

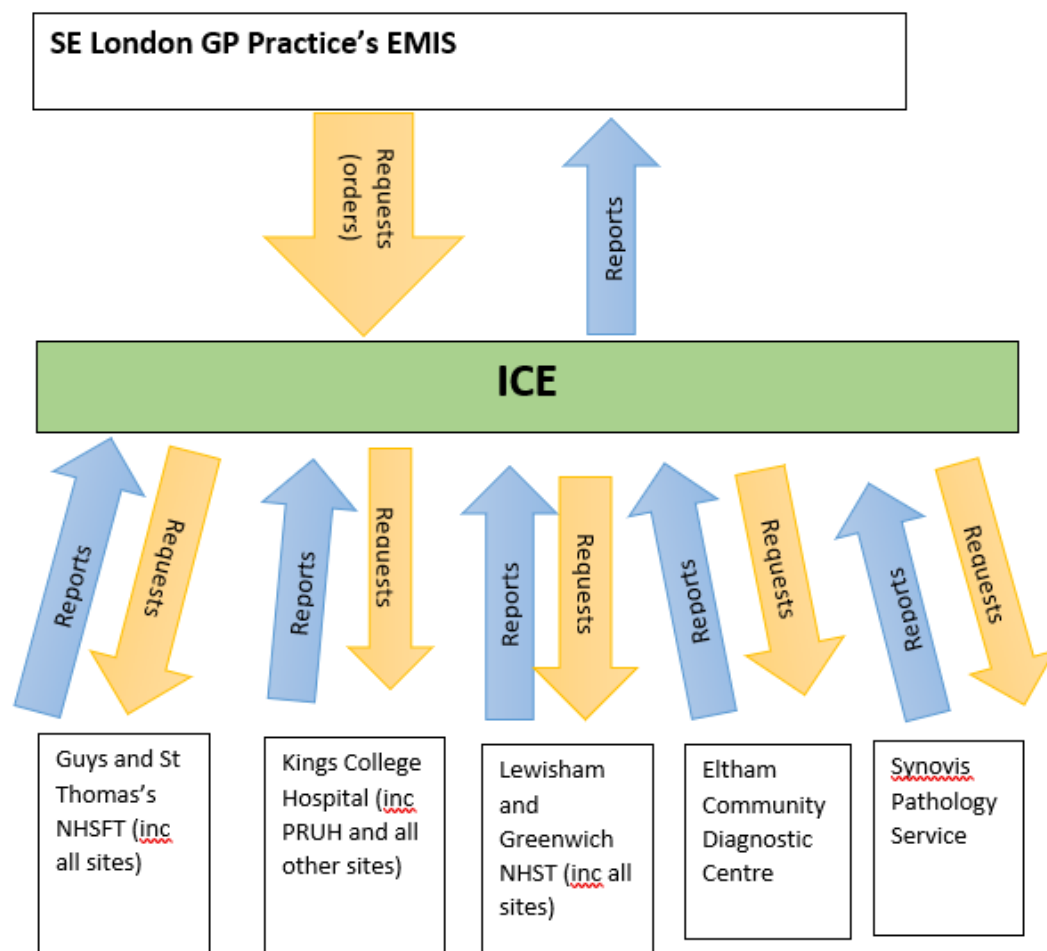
GP ICE Superusers Guide

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1. Introduction

ICE is a system that connects GP practices to organisations that provide services (eg x-rays or blood tests). It sends orders into the providers and reports out to GP practices. There is a direct interface between EMIS and ICE so that ICE will open from an EMIS patient record, and any orders will be automatically populated with the patient's demographics and the users information.



This guide is intended for GP Superusers. This means somebody who has admin rights in EMIS to be able to add new users. There is a video of a superuser training session the will help you to understand the system. Here's the link: <https://youtu.be/DSN1POqTOjk>

2. Main Tasks for Superusers

- **Supporting staff to use ICE**

As a superuser you might have to show staff how to use ICE for requesting, there is a video for end users that will help: <https://youtu.be/K6qzMGR3Bcl>. There is also a Quick Reference Guide that you can use.

- **Reporting errors**

This will be through the SEL ICB IT team to start with. As a superuser, you may need to check that the user knows how to use the system properly before escalating. A full SOP that covers ICE errors and downtime procedures will be circulated.

- **Adding new users.**

This will be your main task for ICE and this guide is mostly about adding new users and making sure they are correctly linked to EMIS. When users are set up correctly they don't need separate log in details for ICE.

3. Responsibility of GP Superusers

GP Superusers must ensure that new users are added to ICE with the correct role assigned to them. (ICE holds an audit log of every action).

Only GPs with GMC Numbers must be assigned the role of GP

Other healthcare professionals may add requests, but only if they are registered with the NMC, the HCPC or the GPhC and have completed IRMER training for referrers. [NB There will be a 6 month amnesty until April 2024 for non GP referrers to have completed this training]. A document detailing this requirement will be issued separately.

GP Superusers will be responsible for keeping the IRMER training record for Non GP Referrers.

(Administrative staff, healthcare assistants and physician associates are not allowed to request radiology and do not need to be set up in ICE.)

4. Roles in ICE

The following roles are set up in ICE and should be used for GP Practices (you will notice other roles in the drop down, but please only use those listed below)

GP Sys Admin	For GP Superusers – Accessed directly NOT via EMIS Ability to add clinicians and users and to allocate roles.
GP – All areas	To make requests for any exam at any of the 3 provider Trusts (Must be GMC registered doctor)
GP – [with Specific providers]	To make requests for any exam at the specified provider Trust(s) and the (Must be GMC registered doctor)
Non GP Referrer	To make requests for specified exams/modalities at any of the 3 provider Trusts Must have professional registration and have completed IRMER training*
Primary Care Viewer	To be able to view requests or reports but not add new requests. Log in linked to EMIS
ICE Patient Overview	To see a list of patients with requests and reports. Logs in to ICE directly using the url

5. Naming Conventions for ICE

Role	Username	Username example	Password
GP with GMP	GMP Number	G1234567	interop
GP without GMP (eg locum)	[EMIS username] followed by [EMIS CDB number] Must Match password set up in EMAS	CJP6789	interop
Non GP Referrer	[EMIS username] followed by [EMIS CDB number] (IMPORTANT: When adding fields in ICE, Surname MUST be followed by professional registration number.)	CJP6789	interop
Primary Care Viewer	[EMIS username] followed by [EMIS CDB number]	CJP6789	interop
GP Superuser	[Initial] followed by [Surname] (if already in use, add 1 at the end)	CPeacock	[Individual password] (to be changed at first log in)

6. Adding A New User

6.1 Summary

1. Add the user in EMIS first
2. Add the user in ICE making sure that their ICE username matches either their GMP number or EMAS password.
3. Link the user to a GP (clinician) which may be themselves.
4. Add the location to both the user and the GP

6.2 Adding a clinical user in EMIS

6.2.1 EMIS Set-up for a GP with a GMP PPD code

If your GP has a GMP PPD code for your practice, please make sure this is set up in their EMIS Account details and then follow the EMAS Manager activation setup below for password and username.

Professional Numbers

GMC Number

Doctor Index Number

GMP PPD Code

This must match the username you will set up in ICE

Add username/password

* Username

* Password

* Confirm Password

Save Cancel

Set-up for clinical staff that have a GMP PPD code added to their EMIS profile.

Username = Their EMIS Username
Password = Password1

Example 1

EMIS username = ps123
Password = Password1

Example 2

EMIS username = ps
Password = Password1

6.2.2 EMIS Set-up for a colleague who DO NOT have a GMP PPD Code

To add the EMAS username and password box instructions for clinical staff (Physio's, Locum GPs, Nurse Practitioners, and other non-clinical staff etc) **who DO NOT have a GMP PPD code**.

This must match the username you will set up in ICE

Add username/password  Hospital - SWANNELL, Paula (Miss) * Username * Password * Confirm Password Save Cancel Set-up for clinical staff (Physio's, Locum GPs, Nurse Practitioners, and other non-clinical staff etc)	Username = Their EMIS Username Password = Their initials followed by their EMIS CDB (This may already be their username) Example 1 EMIS username = ps123456 Password = ps123456 Example 2 EMIS username = ps Password = ps123456
--	---

Please note, if your GP does not have a GMP PPD code please follow the username and password set-up for EMAS Manager as above.

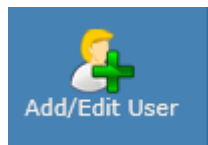
6.3 How to add a user in ICE

Log in to ICE Desktop directly, not through the EMIS Interop. Here is the link: <https://sel-ice.kch.nhs.uk/icedesktop/>

Go to:

Administration

Add/Edit User



Search by "Full Name" and "Containing" to ensure that they are not already in ICE

Existing Users 

Search by

NB Some doctors will have multiple user accounts if they work in different practices. If this is the case the username will be the GMP code*, which is different at each practice – make sure that you add them with the correct GMP for the practice they are working from.

To add your new user go to "Add new user" in the bottom right of the screen

Add new user...

Complete the boxes as shown below:

Edit User Logon Attributes

User name: G1234567

Password:

Confirm password:

Change password at next login: ☐

Password never expires: ☒

User is Inactive: ☐

User role: Select a role ▼

Full name:

Initials:

Description:

Bleep number:

Email address:

Language: English ▼

Sample Collector Id:

Edit Account Expiration Details

Set a start and/or end date for the user account. An empty value date open-ended.

Start date:

End date:

User name must match either the GMP code or the password set up in EMAS

Set Password to “interop” and to never expire. (The password isn’t used for an interop log in)

Select the correct role from the drop down (see Roles section of this guide)

Add full name and description

Other fields are optional

(NB You can set a start and end date for temporary staff members)

On the right of the screen you will need to expand “Locations Profile”

User Options

Toolbar Options

Locations Profile

Select the correct location on the left of the screen and click “Add selected”. Multiple selections are possible.

Your practice will be there (or you would not have been able to log in), if the name needs to be updated, please contact the ICE System Admin team at KCH. The ICB will ensure that any new practices are notified to the ICE System Admin team as well as any practices that close or merge. You should NOT be able to use the “Location Editor”

Locations Profile

(You can use the Location Editor under Desktop Configuration to maintain location details.)

Organisation:

Subsidiary:

All Locations

301 EAST STREET SURGERY
ABBEY WOOD SURGERY
ABBEYSLADE PMS (DR CHAND)
ADDINGTON ROAD SURGERY
Admin Location
AKERMAN MEDICAL PRACTICE
ALBION STREET GROUP PRACT.
ALL SAINTS MEDICAL CENTRE
AMERSHAM VALE TRAINING PR.
ANERLEY SURGERY
AT MEDICS
BALLATER SURGERY
BANK HOUSE SURGERY
BANNOCKBURN SURGERY
BARNARD MEDICAL GROUP
BATTERSEA FIELDS PRACTICE
BECKETT HOUSE PRACTICE
BELLEGROVE SURGERY

User Profile

(RJZ00) LEWISHAM MEDICAL CENT

6.3.1 Linking User to Clinician

All clinical users will need to be linked to a GP. GP users will need to be linked to themselves.

This is at the bottom of the left side of the screen

Additional GP Information

GP National Code

[Select](#) a new record.
[Edit](#) this record.
[Create](#) a new GP

1. First [Select](#) a new record – this shows you GPs that are already in the system
Type the first few letters of the surname and search (most GPs will already be uploaded).
Select the correct doctor – your doctor's GMC code will appear in the box but greyed out.

2. Next you must **Edit** this record to make sure the GP is linked to your practice. Multiple selections are possible. Use the arrow to move the relevant practices to the right hand side (Clinician mapping). If a GP moves practices, you also need to change the locations here.

⊕ Clinician Local Code Details

☐ Clinician Location Mappings

All Locations

- BURNEY STREET PMS
- BURNT ASH SURGERY
- BURSTED WOOD SURGERY
- CATOR MEDICAL CENTRE
- CHELSEFIELD SURGERY
- CHISLEHURST MEDICAL PRACTICE
- CLAPHAM FAMILY PRACTICE
- CLAPHAM PARK GROUP PRACTICE
- CLIFTON RISE FAMILY PRACTICE**
- CLOVER HEALTH CENTRE
- CONWAY PMS
- CORNERWAYS SURGERY
- CRAYFORD TOWN SURGERY
- CRESCENT SURGERY
- CROOK LOG SURGERY
- DEPTFORD MEDICAL CENTRE
- DEPTFORD SURGERY
- DERRY DOWNS SURGERY

Select all

Clinician Mapping

Select all

Hit “Update” in the bottom left corner

Then Close

Save User

If your GP is not in the list, you will need to “**Create**” a new GP – see below

6.3.2 Creating a new GP

Complete all of the highlighted fields below. The ICE Clinician Code and National Code will always be their GMC number – you can check this here: [The medical register - GMC \(gmc-uk.org\)](http://www.gmc-uk.org).

Make sure the GMC number in ICE is preceded by the letter G.

Make sure the full name is entered as it appears in the GMC register. (Duplicate clinician codes are not allowed, and a message will pop up – if this is the case, go back and select the correct GP.)

Clinician Properties	
ICE Clinician Code	G7411800
National Code	G7411800 x
or create ICE National Code	☐
Surname	Jeyanathan
Forename	Priyadarshani
Middlenames	
Title	Dr
Date of Birth	
Home Phone	
Mobile Phone	
Pager	

Continue completing the highlighted boxes as below – select the practice in the EDI recipient drop down list (once you have created the clinician, you will not see this box again).

Select “General Practice” as the speciality

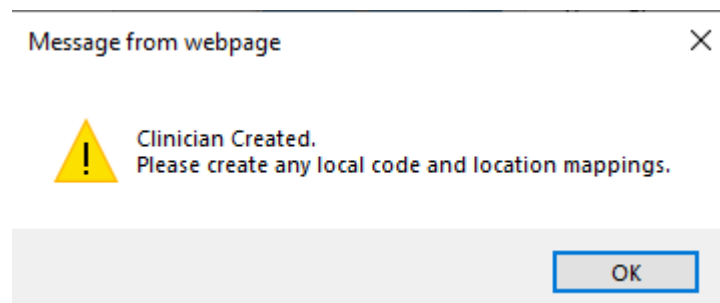
IMPORTANT: Untick “Defer orders for clinician”

Active	☒
Clinician is a GP	☒
Add as Edi Individual	☒
Edi Recipient	G85026 - CLIFTON
Specialty	General Practice
E-mail Address	
Local Specialty Code	
Defer orders for clinician	☐
Not available when ordering	☐

Create

Click “Create”

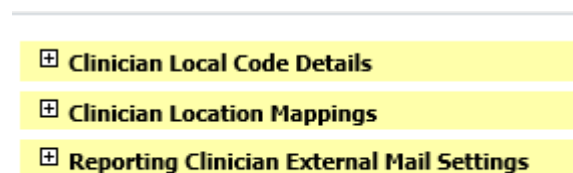
You then get an annoying ping and this box where you have to click “OK”:



As instructed above, you now need to create codes that map to the receiving systems. All codes are the doctors GMC number, but you have to add it in for all systems. Even if you think a GP will never refer to one of the Trusts, you will need to add their code in all 3 boxes.

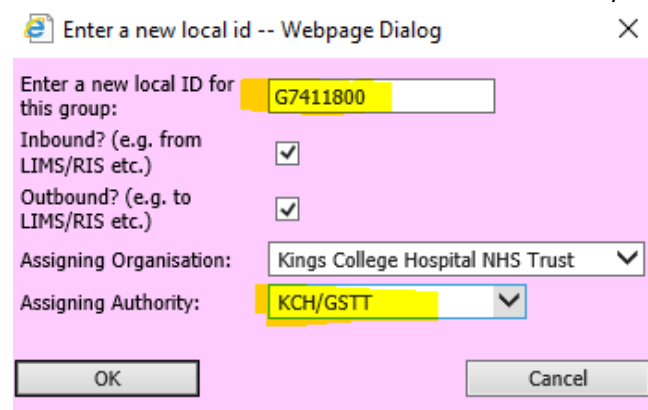
Note: The Assigning Organisation is always Kings College Hospital, but the Assigning authority depends on the receiving system – this has to be changed as it defaults to “ICE”

First expand “Clinician Local Code Details”



1. **EPIC** (for GSTT and KCH needs just one mapping for PAS, Radiology and Pathology),
Local code for **Apollo PAS, Apollo Radiology, Apollo Pathology**
(Group 2)

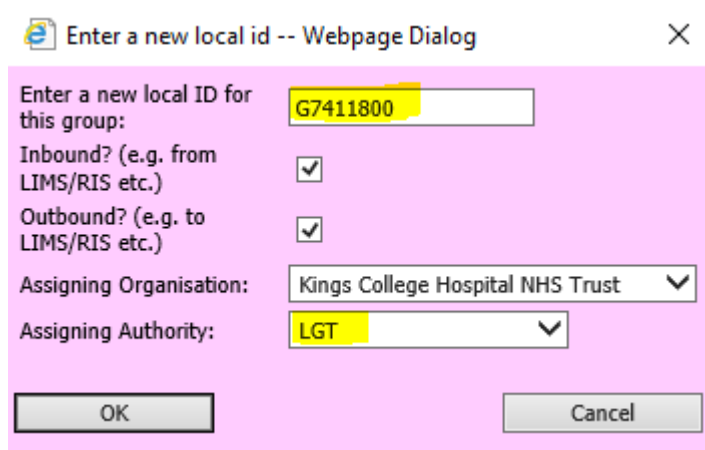
You need to add the GMC number and select KCH/GSTT as the Assigning Authority



2. Cerner PAS at LGT

Local code for **RJ2 PAS**
(Group **3**)

You need to add the GMC number and select LGT as the Assigning Authority



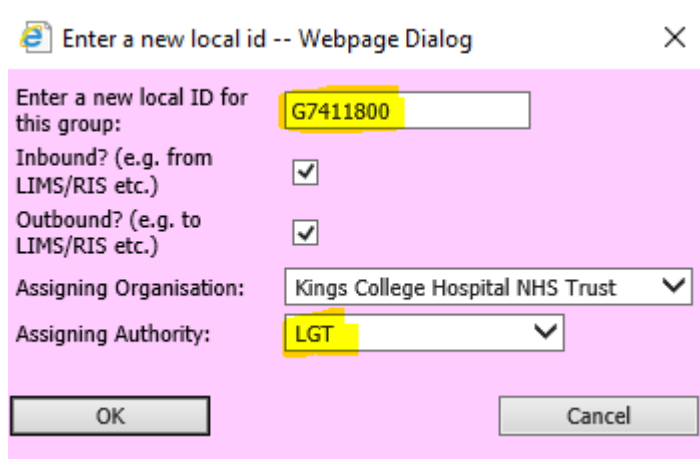
The screenshot shows a web dialog box titled "Enter a new local id -- Webpage Dialog". It contains the following fields and options:

- Enter a new local ID for this group:** A text input field containing "G7411800".
- Inbound? (e.g. from LIMS/RIS etc.):** A checkbox that is checked.
- Outbound? (e.g. to LIMS/RIS etc.):** A checkbox that is checked.
- Assigning Organisation:** A dropdown menu showing "Kings College Hospital NHS Trust".
- Assigning Authority:** A dropdown menu showing "LGT".
- Buttons:** "OK" and "Cancel" buttons at the bottom.

3. Soliton RIS at LGT

Local code for **RJ2 Radiology**
(Group **4**)

You need to add the GMC number and select LGT as the Assigning Authority



The screenshot shows a web dialog box titled "Enter a new local id -- Webpage Dialog". It contains the following fields and options:

- Enter a new local ID for this group:** A text input field containing "G7411800".
- Inbound? (e.g. from LIMS/RIS etc.):** A checkbox that is checked.
- Outbound? (e.g. to LIMS/RIS etc.):** A checkbox that is checked.
- Assigning Organisation:** A dropdown menu showing "Kings College Hospital NHS Trust".
- Assigning Authority:** A dropdown menu showing "LGT".
- Buttons:** "OK" and "Cancel" buttons at the bottom.

You then need to add the practices where the GP will work – multiple selections are possible. Use the arrow to move the relevant practices to the right hand side (Clinician mapping). If a GP moves practices, you also need to change the locations here.

⊞ Clinician Local Code Details

⊞ Clinician Location Mappings

All Locations

BURNEY STREET PMS
BURNT ASH SURGERY
BURSTED WOOD SURGERY
CATOR MEDICAL CENTRE
CHELSFIELD SURGERY
CHISLEHURST MEDICAL PRACTICE
CLAPHAM FAMILY PRACTICE
CLAPHAM PARK GROUP PRACTICE
CLIFTON RISE FAMILY PRACTICE
CLOVER HEALTH CENTRE
CONWAY PMS
CORNERWAYS SURGERY
CRAYFORD TOWN SURGERY
CRESCENT SURGERY
CROOK LOG SURGERY
DEPTFORD MEDICAL CENTRE
DEPTFORD SURGERY
DERRY DOWNS SURGERY

⬆

⬇

→

←

Select all

Clinician Mapping

Select all

Click Update

6.4 How to set up a new Superuser

Superusers log in to ICE directly via the weblink, not through EMIS, so their username and password do not need to match to anything in EMIS. You will need to tell the new superuser their username and log in.

The naming convention is to use initial and surname as username (unless it's already in use) and any password, but set it to be changed at the first log in.

Edit User Logon Attributes	
User name	cpeacock
Password	••••••
Confirm password	••••••
Change password at next login	☒
Password never expires	☐
User is Inactive	☐
User role	GP Sys Admin ▼
Full name	Christine Peacock
Initials	
Description	GP Superuser ✕
Bleep number	
Email address	
Language	English ▼
Sample Collector Id	

Edit Account Expiration Details	
Set a start and/or end date for the user account. An empty value will leave the date open-ended.	
Start date	 Clear
End date	 Clear

Note you don't need to link a GP to for Sys admin.

Locations

On the right of the screen expand Locations Profile and add "Admin Location", you don't need to change User Options or Toolbar Options as these are already linked to the role.

+

User Options

+

Toolbar Options

-

Locations Profile

(You can use the Location Editor under Desktop Configuration to maintain location details.)

Organisation:

King's College Hospital NHS Trust

Subsidiary:

[Organisation Locations]

All Locations

301 EAST STREET SURGERY
ABBEY WOOD SURGERY
ABBEYSLADE PMS (DR. CHAND)
ADDINGTON ROAD SURGERY
AKERMAN MEDICAL PRACTICE
ALBION STREET GROUP PRACT.
ALL SAINTS MEDICAL CENTRE I
AMERSHAM VALE TRAINING PR
ANERLEY SURGERY
AT MEDICS
BALLATER SURGERY
BANK HOUSE SURGERY
BANNOCKBURN SURGERY
BARNARD MEDICAL GROUP
BATTERSEA FIELDS PRACTICE
BECKETT HOUSE PRACTICE
BELLEGROVE SURGERY
BELLINGHAM GREEN SURGERY

User Profile

(RJZ00) Admin Location

Select all

Add selected

Select all

Remove selected

6.5 How to set up a Primary Care Viewer

You can add a user in ICE with a role of Primary Care Viewer to be able to view results from EMIS. Follow the instructions in Section 6.3 of this guide so that the user's EMIS account is linked to their ICE account. They will be able to see any requests or results the patient has in ICE. (NB If the patient doesn't have any requests or results in ICE an error message appears as the patient isn't recognised)

6.6 How to set up an ICE Patient Overviewer

You can add a user in ICE with a role of ICE Patient Overview. For this role the user does not log in through EMIS, but logs in to ICE directly through the URL [Clinisys ICE \(kch.nhs.uk\)](https://Clinisys ICE (kch.nhs.uk)). Their username does NOT need to match their EMAS manager password. You are not able to see reports in this role.

7. Useful Things to Know

7.1 GMP and GMC

All Doctors have a General Medical Council (**GMC**) number you can look this up here: <https://www.gmc-uk.org/> and search the register.

Some doctors will also have a **GMP** code, this is linked to a GP practice, so if a doctor works at more than one practice, they may have several GMP codes. You should be able to find the GMP code here: <https://odsportal.digital.nhs.uk/Organisation/Search>

7.2 IR(ME)R

This is the Ionising Radiation (Medical Exposure) Regulations 2017. This is part of the legal framework that protects the public from radiation. Many of the exams that are requested through ICE involve exposing the patient to radiation (usually fairly small amounts) so this regulation has to be obeyed. The key points to note are:

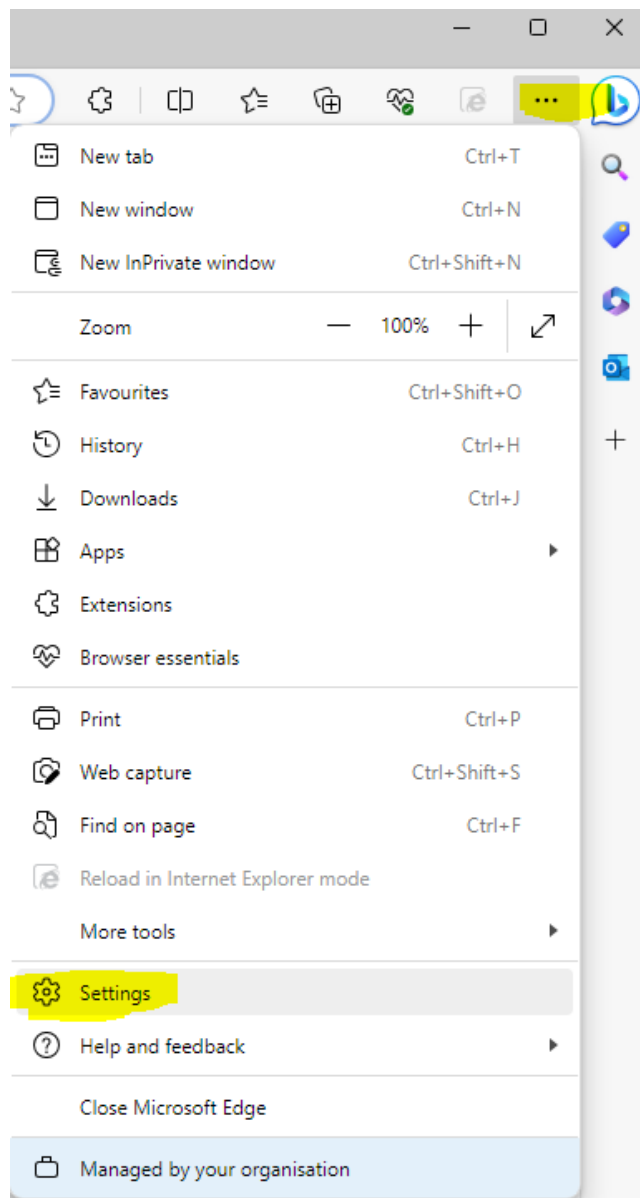
- Only healthcare professionals who have to be compulsorily registered for their job are able to refer patients for these exams
- These professionals must have had some training about radiation before they can request (because ICE has been rolled out quickly there is a 6 month “amnesty” for training, so as long as training is completed before April 24 this will be OK)
- Please look out for the new SOP for non-medical referrers that will cover this in more detail for all of SE London.

8. Troubleshooting

a. Browser Issues

Superusers accessing ICE via the URL will need to use Edge in Internet Explorer mode.

First open your browser then go to settings by clicking on the 3 dots at the right of the screen and selecting “Settings”



You can access this from your browser settings and may need to add the ICE url to the list as shown.

If you use a different browser or Edge without IE Mode, you can open ICE, but can't select or change anything.

Settings

Edge | edge://settings/defaultBrowser

Your browser is managed by your organisation

Settings

Search settings

Profiles

Privacy, search, and services

Appearance

Sidebar

Start, home, and new tabs

Share, copy and paste

Cookies and site permissions

Default browser

Downloads

Family safety

Languages

Printers

System and performance

Reset settings

Phone and other devices

Accessibility

About Microsoft Edge

Default browser

Make Microsoft Edge your default browser

Make default

Internet Explorer compatibility

Allow sites to be reloaded in Internet Explorer mode (IE mode)

Allow

When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode

Internet Explorer mode pages

Add

These pages will open in Internet Explorer mode for 30 days from the date you add the page. You have 1 page that'll automatically open in Internet Explorer mode.

Page	Date added	Expires	
 https://sel-ice.kch.nhs.uk/icedesktop/	20/09/2023	20/10/2023	

Internet Options

b. **Clinical Users accessing ICE through EMIS get a “Login failed” message.**



This could be for several reasons:

- Their user account in ICE isn't linked to a location. (See P9 of this guide for solution)
- Their EMAS manager GMP or Password doesn't match their ICE username. (See P 5 &6)
- They are not set up as a user. You will need to add them, following instructions in this guide.

c. **Password changing each time you open a user** — this happens when edge remembers your password, and fills it in automatically. **If Edge offers to remember the password the first time you login, say NO!** If you have already said yes, you can stop it doing this by following these instructions:

Delete saved passwords

1. Select **Settings and more** > **Settings** .
2. Select **Privacy, search, and services**.
3. Under **Clear browsing data**, select **Choose what to clear**.
4. Select **Passwords** and then select **Clear now**.

d. **When editing clinician record “Update” button not visible.**

(If using MS EDGE that they are using IE11 compatibility mode.)

One way around this is to click on the 'electronic letters configured' **text** and then press tab.

Or

If you keep pressing tab the update button will appear.