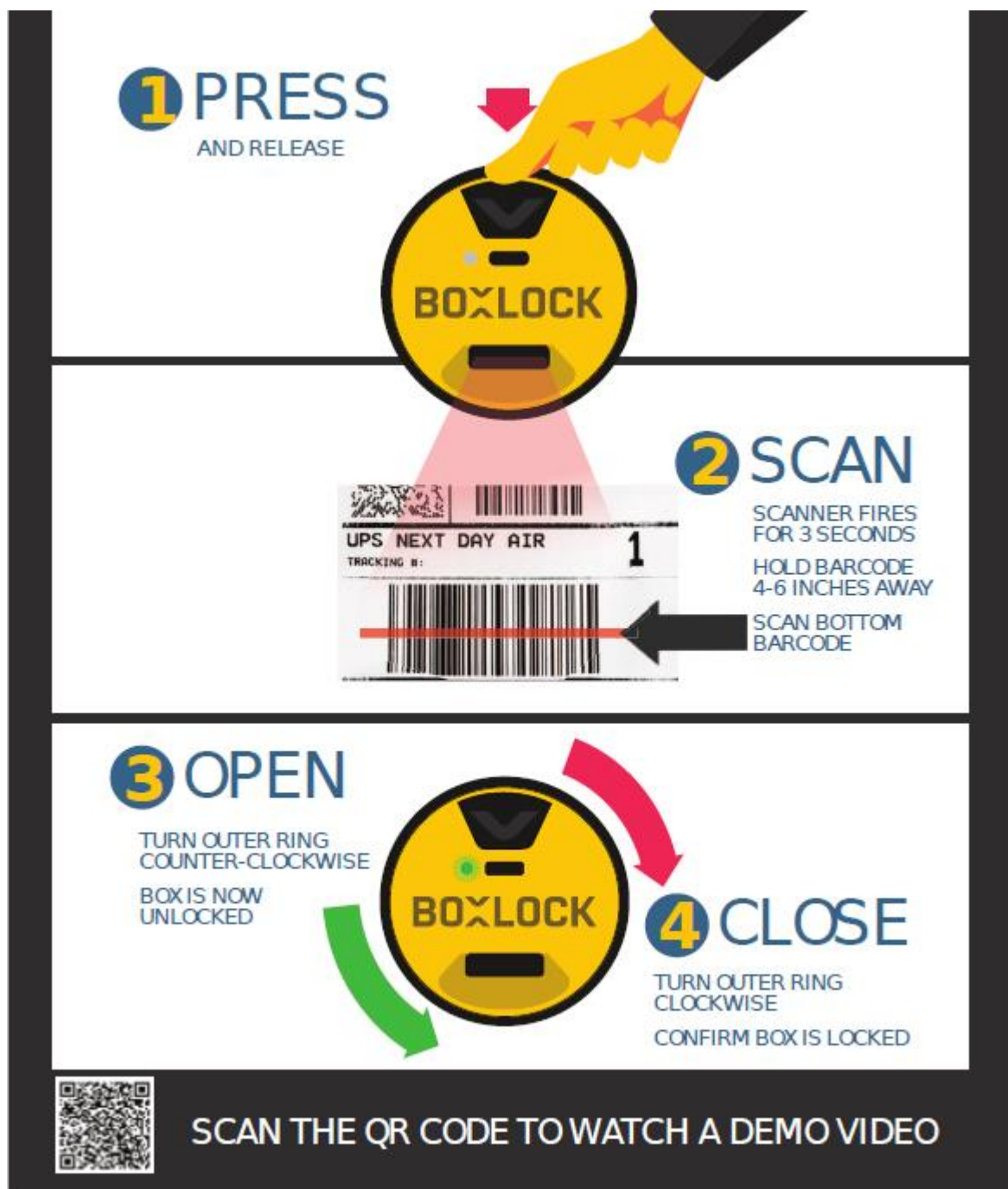


- The Toxicology building is circled in red (Building 17):



- Delivery drivers can park directly outside the Toxicology Laboratory for sample drop off only.
- Upon arrival drivers can proceed to box and scan the QR code on the label following the instructions below, we will also provide these instructions as a separate PDF that can be supplied to drivers upon collection of your samples.

PLEASE NOTE – These instructions are for drop off samples only.



When the QR code is scanned the green light on the lock illuminates, please wait for the light to go out before rotating the lock to open the box.

For further information and to watch a demo video on instructions for use, please scan the QR code below:



This can be shared with your transport and logistics staff, there are also clear instructions affixed to the entrance of the department.

When the box is locked by turning the outer ring clockwise an alert will be automatically sent to Toxicology staff informing them of the sample arrival and they can then attend to perform the required analysis.

For any difficulties in accessing the box, the driver should call the Duty Biochemist for support via Sandwell and West Birmingham NHS Trust switchboard on 0121 553 1831.

Any other Urgent Toxicology requests should be discussed with the Duty Biochemist and delivery scheduled directly to the Toxicology laboratory within routine hours.

Many thanks for your continued patience during the transition period.

Any queries, please do not hesitate to contact me.

A handwritten signature in black ink that reads "Vanessa Lane".

Vanessa Lane

Specialist Chemistry Discipline Lead, Clinical Biochemistry
Black Country Pathology Services
vanessalane@nhs.net

Appendix 1:

Label to be affixed to Package with Barcode to scan and open drop off box.

Black Country Pathology Services – Ethylene Glycol



Delivery Address:

**City Health Campus
Toxicology Laboratory
Dudley Road
B18 7QH**

****PLEASE SCAN THE QR CODE TO OPEN THE DROP BOX****