

# London Medical Laboratory

Services Background and Company Overview



# 1. About London Medical Laboratory

## 1.1. Introduction

London Medical Laboratory was formed in 2016 to provide the best in pathology testing services to patients, pharmacies, doctors and clinics nationwide. We are committed to providing a responsive, intelligent service to meet your needs.

From our state-of-the-art laboratory near Battersea, London, we offer pathology testing solutions that include clinical biochemistry, immunology, haematology, histology and microbiology.

Our Quality Management System encompasses all elements of quality delivery, including management systems, quality assurance and quality control.

## 1.2. The London Medical Laboratory Team

LML has a very experienced team overseeing the delivery of our pathology services.



### Histopathology

Dr Kaushik Patel MBBS FRC Path, Medical Director and Consultant Histopathologist



### Microbiology

Dr Elli Demertzi MD PhD FRCPath, Consultant Microbiologist



### Biochemistry & Immunoassay

Dr John Bolodeoku MBBS, MSc, MBA, DPhil, FRCPath, Consultant Chemical Pathologist



### Haematology

Dr Simon Stern. Consultant Haematologist



### Virology

Dr Peter Muir PhD FRCPath, Consultant Clinical Scientist

## 2. Operations

### 2.1 Quality Assurance & Governance

LML delivers a service that is compliant with the requirements for Medical Laboratories set by the United Kingdom Accreditation Service (UKAS: ISO 15189:2012), the Care Quality Commission (CQC), the Health and Safety Executive (HSE) and the Medicines and Healthcare Products Regulatory Agency (MHRA).

Our UKAS accreditation number is 21423 and our electronic Certificate of Accreditation and schedule can be found at: <https://verify.ukas.com/51c75c9c-069c-466d-a4c1-029d74e1caf2#gs.qjd0x0>

LML also participates in UK and international assessment schemes such as the National External Quality Assessment Scheme (NEQAS) and the External Quality Assurance Assessment Scheme (EQAAS).

LML is registered with and regulated by the CQC for “Diagnostic and screening procedures” – certificate number: CRT1-8889051055, provider ID: 1-4035892777.

Dr Quinton Fivelman is the registered CQC Manager.

### 2.2 Turnaround times

We run a 24/7 laboratory operation and commence processing all samples as soon as they arrive at our laboratory ; thereby ensuring that many results are with you within 4 hours.

## 3. Services

### 3.1 Phlebotomy

In addition to a complete laboratory service, we offer a phlebotomy service through our extensive network of LML branded partners – many in community pharmacies. See the table below for our phlebotomy service options.

Services Options	Description
In-Store Phlebotomy	Patients can come into one of our stores (LML branches or branded partners) to have their blood taken by one of our qualified phlebotomists. See Appendix 1 for locations.
At-Home Postal Testing Kits	User-friendly finger-prick blood capillary self-testing kits sent to your patient using a courier or Royal Mail 1st Class Tracked postal service.

The quickest and most effective way to obtain a blood test is via phlebotomy. Taking a blood sample this way allows for a greater quantity of blood to be drawn and therefore a greater range of tests becomes possible. For example, a full blood count cannot be run on a finger-prick sample. Nevertheless, sometimes clinicians choose to offer their patients an at-home option and LML is ready to support with a sophisticated and extensive at-home finger-prick testing infrastructure. See Appendix 3 for more details.

### 3.2 Health Checks

LML also offers a range of health checks. These combine blood tests with clinical measurements and lifestyle questionnaires. Clinicians can choose to administer the Health Check or send patients to one of our stores to have the Health Check administered by a member of the LML team. A report is provided the next day. See Appendix 2 for more details.

### 3.3 The LML omnichannel approach

LML is more than just a medical laboratory, it is a fully integrated ecosystem providing online ordering, home testing, a nationwide phlebotomy and courier network, all supported by our customer service team.



UK's largest  
phlebotomy network



Nationwide courier network



In-house management of  
consumables and stock



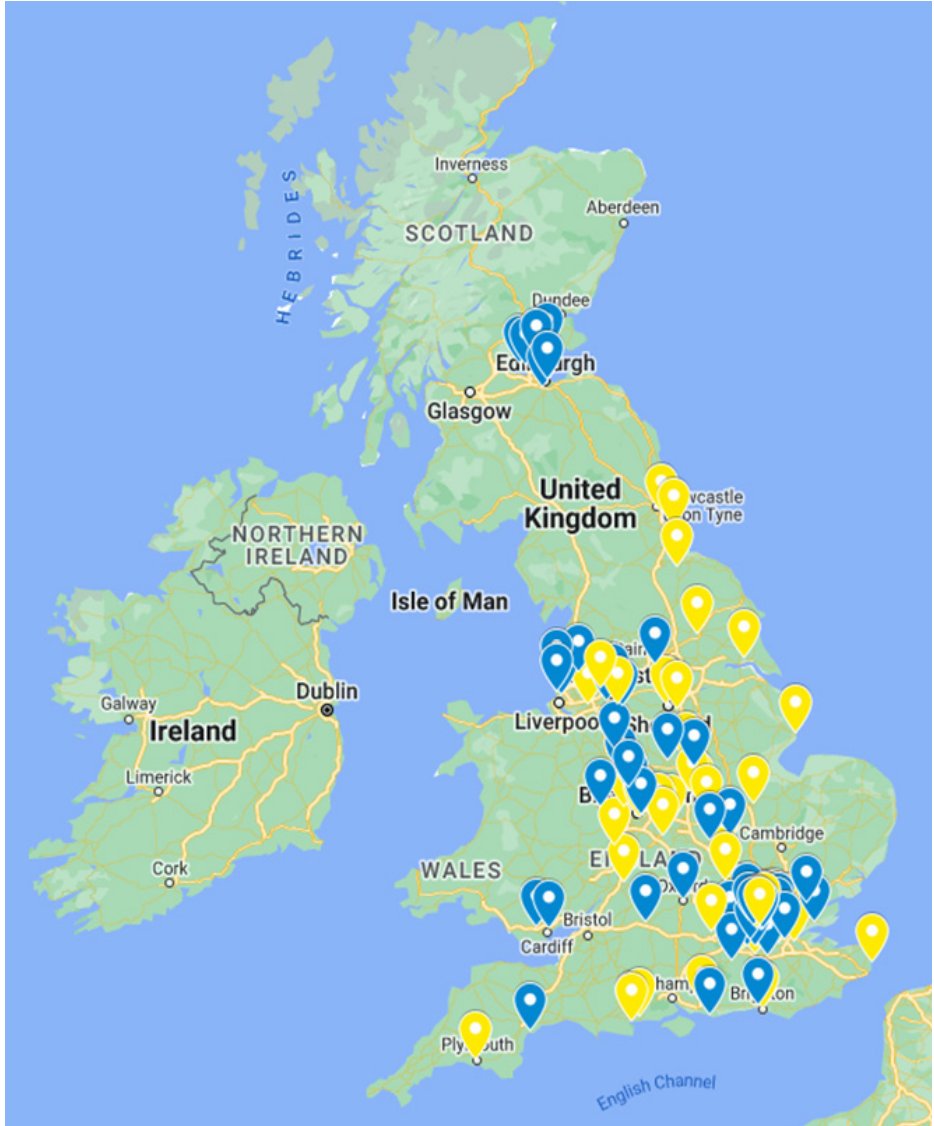
Online client portal for  
ordering tests and for  
results



Dedicated laboratory  
operating 24/7

## Appendix 1 – Phlebotomy locations

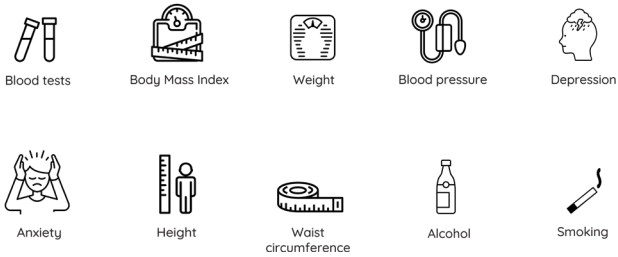
LML's nationwide network of pharmacies, health stores, clinics and branches is constantly growing. The latest list is available on our website here: <https://www.londonmedicallaboratory.com/test-locations/> and on the map below showing all the current (blue) and future (yellow) LML branded sites. Please note that future Northern Irish and Irish sites have not been included.



## Appendix 2 – Health Checks

Health Checks provide a window into one's health and LML's Health Checks can identify risks of having, or developing, a range of common health problems.

They include parameters such as:



Please see the table below for details of our test offerings. An example of our Window Health Check report can be provided. Please get in touch with us.

		Window Health Check	Horizon Health Check
Blood test biomarkers	<ul style="list-style-type: none"> <li>• Cholesterol (lipids)</li> <li>• HbA1c (diabetes)</li> <li>• Kidney function (U&amp;Es)</li> <li>• Liver function tests</li> <li>• Glucose</li> <li>• Full Blood Count</li> <li>• Vitamins - Folate, B12, D</li> <li>• Iron studies</li> <li>• Thyroid function tests</li> <li>• Inflammation (CRP)</li> <li>• Uric Acid</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
Clinical measures	<ul style="list-style-type: none"> <li>• Blood Pressure</li> <li>• BMI</li> <li>• Waist circumference</li> <li>• Grip Strength</li> <li>• 1-lead ECG</li> <li>• Body fat</li> <li>• Peak respiratory flow</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>-</li> <li>-</li> <li>-</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>
Lifestyle questionnaires	<ul style="list-style-type: none"> <li>• Alcohol</li> <li>• Cigarette smoking</li> <li>• Anxiety</li> <li>• Depression</li> <li>• Diet</li> <li>• Exercise</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>-</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>

## Appendix 3 – The London Medical Laboratory Ecosystem

Over the past 5 years, LML has invested heavily in information technology for our own use and the use of our clients.

## Client portal

LML's custom-built Client Portal (<https://clientportal.londonmedicallaboratory.co.uk/>) allows any authorised medical personnel to order a blood test, manage the test time and location, monitor its passage through the courier network, and download the result when it has been completed. Results and orders can be integrated with third party websites through application programming interfaces (APIs).

## Fulfilment and home testing kits

LML is a market leader in the manufacture and supply of branded home kits for blood capillary and PCR testing – In the past 4 years, LML has sold well over 300,000 of them.

Examples of LML home testing kit profiles	
Allergy Complete 295 allergen test	Cholesterol / Lipid Test
COVID-19 IgG Antibodies	Diabetes (HbA1c)
Erectile Dysfunction Profile	Female Advanced Sexual Health Screen
Fertility Hormones Profile	General Health Profile
Heart Health Profile	Iron Status Profile
Male Advanced Sexual Health Screen	Male Hormone Profile
Menopause Hormone Profile	Pregnancy Test (B-hCG quantitative)
Progesterone - Day 21 Ovulation	Prostrate Profile
Testosterone Check	Testosterone Plus
Thyroid Function	Vitamin B12
Vitamin D	Vitamin Profile

LML is unique as it has its own fulfilment centre allowing us to pack and distribute kits nationwide. Kits can be tailor-made and branded to suit our clients' needs. All our kits are IVD registered, CE marked and registered with the MHRA (2020090801184835).

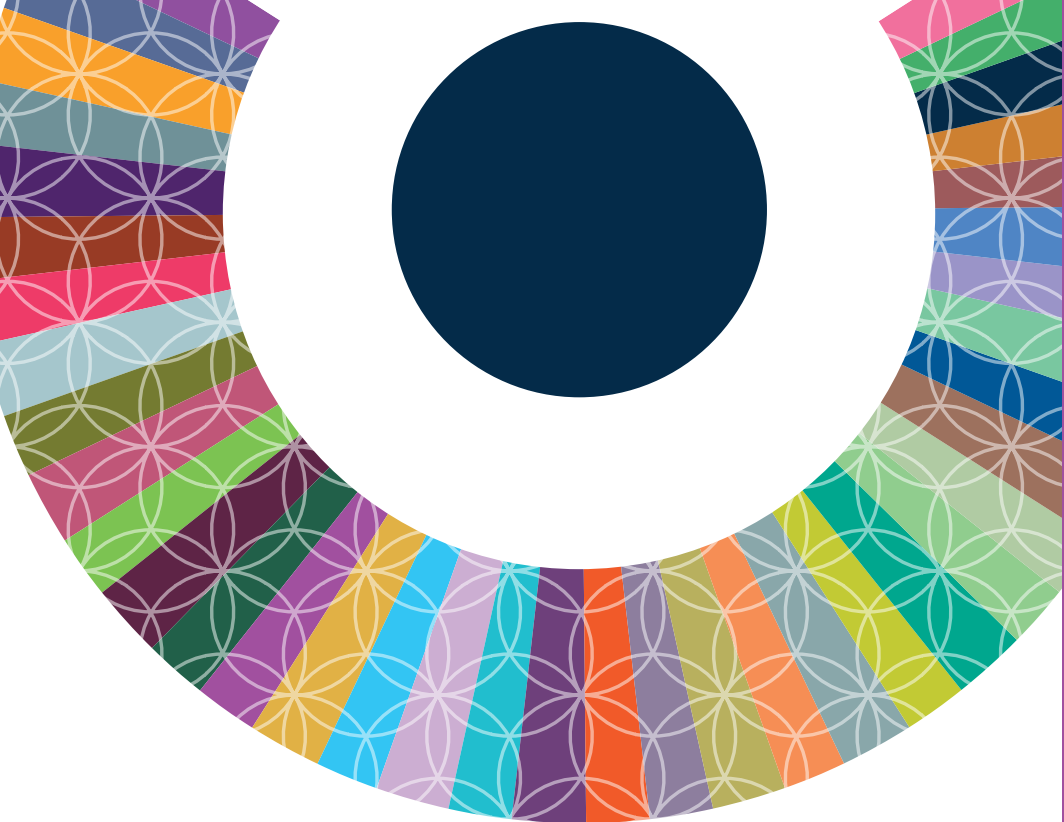
## Appendix 4 - GDPR and data policies

LML policies cover GDPR, data security and business continuity plans. These policies are available on request. Both of our IT partners (Hicom and Cirdan) are ISO27001 accredited. Under policies defined within our ISO 27001 standards, our partners secure our infrastructure to the highest standards and the IT security landscape is under continual review.

Our environment is hardened to the Centre for Internet Security benchmarks and are subject to regular internal vulnerability tests and external penetration tests. All environments employ industry leading anti-virus, anti-malware and network protection. Any data entering or leaving the hosting environment is subject to multiple levels of vulnerability detection regardless of the entry/exit point.

We also ensure our hosting and corporate networks are segregated and all perimeters are secured using the latest firewall technology. Access by staff to our networks and servers is controlled through Active Directory and provided on a need-only basis. The hardening policies are enforced using Microsoft Security Compliance Manager.

Our detailed privacy policy covers GDPR and other relevant data and information security processes and policies: <https://www.londonmedicallaboratory.com/page/privacy-policy>



If you need any further information please contact the team at London Medical Laboratory:

Email: [info@londonmedicallaboratory.co.uk](mailto:info@londonmedicallaboratory.co.uk)

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