SEL ICE for Radiology - FAQs Summary for GP Practices

Question / Concern	Response
Why is this all happening in such a rush?	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.
What is ICE?	ICE is an electronic requesting system, it will be linked to IT systems at GSTT, KCH and later in the year 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. ICE will also enable digital Clinical Decision Support to help ensure the correct exams are requested.
Is ICE for Radiology going live across GSTT, KCH and LGT?	For GSTT and KCH, the ICE go-live date is October 5. Following a robust clinical review, a decision has been made to delay the ICE go-live for the Lewisham and Greenwich NHS Trust (LGT). Patient safety remains our primary concern and we are keen to ensure configuration is finalised and secure ahead of switching over to ICE for LGT. In the interim please continue to use your current radiology referral process for LGT and we will share a revised timeline in the coming weeks.
When will ICE be live? What does the switch-over process look like?	From Monday 2 October the switch over will begin and clinical users will not be able to add requests. Superuser will have access via desktop until the end of the day on Monday. Please do not try to access ICE on Tuesday 3 or Wednesday 4 while we switch over to live. The system will go live will be 6am on Thursday morning. Only real patients will be able to be requested from this point on – Epic will not accept test patients.
Will all practices have access to ICE?	Yes, all practices will have access to ICE. ICE will be used for radiology referrals into GSTT and KCH but your usual process should be followed for LGT.
Are PCNs impacted by this change?	ICE is currently being deployed to PCNs but won't be in place by Oct 5. Current processes remain for PCNs. Further information will be shared in due course.

Is testing now complete?	Testing is now complete. Clinical users can check that they can access ICE from EMIS on an individual level, but the rest of the process has been tested. Test requests made now will not go through to Epic
How will I access ICE? Will I need to remember another password?	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.
Will I be able to refer patients who aren't registered at the Trust	Yes, automatic registration processes will be in place. Matching will take place to ensure duplicate records aren't created.
Who can use ICE to request radiology exams?	- 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. - Find more info on the requirements here
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. We can set it up so that somebody requests under the GP supervision, but there is no facility for each request to be signed off. This would have to be agreed by the provider Trusts (see above)
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 is happening with pathology?	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?	You can access the training video here.
Who will manage the system after go live?	Alex Baylis at KCH IT dept will be the overall system administrator, some tasks (eg adding a new user) can be managed locally after training. An additional system administrator is also being recruited.
What is the ICE download button for?	The download button is for reports where the request didn't originate from the GP practice. It isn't an instant download, but will appear in the unmatched workflow list a

	couple of hours later (in the same way as reports coming back to EMIS, and depends how often EMIS updates from ICE)
ICE ordering is defaulted to Kings. Can this default be changed by practice?	It will always default to one or the other (and it just happens that KCH is the first page) unless the user is set up to request GSTT only.