**Radiology and Pathology – ICE Downtime Business Continuity Key Notes:**

**For Radiology requests:**

For X-rays, please complete and print off the paper request form *‘Primary Care X-RAY Request Form for ICE downtime’* available on DXS in the radiology section, and give to the patient to bring to the X-ray department. The patient details will be manually uploaded, and the examination performed. The results will be available on ICE when ICE has been restored or radiology will contact the GP practice if results demonstrate an urgent or unexpected finding.

For all other imaging requests (Ultrasound, Fluoroscopy, CT or MRI) please request using ICE when normal services are restored.

**For Pathology requests:**

Please complete the manual forms and put the completed form in a bag with the sample and send to lab. If you need access to the form, please contact the BSPS helpline (details below).

Patient details will be entered manually by pathology staff when the sample arrives at the lab.

**Further contact details are listed below and can be found on the FHFT GP centre:** [GP centre | NHS Frimley Health Foundation Trust (fhft.nhs.uk)](https://www.fhft.nhs.uk/gps/gp-centre/)**:**

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| **Further Support** | |
| **PATHOLOGY** | |
| **BSPS Pathology & Pathology enquiries** (incl. blood tests, results, consumables, excluding IT) | * Tel: 0300 6134117 or e-mail: [fhft.bspshelpline@nhs.net](mailto:fhft.bspshelpline@nhs.net) |
| **Technical IT Support – Pathology ICE** | * Surrey team (Frimley South):  [fhft.bsps.it@nhs.net](mailto:fhft.bsps.it@nhs.net) * Berkshire team (Frimley North): * [fhft.bspsberkshire@nhs.net](mailto:fhft.bspsberkshire@nhs.net) * If urgent please call:**0300 613 3600** |
| **RADIOLOGY** | |
| **Technical IT ICE/Epic Radiant - Radiology Support** | * BSPS ICE IT Team: [fhft.iceepicsupport@nhs.net](mailto:fhft.iceepicsupport@nhs.net) (monitored by BSPS / Frimley Epic IT team, from Monday – Friday, 9am – 5pm). * **If urgent, please call BSPS ICE IT Team on: 0300 613 3600** |
| **Clinical radiology enquiries** | * If you have any **clinical concerns or questions,** please contact: * For Frimley North facing GP’s (referring into Wexham, Heatherwood, St Marks, or King Edwards hospitals) please email:  [fhft.radiology.secretarieshwph@nhs.net](mailto:fhft.radiology.secretarieshwph@nhs.net). * For Frimley South facing GP’s (referring into Frimley Park, Aldershot Centre for Health, Fleet or Farnham hospitals) please email:   [fhft.radiology.secretaries@nhs.net](mailto:fhft.radiology.secretaries@nhs.net). |
| **Urgent Clinical Radiology Advice** | [Urgent advice | NHS Frimley Health Foundation Trust (fhft.nhs.uk)](https://www.fhft.nhs.uk/gps/gp-centre/urgent-advice/) |