



ALLERGY LINK

ALLERGY & INTOLERANCE TESTING BY POST

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Return Planner 2019/20

To calculate the return time for the Allergy & Intolerance Report

Office Hours: (5 working days)

Monday, Friday: 10.30am - 7.00pm

Tuesday, Wednesday, Thursday: 9.00am - 5.30pm

2019	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu
March					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
April	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	*19	20	21	*22	23	24	25	26	27	28	29	30							
May			1	2	3	4	5	*6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	*27	28	29	30	31				
June						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30		
July	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31						
August				1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	*26	27	28	29	30	31			
September							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
October		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					
November					1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30			
December							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	*25	*26	27	28	29	30	31
January '20			*1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31				
February '20						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29			
March '20							1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31

Sa/Su OFFICE CLOSED: Saturday & Sunday ***B* Bank Holidays (Public Holidays)**

Bank Holidays 2019 / 20
 19.4.2019 Good Friday
 22.4.2019 Easter Monday
 06.5.2019 Early May Bank Holiday
 27.5.2019 Spring Bank Holiday
 26.8.2019 Summer Bank Holiday 25./26.12.2019 Christmas

SH School Holiday in England and Wales (may vary)

School Holiday 2019 / 20
 08.04. - 22.04.2019 Easter Holidays
 27.05 - 31.05.2019 Summer half term
 25.07 - 3.09.2019 Summer holiday
 21.10. - 25.10.2019 Autumn Half Term
 21.12. - 03.01.2020 Christmas and New Year

17.02. - 21.02.2020 Half Term

AllergyLink Break/Holiday:

Sorry for any inconvenience the Holiday Breaks may cause.

This Return Planner will be updated according to holidays Breaks.

Processing time: 10-15 working days* (Monday to Friday)

Counts from the date received PLUS + posting time from and to clinic. (12-28 days)

NB: Delays in processing can occur in times of high demand. The demand fluctuates week by week.

Processing & Delivery of Test Results:

Please be aware that I can only provide PROCESSING TIMES. In order to calculate the RETURN TIME, you need to add the DELIVERY / POSTING TIMES from and to your clinic.

- The Processing time is counted in *Working days = Monday to Friday
- **All forms received**, are placed in a queue - sorted into the inbox under the weekday they arrive - and are processed in that order.
- **Delays:** Because the week-by-week demand is unpredictable, the return-time for the Allergy Reports can fluctuate greatly. **Delays can occur at any time.**
- **Sending in more than 1 test-forms** = several at once (especially the Large C250/500) can prolong/extend the return time. **Please allow up to an additional week.**

Processing time: 10-15 ***working days***

Counts from the **date** the form is **received** + **Plus** posting time from and to your clinic.

Return time (UK):

processing time + posting times = likely return

By post: 1-3 days post to AllergyLink + 12 - 21 days processing
+ 1-3 days post to Clinic = 12 - 28 days

By email: 1-3 days post to AllergyLink + 12 - 21 days processing
+ email to Clinic = 12 - 24 days

Please inform your customers and clients of the most likely return time and possible delays.

Postal return is always made by 1st class Royal Mail delivery.

Again, ***working days** means the actual office opening days = Monday to Friday. The **office is closed** Saturday and Sunday. Some clinics continue to call on a Saturday when the office is closed.

Avoiding delays:

Please try to **send the forms - as soon as possible** - on a day to day basis, rather than collecting them for the whole week and then sending them together. Sending forms '**first class**' postage is much **quicker** than second class. (can take 3-5 days - especially during December).

Making BACS or PayPal pre-payment on the same day you post the form, will also help to cut down admin time.

Bank Holidays: The office is **closed during UK Bank Holidays.**

Bank Holidays do not count as working days.

Christmas Season: **Posting time** from November on can be very unpredictable and take much longer! Can take 3-5+ days one

Holidays / AllergyLink Breaks :

Planned - shown in the years planner ****** - exact dates will be confirmed.

Allergy Link closes for a break twice a year. I am very sorry for the inconvenience, but I usually visit my aging parents in Germany twice a year, and because they live on an island (Foehr) off the Danish border - it takes 13 hours to get there.

Delays after a Holiday Break:

It may take up to a month for the return-times to go back to the normal schedule, depending on amount of request. Usually there is a **large accumulation of tests**, causing a 'backlog'. This backlog takes time to clear, because there are: **a)** tests from **before the holiday break** - the deadline/send-in date - these tests take priority in processing. **b)** tests arrived during the holiday.

All tests posted after the holiday Break (up to a month+) **will also be affected by delays from the backlog.**

A personal note:

Since the NHS takes 9-12 months to refer people on for an allergy test - if at all - I think that a return-time of up to six weeks should be fully acceptable. Many people have been living with their condition/s for a lot of years, which in most cases doesn't rectify a sudden 'urgency' to have a test done ASAP. However, you are at the front desk, having to explain the waiting time to your clients and facing their impatience and sometimes frustration. I do understand.