

Sp-ICE – (Specialist Services electronic reporting using the Sunquest ICE web browser) FREQUENTLY ASKED QUESTIONS (FAQ)

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Please note: Hematos is the system used by Specialist Services across NHSBT for the collection and management of data relating to the many different areas of testing that are carried out under the Specialist Services' umbrella.

1.0 Information Governance Queries

- 1.1 Question:** When an organisation chooses to share its data on Sp-ICE how can they be confident that other organisations are providing the appropriate notification to patients about what will be done with their data?

Answer: NHSBT anticipates that all organisations will be compliant with their legal obligations in respect of informing patients about uses of their personal data. Please refer to section 14.3 of the SLA between NHSBT and each Trust -

Where information related to a patient is provided by the Purchaser to NHSBT, then unless otherwise stated by the Purchaser in relation to that information NHSBT will be entitled to assume that the patient concerned has given consent to the disclosure of that information by NHSBT to a third party for bona fide medical purposes in accordance with legal and medical ethical requirements and that the information may be so disclosed.

- 1.2 Question:** Will Sp-ICE users be able to see other hospital's data with regard to their patient?

Answer: Yes, if the referring organisation granted access for other organisations to view their results. If a patient has been seen at an organisation that has refused to allow other organisations to see their results, the current organisation would be able to see that a sample had been submitted for the patient but not what the results are. So if there is a series of results they would see any result from organisations who have agreed to share results and a blank result for organisations that have refused to share results on the date of the request. The result can be obtained from RCI or H&I.

- 1.3 Question:** For what purposes will the information in the Sp-ICE database be used – will this only be used to inform decisions about the healthcare of the patients concerned, or is there a wider research use?

Answer: NHSBT will not use patient or donor data held on the Sp-ICE database for research purposes. Sp-ICE enables hospital users to access test results relating to individual patients, for the purpose of direct care. No bulk data extraction functionality exists within Sp-ICE.

- 1.4 Question:** What steps will be taken to ensure that only those with a legitimate interest in providing healthcare have access to a particular patient's records?

Answer: NHSBT requests that Sp-ICE users and organisations assume responsibility for monitoring & managing appropriate access to the system. Any misuse must be managed by user organisations.

The confidentiality agreement included as part of FRM4116 sets out clear requirements for all users of the Sp-ICE application and must be signed by each user.

<http://hospital.blood.co.uk/diagnostic-services/sp-ice-browser/>

Upon logging into Sp-ICE a user must accept the following confidentiality agreement.

Confidentiality Agreement for Users of the NHSBT ICE Diagnostic Results Service (Sp-ICE)

- I acknowledge, understand and agree to adhere to the following conditions of access to Sp-ICE
- I will respect and maintain the privacy & confidentiality of all accessible data and understand that unauthorised access or disclosure of personal/confidential data is a breach of privacy & may result in disciplinary, civil, and/or criminal actions against me
- I will not disclose the data or information to anyone other than those to whom I am authorised to do so.
- My Username is considered equivalent to my signature, I am responsible for all system activity made under my Username.
- I will access Sp-ICE & data that it holds only for the purposes for which I am explicitly authorised.
- I will not use Sp-ICE, including personal or confidential information it holds, for any other business purpose or for my personal interest.
- I will not provide anyone else with access to Sp-ICE e.g. by sharing my account details or allowing use by others when I have logged in
- My usage of Sp-ICE will be monitored by the Trust & NHSBT & information so gathered may be passed to my line managers, and/or used as evidence in the event of a breach of these rules.
- I will maintain proper password security by choosing a complex password, not revealing it to anyone and changing it as required.
- I understand that the references to personal, confidential & sensitive information in these documents are for my information, but are not intended to specify my obligations under the Data Protection Act (1998).
- Should my employment be terminated or my work in relation to Sp-ICE discontinue for any reason, I understand that I will continue to be bound by this Confidentiality Agreement

In addition, NHSBT will be able to generate usage reports to identify which users have accessed specific reports.

1.5 **Question:** Can an individual patient's report be hidden and their demographics anonymised if the patient chooses not to share their results?

Answer: NHSBT can confirm that should a patient choose to opt out of their results being shared this can be achieved. It is the responsibility of the requesting organisation to inform NHSBT, with each request, whether a patient wishes to opt out of sharing their results.

NHSBT will prevent reports for that patient being viewed. However the reports will be hidden from the requesting organisation as well as shared organisations. Results for these patients will be provided to the requesting organisation by NHSBT via an agreed alternative process.

1.6 **Question:** How much identifiable data is there likely to be especially in terms of the potential sharing of information with other organisations?

Answer: Identifiable data on Sp-ICE:

- Patient demographics
- Patient and Donor reports (Please note unrelated donor reports will be anonymised)
- Hematos sample information
- Authorised (PDF) - Copy of the Hematos report
- Historic data which will build up over time

(See response to "What data items are viewable?" in section 4)

1.7 **Question:** How is access to our organisations data controlled?

Answer: NHSBT will control access to an organisations data via a locations based table. This will be managed in line with the options relating to disclosure of diagnostic test results confirmed by each organisation in FRM4116 - <http://hospital.blood.co.uk/diagnostic-services/sp-ice-browser/>

1.8 How will NHSBT ensure that a Trust's data is only visible to that Trust when confidentiality is requested?

Answer: NHSBT has implemented a validated configuration process.

1.9 **Question:** Can I create accounts for users from other organisations?

Answer: No. If a Local Administrator creates a user account it has to be associated with that organisation and that user would inherit the Data Sharing Agreements configured by NHSBT for that organisation. It is the responsibility of the employing organisation to create their accounts.

1.10 **Question:** What audit information will be available?

Answer: Audit data –

- Hospitals will be able to audit access at an individual report level
- NHSBT will be able to provide reports on request covering report access.

1.11 **Question:** Can the system limit access through role based access?

Answer: Yes, the current plan is to have the following roles –

- RCI - Local Hospital Admin
 - Can create local accounts, view and file RCI and IBGRL reports (based on location permissions)
- RCI - Hospital File User
 - Can view and file RCI and IBGRL reports (based on location permissions)
- RCI - Hospital User
 - Can view RCI and IBGRL reports (based on location permissions)
- H&I - Local Hospital Admin
 - Can create local accounts, view and file H&I reports (based on location permissions)
- H&I - Hospital File User
 - Can view and file H&I reports (based on location permissions)
- H&I - Hospital User
 - Can view H&I reports (based on location permissions)
- RCI/H&I – Local Hospital Admin
 - Can create local accounts, view and file RCI IBGRL and H&I reports (based on location permissions)
- RCI/H&I – Hospital File User
 - Can view and file RCI IBGRL and H&I reports (based on location permissions)
- RCI/H&I – Hospital User
 - Can view RCI IBGRL and H&I reports (based on location permissions)

Report filing will be restricted to within an organisation, i.e. even if a user has permissions to file reports they will not be able to do so for external organisations. Access to view patient and result records will be controlled by location based permissions as defined within the information governance documentation.

1.12 **Question:** Does NHSBT consider that it is managing the Sp-ICE database as a data processor or a data controller?

Answer: Given the level of control that NHSBT holds on the design and operation of Sp-ICE we believe we are joint data controllers along with participating Trusts in the management of the Sp-ICE database.

1.13 **Question:** How long will PID be stored on the Sp-ICE database?

Answer: It is NHSBT's intention to manage retention of data in compliance with the NHS Records Management Code of Practice.

1.14 Question: Do you use a secure email system e.g. @nhs.net email accounts over the NHS N3 network for the transmission of sensitive personal data?

Answer: Email is not used for transmission of sensitive data.

1.15 Question: Is there an electronic copy of the NHSBT Privacy Policy?

Answer: The NHSBT Privacy Policy is not covered in just one document. All personal identifiable information held within NHSBT is subject to the Data Protection Act 1998, Human Rights Act 1998, The Computer Misuse Act 1990 and the Caldicott Principles. If you would like to view any or all of the following policies please email ICE@nhsbt.nhs.uk -

- Code of Conduct.
- Data Protection Policy.
- Information Security Policy.
- Information Risk Policy.
- Privacy Impact Assessment

1.16 Question: Does NHSBT employ any 3rd-Party, Contractor, Sub-Agents or Servants to process sensitive personal data stored on the Sp-ICE system? If so, are there Data Sharing Agreements in place?

Answer: NHSBT has formal agreements in place with all our IT suppliers relating to data security and confidentiality.

2.0 Sp-ICE IT Queries

2.1 Question: How can we access the Sp-ICE application?

Answer:

- Fill in FRM4116 - <http://hospital.blood.co.uk/diagnostic-services/sp-ice-browser/>
- NHSBT will organise training
- NHSBT will then grant access via- <https://edilive.nhsbt.nhs.uk/icedesktop/> (Please click on the link, or copy and paste the address into your web browser.

2.2 Question: What are the ICT connectivity requirements for the Sp-ICE application?

Answer: The application is only accessible over a N3 connection.

URL: <https://edilive.nhsbt.nhs.uk/icedesktop/> (PLEASE NOTE: HTTPS ONLY!),

IP: 194.227.100.181.

Enable HTTPS access to this site/IP address on the N3 infrastructure.

NHSBT's N3 SIN: 321945

2.3 Question: We have an N3 connection but still cannot log on via the link.

Answer: Please contact your local IT to request access to the NHSBT ICE website through your N3 link, using the details in 2.2.

2.4 Question: What do we do if we haven't got an N3 connection?

- Any NHS entity can order a N3 connection through the N3 CMS system (This is available on a Trust level) <https://www.n3crm.nhs.uk/>
- The N3 website has got details on the ordering process <http://n3.nhs.uk/Howdol/OrderanN3Service.cfm>
- There is no cost for requesting an N3 connection for NHS entities as it is centrally funded by the Department of Health <http://n3.nhs.uk/Howdol/FundmyN3connection.cfm>
- NHSBT cannot order an N3 connection for a Trust, the Trust has to request the connection
- Any non-NHS entities (Private hospitals for example) will need to self-fund the

connection. For details: <http://n3.nhs.uk/Howdoi/OrderanN3Service.cfm>

- In rare cases where BT is unable to provide a direct physical N3 connection, an option is available to request a Virtual Private Network (VPN) from BT which would allow one computer at a time (Depending on number of VPNs ordered) to establish a VPN connection through the internet to the N3 network and access the Sp-ICE web browser.
[http://n3.nhs.uk/ProductsandServices/N3Connectivity/ConnectAnywhere\(remote\).cfm](http://n3.nhs.uk/ProductsandServices/N3Connectivity/ConnectAnywhere(remote).cfm)

2.5 Question: What client/local provision needs to be made to gain access to the application?

Answer: A shortcut will need to be placed on each client machine that will be used to access the application to - (<https://edilive.nhsbt.nhs.uk/icedesktop/>)

OR

If you already use ICE within your Trust you can link to Sp-ICE from your ICE system. NB Sp-ICE will still require a separate log in.

2.6 Question: What level of encryption is in place to protect our patient identifiable data?

Answer: The N3 connection has AES 256bit non-downgradeable encryption

2.7 Question: Does the Sp-ICE web based front-end system use Secure Socket Layer (SSL) or equivalent encryption technology for the secure transmission of sensitive personal data?

Answer: All Sp-ICE traffic (Including Test) is encrypted.

2.8 Question: Does the Sp-ICE system store verified NHS Numbers in accordance with the NHS Information Standards Board Data Set change Notice 32/2008?

Answer: The NHS Numbers are verified within our LIMS system (Hematos) and within Sp-ICE in accordance with the NHS Information Standards Board Data Set change notice 32/2008

2.9 Question: Does the Sp-ICE system store data in encrypted format "at rest"? If so, is this to AES256 standard?

Answer: All Sp-ICE data is stored within secure NHSBT data centres and as such, there is no requirement for encryption however all Sp-ICE traffic (Including Test) is encrypted. The N3 connection has AES 256-bit non-downgradeable encryption

2.10 Question: Does the Sp-ICE web front-end system contain links to other non-NHSBT web sites?

Answer: The application is capable of supporting links to other applications but opens a separate window. The only site there is a link to is the NHSBT Hospital and Sciences website which contains supporting information and documentation
http://hospital.blood.co.uk/diagnostic_services/index.asp

2.11 Question: What are the PC requirements?

Answer: There are no specific PC requirements as long as you can access the web via N3 however; we do recommend the use of Internet Explorer 7 or above.

3.0 Sp-ICE Training

3.1 Question: Who will receive training from NHSBT?

Answer: NHSBT will deliver training to local administrators who will be responsible for cascading training to their organisations end users

3.2 Question: Can we have more than one administrator?

NHS Blood and Transplant is a Special Health Authority within the National Health Service

Answer: Yes, within reason you can have as many administrators as you require

3.3 **Question:** How will training be delivered to the administrators?

Answer: Training will be delivered via a remote Go-to meeting/conference call and is expected to last approximately 1 hour

3.4 **Question:** What training material is available?

Answer: A training presentation and detailed user guide will be made available to the local administrators. The user guide will also be available through the NHSBT website (http://hospital.blood.co.uk/diagnostic_services/index.asp) and via the Sp-ICE application

4.0 **Use of Sp-ICE System**

4.1 **Question:** What historical results will be available via Sp-ICE?

Answer:

- RCI results will be available from 31st October 2006 by the end of 2014.
- H&I results are available from 28/11/2012.
- Reports from the International Blood Group Reference Laboratory (IBGRL) molecular diagnostics department are available from Tuesday 26th November 2013.
- Reports from the International Blood Group Reference Laboratory (IBGRL) red cell reference department are available from Thursday 8th May 2014.

4.2 **Question:** Will the results appear different to the paper report I currently receive?

Answer:

- There will be a PDF report that is identical to your current paper report
- A subset of results for RCI requests will be displayed within the Sp-ICE browser with a link to the PDF report
- For H&I results there will be a link to the PDF report

4.3 **Question:** Can I print the PDF report from Sp-ICE?

Answer: The PDF report will open within Adobe and, based on your local application settings, can be printed to a local printer, saved to your network/pc and information can be selected and copied into your local systems.

4.4 **Question:** When we agree to cease hard copy reports how will we receive antibody cards?

Answer: These will also be sent in PDF format and can be printed to a local printer.

4.5 **Question:** What parameters can you search on?

Answer: You can search on patient, surname, forename, DOB, NHS number, hospital number and NHSBT number either individually or in combination e.g. surname, forename and DOB search.

4.6 **Question:** Will hospitals be able to upload results from tests carried out in their own laboratories onto Sp-ICE?

Answer: No, Sp-ICE will only report results from Hematos and therefore from samples actually tested by NHSBT.

4.7 **Question:** Will it be compulsory to receive results via Sp-ICE or can a hospital still have hard

copies?

Answer: NHSBT are hoping that the majority of organisations will receive results via Sp-ICE and therefore will work towards the cessation of hard copies. It will be possible to stop hard copies to some and send hard copies to others so if there are good reasons for maintaining hard copies to some hospitals we will.

4.8 **Question:** What data items are viewable?

Answer: Data Items viewable:

- Surname.
- Forename.
- Date of Birth.
- Requesting location and Requesting Clinician.
- Hospital, NHS and NHSBT identifiers and NHSBT Specimen numbers.
- Date sample was taken, date sample was received by NHSBT and date and time the sample was reported.
- Indicates if the request is for RCI or H&I.
- ABO and RhD result.
- The browser will also display the following:
 - Antibody type, specificity and technique.
 - Sample type.
 - Quantification and titration results.
 - B27 results
- Link to the full PDF report

4.9 **Question:** Will clinical details be viewable?

Answer:

For RCI - There will be no clinical details on the Sp-ICE browser however there may be limited clinical details in the PDF report such as details as to which blood should be selected and the antenatal PDF reports contain recommendations for follow up during pregnancy and after the baby's birth.

For H&I – There will be no clinical details on the Sp-ICE browser however the PDF reports may contain clinical information, give clinical advice and/or give an indication of the diagnosis.

4.10 **Question:** Will you know if the sample is from an antenatal patient?

Answer: You may be able to tell from the Sp-ICE browser that the sample is from an antenatal patient as an option to view cumulative reports will be available for those requesting quantification and titration results. This will enable you to see all the previous anti-D/c quantification results or titration results for that pregnancy (providing appropriate access etc). You will be able to produce graphs showing this information too. You will definitely be able to tell that the sample is from an antenatal patient when you open the link to the full PDF report.

4.11 **Question:** What happens if there is a query regarding an authorised result and a new report is issued?

Answer: The new/latest report will “overwrite” the previous report for that sample on Sp-ICE and the new/latest report will state “amended report”. NHSBT will check to see who has accessed the previous report and telephone them to inform them that the result/report has changed.

4.12 **Question:** Are there any cost implications for using Sp-ICE e.g. annual service charges?

Answer: There are no cost implications for using Sp-ICE

4.13 **Question:** Who can access IBGRL reports?

IBGRL reports are available to administrators and users who have access to Red Cell Immunohaematology (RCI) reports.

4.14 Question: What reports from the International Blood Group Reference Laboratory (IBGRL) molecular diagnostics department are available to view on the Sp-ICE browser?

Answer:

- Fetal blood group genotyping from maternal plasma.
- Full genotyping (for common blood group antigens).
- Rh genotyping.
- Paternal *RHD* zygosity testing.
- Fetal sex typing

4.15 Question: What reports from the International Blood Group Reference Laboratory (IBGRL) red cell reference department will be available on Sp-ICE?

Answer:

The reports are categorised as RCI (Reference), and will accompany the final RCI reports in cases where a referral for further investigation by IBGRL red cell reference has been deemed necessary by the local RCI laboratory.

The following IBGRL reports will be available:

- Investigations of serological problems of a complex nature, including:
 - Antibodies to high frequency antigens.
 - Antibodies to low frequency antigens.
 - Complex mixtures of antibodies.
- The investigation of Rh anomalies by DNA sequencing of *RHD* and *RHCE* genes.