

## Imperial Hospitals Pathology Service for GPs

### ICE and Pathology Test Requesting Frequently Asked Questions

- **Who do I contact if I need to set up a new user?**

Email the request to [pathologyIT@imperial.nhs.uk](mailto:pathologyIT@imperial.nhs.uk) providing the practice code, requester name, your role, GMP (GP prescribing number), GMC for GPs without GMP numbers, NMC number for nurses, or local code for other users who may request on behalf of a GP. Note the local code must be unique in ICE.

- **Are there any training resources available?**

Yes, the CCG has an e-learning package is available.

<http://www.youtube.com/watch?v=PjvMLEjGeYY>

- **How do I obtain more specialised stationery?**

Pathology consumables are available for regular weekly deliveries, and can be ordered by completing the GP Pathology consumables request form and returning it by fax to 020 331 35596 or by emailing it to [pathologygpsupplies@imperial.nhs.uk](mailto:pathologygpsupplies@imperial.nhs.uk) The form can be requested by email or the same fax number, or by telephoning the Pathology Call Centre on 020 331 35353/35386

Alternatively you can order supplies via the pathology website, <http://pathology.imperial.nhs.uk/> Click the tabs, Home, GP and Supplies Order Form. Then follow the prompt to login. The password is 'Imperial'.

- **Is it possible that ICE requesting screens can be configured to allow GPs to request profiles of tests?**

Agreed profiles are available for common requesting patterns, e.g. TATT, Mental health screen etc.

- **Can I default my home screen within ICE?**

Some settings are held locally in cookies. ICE is accessed via SystemOne.

- **Can I access ICE without a smartcard?**

ICE is only available via the GP practice system, so security of access is controlled by your local system.

- **Is accessing patient results restricted?**

Yes it is restricted to those patients with whom you have a legitimate relationship, i.e. those patients under your care. Note that there is an audit trail for all results accessed.

- **Will there be any changes to the availability of tests?**

These following tests will not be available on routine request. This is based on clinical evidence and best practices:

Red cell folate (serum folate is offered instead)

Helicobacter pylori antibody (faecal antigen offered instead)

In addition, please note:

Renal profile – urea and Chloride will not be routinely reported but they can be requested individually

LFT- Includes Bilirubin, ALT, ALP, Total Protein and Albumin - AST and GGT can be requested individually.

- **Will the tests already ordered via tQuest system be transferred to ICE?**

For tQuest users, tests which have been pre-ordered will not transfer to ICE. Either re-order, or print the request form from ICE at the time of request.

- **If Imperial ICE system is down how should the practices order tests/ receive results?**

Pathology tests should be ordered using the paper request form template or paper request forms. Resulting would not be affected. It is advisable to keep a few hard copies of test request forms.

- **How can I print out the test request forms using ICE?**

This is part of the requesting process and covered in training. It is also possible to print sample labels independently from the request form if required.

## **Reporting of Test Results**

- **What will the turnaround times for routine tests be?**

Information on the repertoire of tests performed by Pathology, including reference ranges, turnaround times and specimen requirements, can be found in the test directory on our website <http://pathology.imperial.nhs.uk/>

- **How will the abnormal test results be communicated?**

There is no change to reporting. Critical abnormal results will be communicated as current policy.

- **Will clinicians at Ealing, Hillingdon Hospital and Northwick Park Hospital have access to tests performed at Imperial?**

Yes, through OpenNet. You will also have access to the results for your patients for any tests performed at these locations.

### **Clinical advice and GP support**

- **How will GPs obtain clinical advice?**

Please contact the Pathology Call Centre during normal working hours on, 020 331 35353. Alternatively, see the [Pathology User Guide](#) for how to contact the relevant department.

If advice is not urgent you can also email your query to [ICHC-tr.pathologyqueries@nhs.net](mailto:ICHC-tr.pathologyqueries@nhs.net)

- **What happen if practices require more training?**

This should be arranged with the CCG ICT department.