

Support Information

HSL Couriers for Service Transfer

With effect from 1st March 2025, Health Services Laboratories (HSL) will be managing the collection and delivery of samples via their courier service, TDL Collect.

All existing courier pickup times and locations will remain unchanged. These schedules have been shared with us by the Hertfordshire and West Essex Integrated Care System to ensure continuity of service.

Simply hand your samples to our TDL Collect courier in their individual specimen bags with folded request form, multiple specimen bags sealed in suitable transport bags. TDL Collect couriers can be easily identified by their official uniform and ID cards displaying their full name, photo and 'Helix' logo.

All couriers undergo annual mandatory GMP training and will be placing collected samples in transport boxes that comply with UN:3373. Sample temperatures are monitored while being transported.

Please note that as of 1st March 2025, Princess Alexandra Hospital NHS Trust has advised that TDL Collect will not be able to deliver post to PAH or between sites. Princess Alexandra Hospital NHS Trust recommend that if you need to send anything to the Trust, you seek alternative ways where possible, i.e. email, Doctor Doctor or via post. Until 31st March 2025, if the correspondence to the Trust is of an urgent nature, please email paht.facilities.management@nhs.net detailing who it should go to and the Trust will ensure it is passed to the correct department/team. Princess Alexandra Hospital NHS Trust apologise for any inconvenience this may cause.

If you have any queries regarding a collection, please contact the TDL Courier Control Team at **020 7307 7373**, selecting option 1.



Our couriers can be recognised by their TDL Collect branded tabards, winter rain coats or fleece jackets. They will arrive in a branded vehicle or feature our logo on their sample collection box