

Process for logging tQuest requesting problems in primary care (including information on when and how to generate manual paper requests and manually labelling samples)

1. In the event that a practice identify an issue with requesting diagnostic tests through tQuest, the issue should be logged with the Egton Helpdesk in the first instance.

Email – support@egton.net

Tel - 0845 125 5535

The Egton Helpdesk will be able to resolve practice specific issues and are best placed to determine whether the issue is affecting a single or multiple practices.

2. If Egton are unable to resolve the issue they will log it with system supplier EMIS or the Homerton CIS Helpdesk as required. The three organisations will work collaboratively to identify the source of the problem and estimate fix times before communicating this to the CCG. Once an issue has been logged with the Homerton CIS Helpdesk, they may contact practices directly for information to help resolve the issue.

Email - huh-tr.cis.helpdesk@nhs.net

Tel - 020 8510 5040 (option 2)

Practices should refrain from sending paper requests until advised to do so, unless the test is considered clinically urgent. If the test is urgent a paper request should be generated.

Pathology paper request form template is available here to download and details of the specimen labelling requirement are included (<https://www.homerton.nhs.uk/sample-ordering-collection-transport-and-reporting>).

Radiology electronic form for paper requesting e.g. not via tQuest:

<https://drive.google.com/open?id=14XxB3dsuXRrcnyLfMYqm5ZGwpAVdJxRH>

3. The CCG, with assistance from the Homerton and Egton, will endeavour to send regular updates to practices.
4. If the issue cannot be resolved within 48 hours, the CCG and the Homerton will advise practices when to start sending routine paper requests. It is essential that the request form and Specimen labelling is correctly completed with sufficient information to allow for correct identification of the patient and to identify the source of the request. Appropriate clinical information (when applicable) should also be included on the request form to ensure appropriate interpretation and the timely reporting of results. Please write clearly and legibly on the request form.

Radiology electronic request form once completed and printed can be given to the patient for walk in examinations or sent via email for schedulable requests to huh-tr.pacs@nhs.net

The Radiology request form must have the following:

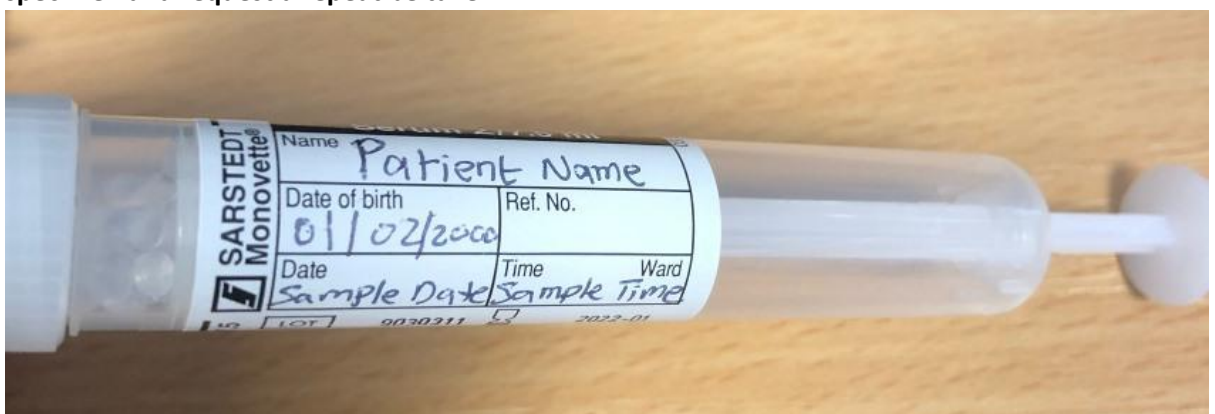
- Patient's Surname and Forename
- Patients Date of Birth and sex

- Patients NHS Number
- Radiology examination required
- Clinical details
- Date
- GP practice address, referrers name
- Referrers signature

Specimen labelling

- (a) It is the responsibility of the practitioner performing the specimen collection to fully and accurately label all specimens.
- (b) Never label specimens away from the patient – specimens must be labelled at the patients’ side.
- (c) Never pre label any specimen bottle or container – specimens must be labelled immediately after collection, whilst with the patient.
- (d) All specimens must be manually labelled with at the following:-
 - i. Patient’s Surname (and Forename))
 - ii. Patients NHS Number
 - iii. Patients Date of Birth
 - iv. Sex
- (e) Please provide the date and time of collection of a sample on each sample and also write this on the manual request form Please ensure that patients are aware of this requirement if they will be providing a self taken sample.

If the above information is not present on the specimen then Pathology may reject the specimen and request a repeat be taken.



(f) All manual request forms must have the following details:

- i. Patient’s Surname and Forename
- ii. Patients Date of Birth and sex

- iii. Patients NHS Number
- iv. Tests required and relevant clinical details
- v. GP practice address / source code
- vii. Date and time of specimen collection

Pathology electronic form for paper requesting e.g. not via tQuest:

<https://drive.google.com/open?id=1otwi5gHW53NMSdpjxuBgPDQSWAbBNSsT>