

## Walk In X-Ray Service times

### Hertford County Hospital

8.30am – 12.30pm Mon - Fri

2.00pm – 4.30pm Mon - Fri

### Lister Hospital

8.30am – 4.00pm Mon - Fri

### New QEII Hospital

8.30am – 4.00pm Mon - Fri

## Public Transport

Please visit [www.intalink.org.uk](http://www.intalink.org.uk) or phone 0300 123 4050 for details of bus and train routes, timetables and fares.

## Health Shuttle

Door to door journeys to Lister can be booked on the Health Shuttle from certain areas. Please phone 01438 726219 for fares and details.

## Feedback

The Radiology Department welcomes feedback on our service and our information leaflets. Alternatively you may wish to contact the Patients Advice & Liaison Service.

## Patient Advice & Liaison Service (PALS)

Tel no. 01438 285811

East & North Hertfordshire NHS Trust  
Lister Hospital  
Coreys Mill Lane  
Stevenage  
Hertfordshire SG1 4AB

Radiology Services Information Leaflet 14

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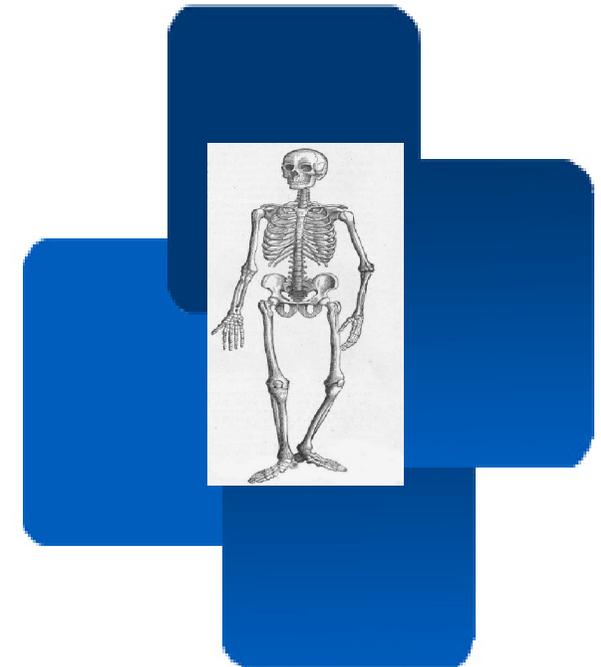
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## DEPARTMENT OF RADIOLOGY

### Walk in X-ray Service



Hertford County, Lister & New QEII Hospitals have PAY & DISPLAY parking for patients. Please allow plenty of time to find a parking space. Disabled parking is available

[www.enherts-tr.nhs.uk](http://www.enherts-tr.nhs.uk)

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Hertford County Hospital  
North Road  
Hertford  
SG14 1LP Tel 01992 823153

Lister Hospital  
Coreys Mill Lane  
Stevenage  
Hertfordshire  
SG1 4AB Tel: 01438 284030

New QEII Hospital  
Howlands  
Welwyn Garden City  
Hertfordshire  
AL7 4HQ Tel 01707 247510

If your GP wants you to have an X-ray of the following areas you do not always need to make an appointment.

Neck (cervical spine)  
Upper spine (thoracic spine)  
Lower spine (lumbar spine)  
Chest  
Abdomen  
Pelvis or hips  
Shoulder, arm, hand and elbow  
Leg, knee, ankle and foot

You can attend the Radiology Department which is the most convenient for you. Details of the hospitals offering this walk in service, along with the times that you can attend, are given on the back of this leaflet.

### **X-ray request form**

Do not worry if your doctor has not given you a request form to bring with you as many surgeries send in electronic requests. Your electronic request can be seen by any of the Radiology Departments within the Trust.

### **Appointments**

If you would prefer to make an appointment for your plain X-ray please contact the relevant Radiology department. More specialised X-ray procedures such as CT, MRI or Ultrasound **will** require an appointment. Your GP will send these requests directly to the department.

### **Females of childbearing age**

If you are female and between 12 and 55 years of age, you may be asked if there is any possibility that you could be pregnant. If you are, or think you may be pregnant please contact the department for advice before you come for your examination. In certain circumstances we may have to delay your X-ray.

### **When you arrive**

Please report to the reception desk in the Radiology Department. The receptionist will be able to advise you of an approximate waiting time. If the department is very busy you may prefer to make an appointment as you might have to wait up to an hour before you are seen. Generally the department is quieter towards the end of the week or after 2pm.

Once you have checked in you will be asked to take a seat in the waiting area. Someone will collect you from there. You may be shown to a cubicle and asked to change into a hospital gown. You will also be asked to remove any items such as jewellery from the area being examined. You will then be escorted into the X-ray room.

### **X-ray examination**

An X-ray examination is a simple procedure. Images are obtained by exposing the body part under examination to radiation. You may be asked to sit down, stand up or lie on a table during the procedure. Your images will be viewed on a computer screen before you leave to ensure that sufficient information has been acquired.

### **Results**

Your results will not be given to you on the day of your examination. A Consultant Radiologist will look at your images and a report will be sent to your GP.

You should check with your GP surgery in about 7 – 10 days to see if they have received your results. They may want you to make an appointment so that your GP can discuss the results with you.

### **What are the risks?**

This procedure involves the use of Ionising Radiation, however the risks are very low. Your GP will have decided that the risk of not investigating your problem is greater than any small risk associated with having the X-ray.

### **What are the benefits?**

The benefits from making a diagnosis and consequently giving you the right treatment, outweigh any small risks involved.

### **Child Care**

If you bring your children with you please ensure that you have another responsible person, who can care for them whilst you are having your X-ray. We will not be able to undertake the procedure if your children are left unattended.