

To Whom It May Concern

We are contacting you because of an issue with a blood test you had called a HbA1c. This test is used to diagnose and monitor diabetes. When we take blood tests for this test, they are sent to a lab that then puts the sample through a machine and sends the results back to us.

The lab that does the tests, SHYPS, found last year that some of the results were not as expected. They found that the machine being used to test the blood sample (the Trinity Biotech Premier Hb9210 HbA1c analyzer) was giving results that were higher than they actually were. It took some time for practices in our area to be told about this, and the problem has affected GP surgeries in Hull, the East Riding of Yorkshire, and in other places across the country.

As soon as we were made aware of this, we began to look for patients who might have been given incorrect results. We have searched patient records and are contacting everyone who had an HbA1c test between 17th June and 31st October 2024. We believe you are one of these patients.

Some patients will have been told they are diabetic or had treatment for diabetes started or increased based on this test. You may have informed your employer, the DVLA, or your insurance company. You may have been referred to or attended the NHS Diabetes Prevention Programme or been asked to go to a retinal screening appointment.

Our doctors and nurses are looking carefully through each patient's record and will be contacting you to discuss what needs to happen next. There are a large number of patients involved both in our practice and across the local area, and we are working as quickly as we can. **Please wait for the surgery to contact you about this** – if all affected patients contact us we will not be able to manage this and it will delay patients who need urgent appointments from getting care.

We have put some questions and answers below to try and help. Please be assured this is as frustrating for our practice as it is for you, and we are committed to putting your health first.

Why did I not hear about this sooner?

Our practice had raised concerns with the lab when messages began appearing on some of our results late last year, saying they might be not correct. We contacted them and asked for more information but only received a detailed letter on 17th December 2024. It took until Christmas eve for us to be given exact details of the patients affected,

and we have been working through these since to identify those who need to be seen urgently. We are disappointed it took so long for us to be made aware there was a problem affecting our patients. We apologise for the delay in contacting you.

I've been started on treatment for diabetes/my treatment has been increased – should I stop it?

Please don't make any changes to your medication until you've been contacted by our team. Every patient is different, and the treatments used for diabetes are different. It can be dangerous to stop medication suddenly. If you are concerned about side effects, please speak to your local pharmacist in the first instance who can advise.

I've told my insurance company/DVLA that I'm diabetic. Should I tell them I am not?

This will depend on your individual blood test result. The results that came back may have been up to 5 mmol/L higher – for some patients this will mean they are not diabetic but are at risk of diabetes. For others who were already diabetic, it may mean you were told you needed more treatment when you do not.

I want to complain about this.

We understand that patients will be upset and may wish to complain formally. The situation is made more complicated because although we send our blood samples to the hospital lab at Hull, this particular test is done by the Scarborough, Hull and York Pathology service (SHYPS) and the faulty machine is made by an organisation called Menarini. If you do wish to complain, please contact PALS at Hull University hospitals:

PALS Team
Hull University Teaching Hospitals NHS Trust
Alderson House
Hull Royal Infirmary
Anlaby Road
Hull
HU3 2JZ

hyp-tr.pals.mailbox@nhs.net

<https://www.hey.nhs.uk/feedback/>

tel:01482 623065