

Symptomatic FIT (Faecal Immunochemical Test) Testing:

Introduction of a new provider

As you are aware, Gateshead Health NHS Foundation Trust will commence delivery of the new symptomatic FIT service for NHS Shropshire Telford & Wrekin (NHS STW) from Monday 3rd April 2023.

More details on **implementation of this new service** are provided below, along with some **Frequency Asked Questions (FAQs)**.

Information on how to use ICE can be found using the following link: [STW Symptomatic FIT testing presentation](#)

Please can you raise any queries around this process by 24th March 2023.

What do I have to do next and what are the timescales for implementing this change?

1. To access reports, your practice manager will need to add Gateshead trading partner details for the Gateshead ICE system. These will need to be entered into your clinical system by your EMIS/Vision administrator to allow the receipt of results electronically.

A guide to how to do this can be found using the following link: [Setting up GSS trading partner in EMIS](#)
This only needs to be done once per practice. This must be completed by 24th March 2023

2. Request access to the Gateshead Screening Services (GSS) ICE system. Any practitioners who will be requesting FIT must complete and return the **User Access Request Form**.

This can be found using the following link: [FIT User Request Form Shropshire](#)

One form must be completed per user.

The Access forms must be completed and emailed to the ghnt.fit.orders@nhs.net by **24th March 2023**

3. Your practice will be given login details so that you can start using the Gateshead Screening Services (GSS) ICE system to order a FIT test.
4. Stock of the new kits will be provided from Monday 27th March 2023. Your practice manager will be contacted to advise on the expected date of delivery.
5. The new process will be available to use from **Monday 3rd April 2023** and it will not be possible to request FIT from your usual lab after this date.

Frequently Asked Questions (FAQs):

User Access Request Form:

1. **How do I access the GSS ICE system to request a FIT test?**

To gain access to the Gateshead Screening Services (GSS) ICE system, you will need to complete a User Access form.



Any practitioners who will be requesting FIT tests must complete this form and return to ghnt.FIT.orders@nhs.net

One form must be completed per user.

2. Is an electronic signature acceptable on the User Access form?

Yes, an electronic signature is acceptable.

3. Who can have access to the GSS ICE system to request a FIT test?

Doctors (inc. locums), Nurses and other registered health care professionals i.e. Advanced Clinical Practitioners.

4. How do we manage access to the GSS system for adhoc locums?

Locums should complete the User Access form as normal but select the “Symptomatic^[DA(STAWIM1)] FIT Proxy Requestor^[AC2]”

Requesting a FIT test:

1. How do I order a FIT test?

Instead of using your usual test ordering system, a FIT test will need to be ordered using the Gateshead Screening Services (GSS) ICE system. This is accessed through your GP clinical system (EMIS/Vision) online test requesting option. This will take you directly to the GSS ICE FIT ordering page and the patient demographics will be automatically populated on this ^[AC3] page. Once the FIT test has been ordered a label will be printed and should be placed on the FIT device.

2. How do I place the label on the FIT device?

The printed label should be placed on to the FIT device lengthways. The label must be placed on blank side of kit – the space for the date of sample collection must not be covered.

3. How do I print the labels?

These will automatically print on your current ^[AC4] request ^[DA(STAWIM5)] paper.

4. I'm having problems accessing the GSS ICE system to order a FIT test – who do I contact?

- If you have NOT completed a User Access form, then you will need to complete and send to the following email address ghnt.FIT.orders@nhs.net
- If you have completed a User Access form and cannot access the GSS ICE system for the **first time**, please call 0191 445 8527 or email ghnt.fit.orders@nhs.net
- If you have previously been able to access the GSS ICE system to request a FIT test, but are now having problems, please contact Gateshead Pathology IT on 0191 445 6504 or email ghnt.pathsupport@nhs.net

5. I am unable to request a FIT test, who do I contact?

- If you have NOT completed a User Access form, then you will need to complete and send to the following email address ghnt.FIT.orders@nhs.net

- If you have completed a User Access form and cannot access the GSS ICE system for the **first time**, please call 0191 445 8527 or email ghnt.fit.orders@nhs.net
- If you have previously been able to access the GSS ICE system to request a FIT test, but are now having problems, please contact Gateshead Pathology IT on 0191 445 6504 or email ghnt.pathsupport@nhs.net

6. My patient doesn't appear in the GSS ICE system – who do I contact?

Please contact Gateshead Pathology IT on 0191 445 6504 or email ghnt.pathsupport@nhs.net

7. The patient details aren't correct in the GSS ICE system- what do I do?

Please contact Gateshead Pathology IT on 0191 445 6504 or email ghnt.pathsupport@nhs.net

8. What if my patient cannot complete a FIT test?

Consider the reasonable adjustments that may be needed to support the patient. However, if it is impossible to obtain a FIT and there remain serious concerns, GPs may refer to secondary care explaining the reasons why the test could not be done and why they feel the patient needs to be investigated.

9. What if the patient refuses to do a FIT test?

Consider the reasonable adjustments that may be needed to support the patient. However, if it is impossible to obtain a FIT and there remain serious concerns, GPs may refer to secondary care explaining the reasons why the test could not be done and why they feel the patient needs to be investigated.

10. What will happen to tests for patients I requested before 3rd April?

University Hospitals Coventry & Warwickshire NHS Trust will continue to process any completed testing kits received up to 30th June 2023. Results will be reported to you by post.

Failsafe messages will be issued for any completed FIT kits not received by the lab. For any patients that have not received a kit, a new FIT test must be ordered on the Gateshead Screening Services (GSS) ICE system and a FIT pack given to the patient as per the new process.

11. What is the difference between Screening and Symptomatic FIT (DG30)?

Screening FIT: automatically be offered to people who meet the eligibility age criterion (60-74 years) every two years. The threshold for determining an abnormal result is high (120ug/g).

Symptomatic FIT (DG30): is offered to patients who present with certain symptoms (DG30 Criteria) and is administered a test by the GP. The threshold for determining an abnormal result is low (10ug/g).

NB. A patient might test normal following screening, yet receive an abnormal result, requiring further action, when tested symptomatically.

FIT Testing Kit Packs:

1. How do I manage the FIT pack stock?

The laboratory has an automatic stock replenishment programme. Stock will be automatically replaced by the Gateshead laboratory based on the number of FIT orders placed by the practice. For branch practices, stock can only be delivered to your main branch. You will need to manage the transfer and rotation of stock between your branches.

2. Do the FIT kits/packs have an expiry date?

Yes, the FIT kits do have an expiry date. This is clearly labelled on each pack.

The practice will need to do a regular stock take to ensure no expired kits are used and these are replaced by the laboratory.

3. Who should I contact if I have any queries about FIT stock?

For queries about stock and its replenishment, please call 0191 445 8527 or email ghnt.fit.orders@nhs.net

4. We have run out of FIT packs – who do we contact?

Due to the automatic stock replenishment programme, stock is automatically replaced according to usage which is based on the number of FIT tests requested in GSS ICE.

In the unlikely event that more stock is required, please call 0191 445 8527 or email ghnt.fit.orders@nhs.net

5. Our FIT packs have expired – who do we contact?

Please call 0191 445 8527 or email ghnt.fit.orders@nhs.net

6. Do you have the instructions available in other languages or formats? How do we access these?

Please call 0191 445 8527 or email ghnt.fit.orders@nhs.net

Reporting of Results:

1. Where can I find the results?

The result of the FIT test will be available in your primary care clinical system as per your standard pathology results and will also be available in the GSS ICE system.

2. What is the turnaround time for GPs to receive results from the laboratory?

The results will be available to GPs electronically 48 hours after the test is received by the laboratory.

3. What is the process for when a testing sample is non-viable and cannot be analysed at the lab e.g. sample not suitable, label is filled out incorrectly etc.

Notification that a sample could not be tested will be available in your primary care clinical system as per your standard pathology results and will also be available in the GSS ICE system.

4. The laboratory couldn't test the sample – what do I next?

The laboratory will have provided a reason why the test could not be processed.

Provide additional support to the patient if required, according to the reason provided by the lab.

Order a new FIT test – this must be in the GSS ICE system to generate a new FIT label containing the patient demographics and a barcode. This new label should be placed onto a new FIT test kit within a new individual pack and then returned to the pack before giving new pack to the patient.

Safety Netting for Patients:

1. Where do the failsafe messages go?

To aid safety netting procedures, the laboratory will let you know if a test has not been returned after 7 days. You should contact the patient to support them to complete the test.

The laboratory will repeat this failsafe message again after 14 days if a completed FIT kit has still not been received by the lab.

The failsafe alert will be available in your primary care clinical system as per your standard pathology results and will also be available in the GSS ICE system.

2. What if the patient needs a new kit?

If the patient contacts the GP practice to request a new FIT test, then a new kit must be provided by the practice.

A new FIT test must be ordered on the GSS ICE system which will generate a new FIT label containing the patient demographics and a barcode. This new label should be placed onto a new FIT test kit within a new individual pack and then returned to the pack before giving new pack to the patient.

Additional Queries:

1. Who do I contact if I have a general query about FIT testing?

If you have a query relating to the FIT testing service being implemented from 3rd April 2023, please call 0191 445 8527 or email ghnt.fit.orders@nhs.net