

The MFT Division of Laboratory Medicine Task and Finish Group was established following Hive EPR Go Live and has met regularly to resolve issues that affect primary care, particularly with a focus on diagnostics, radiology and pathology. Following your feedback and the issues you raised, we have provided a review of progress made on these issues:

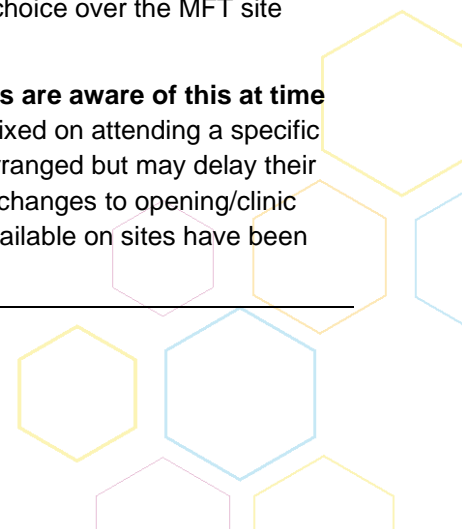
## Diagnostics and Pathology – issues addressed

You Said	We Did
<b>The following tests were identified as having issues such as wrongly coded/uncoded, different ranges, the way the results appeared on ICE, abnormal results appearing as normal such as - HBA1C, FBC, Serum Urate, Cholesterol/HDL ratio, Albumin Creatinine ratio, Vitamin D.</b>	These are being resolved and continued work is taking place to make sure all results are sent with appropriate codes and reference ranges. Work is ongoing and plans for improved and continued engagement are underway.
<b>Only two labels print at a time and the third label gets stuck in the system and prints when the next patients label prints.</b>	This has been identified as an issue relating to hardware and training. Where reported IT support has been provided and training material is being recirculated and improved to reduce risk of this happening in the future
<b>Significant results not being phoned through.</b>	This has been reported on very few occasions during the go live period. Where cases have been reported, the clinical team have investigated to understand the cause.
<b>No option to request urine analysis.</b>	This option is available on Hive, and the issue was a result of change in the requesting screen and difficulty finding the test. This will be picked up as part of the training issue.
<b>Significant increase in workload as result of multiple results being sent for single sample.</b>	This is a result of a number of factors relating to the ICE and Hive clinical systems. Where possible this has been resolved. There is continued work in progress to address ongoing issues such as Urine microscopy and culture results to be received as a single result.
<b>Increased reports stating samples have not been processed as result of lab processing error / sample not received or arrived too late.</b>	There have been several independent issues that have contributed to these issues. Each that have been identified have been addressed and resolved and a process of reporting frequency of failed processing is being established to support confidence in the service delivery.
<b>Faecal calprotectin equivocal result being reported as normal the reference ranges not working.</b>	There are a number of tests where reference ranges do not trigger an abnormal flag. Ongoing work is being undertaken to provide consistency in reporting so that “No flag = Normal result”. This work is ongoing and will be applied to all results to support GP Practices in reporting samples.
<b>Discrepancies identified between the medication listed in the discharge summary and the after-visit summary (AVS).</b>	This issue has now been resolved, the medication list included in both the discharge summary and AVS are populated at the point of discharge from the same source.
<b>The medication list within discharge summary not including detail of medicines dose.</b>	This has been resolved the discharge summary now includes relevant dosage details

Following tests were missing from ICE requesting: Urine Pregnancy, Hep C serology, Urine ACR Serum Amylase   HIV   Blood: Haematocrit, RDW   Urine: Microscopy, culture.	These have all been now resolved and are available on ICE. Serum Amylase has been upgraded/replaced by serum lipase.
ICE Genito - Urinary request page there is no way to request a rectal swab. This page seems to be divided into males and females, but there are no requests listed for males.	We will investigate the potential of adding this to requesting screen.
No option to request a swab for culture and microscopy to screen for trichomonas, thrush, BV. Including culture and sensitivity for gonorrhoea to check for antibody resistance.	These tests can be accessed under the Genital swabs in the Genito urinary section on ICE.
Pro-BNP results were being delayed when samples are sent via other MFT lab sites. This resulted in Pro-BNP samples not being processed.	A fix was tested earlier this week and was moved into the MFT live environment on Wednesday 12 <sup>th</sup> October at 13:45. The fixes in place will prevent requests being overwritten or cancelled, and any instances of further issues taking place on samples requested after the 12 <sup>th</sup> should be reported, so that they can be investigated.

## Radiology – issues addressed

You Said	We Did
Unclear on ordering radiology requests such as Dexa scans, ultrasound scans.	Training videos on ordering on ICE are being created for dissemination this would be communicated shortly.  Information is being shared to support people to understand how these services are delivered at the different sites in Manchester by MFT.
Accessing Radiology results current and historical on ICE.	Training support is being developed to support people in accessing historical results. Information to be shared to support the use of GMCR (Greater Manchester Care Record) – especially for practices who need to see results held by bordering foundation trusts.
Radiology Tab has been missing on ICE.	This has now been fixed and the Radiology Tab should be visible in ICE.
New surgeries not aware of the opening times for Radiology at NMGH.	<b>Imaging – First available appointments</b>  The Division of Imaging is now providing the next available appointment option at all of our hospital sites. Scheduling appointments in this way will ensure that patients are seen more promptly but may result in a lack of choice over the MFT site they are imaged at.  <b>Please ensure patients are aware of this at time of referral.</b> If they are fixed on attending a specific site, then this can be arranged but may delay their appointment. No other changes to opening/clinic times or exam types available on sites have been made.



	<p>There is a walk-in service for plain film work <b>from Monday 12<sup>th</sup> September 2022</b> which will operate on all MFT sites between the hours of 8:30am and 3:30pm Monday to Friday (Exc. Bank holidays.) Outside of these times, appointments are available on a limited number of sites by prior arrangement – please call 0161 746 2096, Mon – Friday between 8:30am – 4:30pm to book.</p> <p>Patients will have 28 days following referral to attend for imaging.</p> <p>Images for patients attending for a walk-in service are reviewed by the radiographer acquiring the images but not routinely 'hot reported'.</p>
<p><b>Some GP Surgeries advise that they are not always being notified when a Radiology report is ready and has been received</b></p>	<p>We are aware of this issue and it is being investigated so that a fix can be put in place and we will update as soon as possible</p>

