

BCP Arrangements for ICE (radiology ordering for GSTT and Kings)

Overview

It is expected that ICE will be used by GPs to place order for radiology from GSTT and Kings. This document outlines the process that GP practices should undertake in event that ICE is unavailable.

Please note that at this time PCNs and Federations are unable to use ICE for requesting, however, this be implemented in the coming weeks and therefore the current processes with PCNs will remain unchanged.

For GP practices if ICE is down, follow the downtime procedure below. If ICE is working but you are unable to use it, you may follow the downtime procedure only while actions are underway to resolve your issue. In this situation, you need to also log a ticket with the service desk to support resolution of your issue.

For Bexley, Greenwich, Lambeth, Lewisham and Southwark the service desk details are:

- <https://nhssel.haloitsm.com/portal/home>
- 020 8176 5400
- ICT@selondonics.nhs.uk

For Bromley the service desk details are:

- [BHC Self-Service Portal \(haloservicedesk.com\)](https://haloservicedesk.com)
- 0208 315 8702
- BHC.ITHelpdesk@nhs.net

Placing an offline order

Step	What to do
1	Complete the downtime order form to request radiology. These can be found at: <ul style="list-style-type: none">• Radiology - referrals Guy's and St Thomas' NHS Foundation Trust within EMIS, which will prepopulate patient information.• General imaging King's College Hospital NHS Foundation Trust (kch.nhs.uk)
2	Email the completed request form to the appropriate radiology department For GSTT: gst-tr.radiologyreferrals@nhs.net For Kings: <ul style="list-style-type: none">• X-ray: kch-tr.xr_reception_dh@nhs.net• Ultrasound: kch-tr.us.reception_dh@nhs.net• Fluoroscopy: kch-tr.fl_reception_dh@nhs.net

- When the radiology department receives the request, they will manually enter this as an order in Epic. They will do this within 72 hours.
- If a patient walks in and the request is not found, the patient will be asked to call the GP and request for the referral to be emailed through.
- Once this is received the admin team will raise the order in Epic and schedule the patient.

Receiving rejection or changes to orders when the system is down

- If the radiology department rejects the order after vetting, you will receive an email advising you of the rejection or requesting you to make a change by raising a new order.
- Small changes may be actioned by the radiology department and may not require further GP action.
- If the ICE system is available and you are unable to access it, these messages are likely to be sent via ICE. That is why it is important that you take action to resolve your access issues as soon as you become aware of them.

Receiving results when the system is down

1. Non-Urgent Results

- Results will be emailed to your practice from the following email address:
gst-tr.ICEdowntimeradiologyresults@nhs.net
- You should not reply to this mailbox.
- Note that if the ICE system is only down for a short period of time, the radiology department may hold non-urgent results until it is back up to send results.

2. Alerted reports

- Results will be emailed to your practice from the following email address:
gst-tr.radiologysecretaries@nhs.net
- You should not reply to this mailbox.