

OUH Laboratory Information Management System replacement

Information for GPs

New Laboratory IT system went live at OUH on Monday 17 March 2025

On Monday 17 March, Biochemistry, Haematology, Immunology and Microbiology services at OUH moved to a new Laboratory Information Management System (LIMS).

Although there is no change to the use and functionality of GP requesting and reporting systems (ICE, Keystone, SystmOne), ICE has been reconfigured to interface to the new system. This has meant changes to test codes and results formatting in some cases.

Results return delays and when to contact the laboratory

A new software system takes some time to bed in, and all laboratories are experiencing some delay to processing orders and reporting results. This is expected to persist for a few weeks.

Please contact the laboratory if no results are coming through at all, if there are obvious errors in results formatting or coding, or if you are missing urgent results. We are making every effort to minimise service disruption but ask for your patience while we manage the transition.

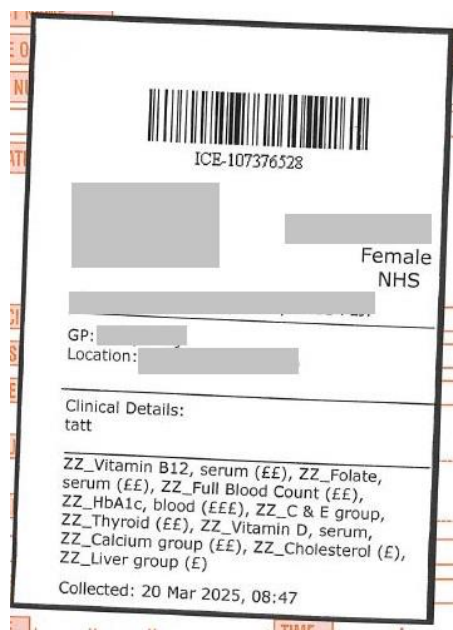
What can GPs do to help minimise delay – managing advanced orders

Our biggest source of delays is tests that have been requested before Monday 17 March (i.e. in the old system) and fulfilled after this date when the new system is live. As the labels generated by the old system are not compatible with the new one, test orders and samples need to be booked in manually. This takes extra time and can introduce error.

GP practices can help by re-requesting orders placed prior to 17 March on ICE at the point of sample collection so that a new accession number is generated. Old style labels can be identified by the presence of a 'ZZ' prefix before the test name on the label (see below). We appreciate that this is inconvenient and will not be possible in all cases.

Where requests are not re-ordered, there is a chance that results may not be linked to the original request. This would mean the typical 'report received' status in ICE may not be displayed and results will appear as if they are an unsolicited report in Keystone. Please look out for results that may fall into this category.

Old system labels (note 'ZZ' prefix on test names)



ICE-107376528

Female
NHS

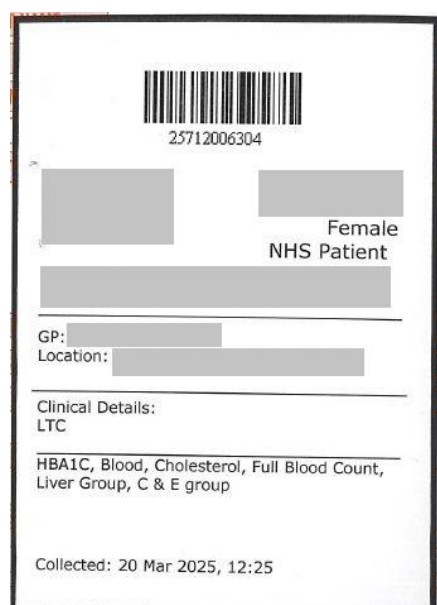
GP: [redacted]
Location: [redacted]

Clinical Details:
tatt

ZZ_Vitamin B12, serum (EE), ZZ_Folate, serum (EE), ZZ_Full Blood Count (EE), ZZ_HbA1c, blood (EEE), ZZ_C & E group, ZZ_Thyroid (EE), ZZ_Vitamin D, serum, ZZ_Calcium group (EE), ZZ_Cholesterol (E), ZZ_Liver group (E)

Collected: 20 Mar 2025, 08:47

New label



25712006304

Female
NHS Patient

GP: [redacted]
Location: [redacted]

Clinical Details:
LTC

HbA1C, Blood, Cholesterol, Full Blood Count, Liver Group, C & E group

Collected: 20 Mar 2025, 12:25

Changes GPs might notice

The transition to the new IT system has meant some unavoidable change. We hope that you will find some benefits through improved test mapping and clearer presentation of information. However, there are some issues that we are still working to fix, and this may take some time. The changes made have been tested by the laboratories with GP partners and reviewed by laboratory clinical staff to ensure that no additional clinical risk has been created inadvertently.

Tuberculosis (TB) testing

A separate test request and specimen number now needs to be generated for tuberculosis (TB) testing, as in the new system it is no longer possible to combine tests under the same request.

Antibiotic sensitivity results formatting

There is a known issue with the way antibiotic sensitivities are displayed on the summary view which makes results for multiple isolates unintelligible. Clicking through to the full report displays the results correctly.

If more than one organism is grown, the organisms are numbered and the antibiotics displayed in vertical columns aligning to the organism number.

Summary view – sensitivity results misaligned

(DSH) - Please make routine telephone appointment to speak to your USUAL doctor

Clinical details: FOCP, VIBC, YERC Detected

- 1) Isolated: Yersinia pestis
- 2) Isolated: Vibrio cholerae
- 3) Giardia lamblia

	1)	2)
Amikacin	S	
Ampicillin	S	
Augmentin	S	
Aztreonam	S	
Azithromycin	R	S
Chloramphenicol	R	
Ceftazidime	S	
Ciprofloxacin	R	
Cefotaxime	R	
Doxycycline	R	

COMPLETE

Report view – sensitivity results correctly aligned

FAECES - ISOLATES

(DSH) - Please make routine telephone appointment to speak to your USUAL doctor

Clinical details: FOCP, VIBC, YERC Detected

Stool culture

- 1) Isolated: Yersinia pestis
- 2) Isolated: Vibrio cholerae
- 3) Giardia lamblia

	1)	2)
Amikacin	S	
Ampicillin	S	
Augmentin	S	
Aztreonam	S	
Azithromycin	R	S
Chloramphenicol	R	
Ceftazidime		S
Ciprofloxacin		R
Cefotaxime		R
Doxycycline		R

Culture complete?

COMPLETE

Changes to test names and Read codes

A few test names are different in the new system, but as their Read codes remain the same, these should file correctly in your system and align with previous results. We'd like to know if this does cause problems, so please let us know.

Use of collections

We are aiming to group tests into collections before go-live so that they are presented as they are now. If this is not possible, they will be listed alphabetically at go-live and addressed in the weeks after this.

Changes to reference intervals and units

We have made minor changes to reference intervals and units as part of a standardisation exercise, but these are unlikely to have an impact clinically. Where changes are significant, they will be communicated separately through the GP bulletin or by other means such as highlighting the change on the report itself.

How GPs should contact the laboratory during go-live week

We recommend you use your usual routes to contact the laboratories, and we will do our best to answer queries as quickly as possible.

- Haematology: laboratoryhaematology@ouh.nhs.uk
- Biochemistry: GPLabResults@ouh.nhs.uk
- Microbiology: microbiology.admin@ouh.nhs.uk
- Immunology: Immunologylab.enquiries@ouh.nhs.uk