

SEL ICE GP Ordercoms for Radiology V3 dated 13/09/23

FAQs Summary for GP Practices

Question / Concern	Response
Why is this all happening in such a rush? Why can't ICE and our existing system run in parallel for a period of time?	<p>Changes in the IT infrastructure at KCH and GSTT (the introduction of EPIC), means that existing electronic links for requesting and receiving radiology reports will end on 5th October when EPIC goes live. ICE is needed to avoid reverting to paper requests and reports.</p> <p>LGT are struggling with an out-of-date system, so will Go Live on the same date.</p>
What is ICE?	<p>ICE is an electronic requesting system, it will be linked to IT systems at GSTT, KCH and LGT. It allows requests to be made instantly, and reports to be viewed as soon as they're authorised. It is also linked with EMIS at GP practices.</p> <p>ICE will also enable digital Clinical Decision Support to help ensure the correct exams are requested.</p>
How will I access ICE? Will I need to remember another password?	<p>If you are a GP or a referring healthcare professional you will access ICE through your EMIS log in, we are working hard to match EMIS users in ICE, so you won't need to enter another password.</p> <p>If you are an ICE Super User (someone trained to administer ICE locally within your practice), you will need another password. Your password will be sent to you after you have completed training, and before Go Live.</p>
Will I be able to refer patients who aren't registered at the Trust	<p>Yes, automatic registration processes will be in place. Matching will take place to ensure duplicate records aren't created.</p>
With the EPIC Apollo Go Live on 5 th Oct, does this mean that we need to stop routine Radiology requests too as we've been asked to do for Pathology	<ul style="list-style-type: none"> • Yes
Who can use ICE to request radiology exams?	<ul style="list-style-type: none"> • Any GMC registered doctor. • Other registered healthcare professionals (also called non-medical referrers – NMR) who are authorised to refer by the provider Trust – there is a separate

	workstream working to harmonize the requirement across SEL, communications from that workstream will soon be issued.
Can somebody else fill in the electronic forms, and then get them “signed off” by the GP?	No, it will not be possible for this type of 2 stage referral to take place (this is not technically possible). We recognise that this may be a change in practice for some. When ICE opens, the patient and requester details are pre-populated, so in most cases selecting the exam and entering the clinical indication as all that is required.
How can I request exams at Eltham Community Diagnostic Centre?	Eltham CDC is open to all of SE London, and you can use ICE to request exams there. (Not all modalities are open yet, so only available exams will be visible)
What happens if I can't see my centre of referral, e.g., Princess Royal University Hospital	You request the exam at the Trust, and it will be visible at any of the sites within that Trust.
How will I know that my patients imaging has been completed and reported on? How will I be advised; will it appear in my worklist?	The notification will be via MESH. (Also, an end-to-end basis test on receiving reports will be carried out at every practice). Yes, it should appear in your worklist
When I'm making a request, can I see the wait times for each Trust? If not, will this be possible in the future?	No, this is not possible
How have the test requests been set-up?	Requests have been set up as per the trust requirements and what they will accept.
If the hospital request a patient test - would that result also go back to the GP - since some results need to be explained by the consultant re further treatment etc.	Yes, reports on requests that originated from the hospital will also be visible in ICE (but not automatically imported into EMIS). The responsibility for managing the patient would lie with the requesting hospital consultant unless other arrangements are in place.
When I request imaging, will the patient need a hard copy print out of the form request to take to Trusts, especially if it's for a walk-in patient?	No, but information sheets for each Trust will be available (see below)
What information will I need to pass to a patient after requesting imaging? Where will the patient go if they have any questions or queries regarding their imaging, or if they need to rebook?	Procedures with each Trust are currently under discussion and updated communications will be issued closer to Go Live.

	A printout for the patient for each Trust will be available detailing where they need to go/how to book for each modality. Clear points of contact with contact details will be provided so that if the patient has any follow up questions regarding their imaging, this is directed to the correct point of contact rather than back to the GP Practice.
What happens if a patient is a DNA?	The status in ICE will be cancelled. What looks like a report is sent back to EMIS which will say DNA
What is happening with pathology?	Pathology will remain the same for now. Pathology will also move to ICE, but this will happen later in 2024. For a short time, you will need to request pathology on your existing system and radiology on ICE, but eventually all the diagnostics will be available in one place for all of SE London.
Will I need to go on a course to know how to use it?	The following 8-minute video provides a demonstration of the system. https://youtu.be/K6qzMGR3Bcl Separate training arrangements are being made for Super Users.
How will it work with PCNs?	ICE is accessed through EMIS, so as long as you can open a patient's EMIS record, you will be able to open ICE.
Who will be managing ICE at my GP Practice?	Super Users are being trained at each GP Practice. Super Users will remove old users/add new users/provide an overview of ICE to new colleagues.
Will each GP Practice have to manually input staff details or will there be a bulk upload?	There will be a bulk upload of users, but GP superusers should check that all the correct staff are set up before Go Live.
What testing will take place with my GP Practice prior to Go Live?	Testing with each practice is currently being coordinated
Can I access ICE now?	<ul style="list-style-type: none"> • Please speak to your local IT administrator in the first instance. Local set up work is currently being undertaken • If this is complete at your practice and you can access ICE, it's important to note that this is a LIVE system and that if you look at patients, please only select TEST patients at this stage.
Who will manage the system after Go Live?	Alex Baylis at KCH IT dept will be the overall system administrator, some tasks (e.g., adding a new user) can be managed locally after training. An additional system administrator is also being recruited.

Where do I go if I have any issues at Go Live.	Please speak to your Practice IT person in the first instance to check that you have been set up correctly. Your IT Practice person would link in with the ICB IT team if needed.
How can I access the demonstration video of ICE	https://youtu.be/K6qzMGR3Bcl note, this is the same video as detailed above
How do I contact the ICE Project Team if I have any questions or queries?	The Project Team are contactable SELGPordercomms@rbht.nhs.uk