

RADIOLOGY DEPARTMENT

Tel: 01482 622078

1st August 2014

Dear Practice Manager

Re: Important update to the plain film booking service in the Radiology Department,
Hull and East Yorkshire Hospitals NHS Trust

1/ TO MAKE APPOINTMENTS

Patients are able to contact the department directly to book their non-urgent appointments at:

HULL ROYAL INFIRMARY

CASTLE HILL HOSPITAL

EAST RIDING COMMUNITY HOSPITAL

EAST HULL PHYSIO AND X-RAY CENTRE (GREENWICH AVE

THE WESTBOURNE AVENUE CENTRE

...by ringing the central booking office following their consultation with a GP
and within a 6 week timeframe on the following number :-

01482 622047 – select option 1

Please note for Hornsea and Withernsea Hospital appointments only:

Patients are to ring:

WITHERNSEA 01964 614666

HORNSEA 01964 533146

2/ For CHEST x-ray and any RECENT INJURY/?# less than one week old we offer a walk in service, an appointment is not required. Patients need to bring their completed referral form and attend at the following times:

HULL ROYAL INFIRMARY

Mon to Fri 9:00 – 12.30 and 1.30 – 4.30

CASTLE HILL HOSPITAL

Mon to Fri 9:00 to 4.30

EAST RIDING COMMUNITY HOSPITAL

Mon to Fri 9.30 – 12.00 and 2.00 – 4.00

EAST HULL PHYSIO AND X-RAY CENTRE (GREENWICH AVE)

8.30 – 12.30 and 1.30-3.30

THE WESTBOURNE AVENUE CENTRE

*******CHESTS ONLY ******

Tues, Wed and Thurs only

9.00 – 12.00 and 1.30 – 3.30

WITHERNSEA COMMUNITY HOSPITAL

9.00am -11.45 Tues, Wed and Thurs mornings only

9.00-12.45 Fri only

HORNSEA COTTAGE HOSPITAL

1.15pm-4.15 pm Tues, Wed and Thurs afternoons only

Patients ringing to make an appointment must have the x-ray request form available when they telephone the central booking office as they will be asked to confirm details from the request form about themselves, their GP and the examination required. To enable this process to run as smooth and easy as possible, please can you ensure that the clinical details are written as legibly as possible. If the patient cannot read these to the booking staff then we are unable to offer an appointment over the telephone and therefore this causes a delay in the patient receiving their x-ray. If the patient is able to read the details and it fits the booking criteria, the patient will be offered the next available/convenient appointment at a hospital of their choice.

Patients will also be made aware that the x-ray referral will be checked by the radiographer when they attend the department and there is a possibility that the examination will not take place if the request does not provide sufficient information to justify the need for it to take place. This is a requirement of the IRME regulations and attached is a copy of the referral criteria for the Radiology Department which should be considered when completing the request card. Also attached is an information sheet that should be given to the patient explaining how to book their x-ray appointment.

Alternatively the x-ray request card can be sent to the address below and an appointment will be posted to the patient.

Plain film central booking office
Radiology Department
Castle Hill Hospital
Castle Road
Cottingham
HU16 5JQ

This process is designed to improve the service we offer and to make it more patient focused and streamlined – ensuring that appointments are booked correctly, quickly and efficiently every time and so reduce the amount of time the patient needs to wait for an appointment.

We would like to ask that you support the above so that we can improve the Central Booking Service in Radiology.

Yours sincerely

Martine Nutman
Head of Department – Imaging
Radiology Department
Castle Hill Hospital
Castle Road
Cottingham
HU16 5JQ