

ZTAS service during the Christmas and New Year period 2024-2025

25 November 2024



During the Christmas and New Year's holiday season, the **ZTAS office** will be open on weekdays during normal office hours (8.30 am until 5.00 pm), with the exception of the following dates:

- **CLOSED from 2.00pm on Tuesday 24th & 31st December 2024**
- **CLOSED on Wednesday 25th December 2024.**
- **CLOSED on Thursday 26th December 2024.**
- **CLOSED on Wednesday 01st January 2025.**

Our out-of-hours service will be available for any urgent matters on 0207 3655 842 (option 1).

Magna Laboratories will be open on weekdays during normal office hours (8.30 am until 5.00 pm), except for the following:

- **CLOSED on Wednesday 25th and Thursday 26th December 2024 and Wednesday 01st January 2025.**

Routine blood sampling during the holiday period

- Blood sampling for 4-weekly patients should be scheduled to take place up until Wednesday 18th December 2024 and after Thursday 2nd January 2025.
- Clozapine Clinics may post blood samples as usual to the ZTAS Central Laboratories (Magna Labs) up until Wednesday 18th December. For more information on Royal Mail's Christmas delivery schedule please see: <http://www.royalmail.com/greetings> and <https://www.royalmail.com/service-update> for information on any service disruptions.
- In the period between Thursday 19th December 2024 and Wednesday 01st January 2025 samples should NOT be posted via the Royal Mail. If you do not have a courier arrangement in place, it is strongly advised that during this period you have samples analysed at your local laboratory and the results manually entered onto ZTAS.
- From Thursday 02nd January 2025, blood samples may be sent via Royal Mail as normal.
- For any patients requiring **URGENT** sampling, please use your local laboratory for analysis.
- The results of samples analysed by your local laboratory may be entered manually onto the ZTAS database or should be forwarded to ZTAS via email info@ztas.co.uk and will be entered onto ZTAS during the office hours as stated above.
- For **Pochi** sites, please note the above office closures. When the ZTAS office is closed, there will be no back-up assistance for your Pochi.

Pre-existing Courier Arrangements

- All sites that currently make use of a courier will be contacted directly by Magna Laboratories to confirm their needs/arrangements over the holiday period.
- The final day for courier collections (and deliveries being sent out) will be Wednesday 18th December 2024. These will re commence from Monday 6th January 2025.
- Additional pick-ups in the week commencing Monday 16th December 2024 **MUST BE PRE-ARRANGED** via Magna Laboratories.

If you need any assistance or further information, please do not hesitate to contact the ZTAS Office on telephone number 0207 3655 842 (Option 1) or by e-mail: info@ztas.co.uk.

Your Zaponex Treatment Access System team

