

Why your X-ray examination has been delayed or cancelled

Department of Radiology

Information for Patients

Produced: October 2020

Review: October 2023

Leaflet number: 34 Version: 6

Introduction

This leaflet explains the rules and procedures that radiology staff have to follow when patients are sent for an X-ray examination or a scan that uses X-rays. It also explains why in some cases, the examination cannot be done.

A referral form for an X-ray examination must be filled in fully and correctly by a doctor or other healthcare professional. They must be qualified to refer patients for the examination. The referral form must have enough information for radiology staff to:

- know what X-ray examination to do,
- the best way to do it, and
- check it is right for you.

We aim to sort out any problems as soon as possible. If a problem with your referral form can be sorted out straight away we will try to do this. For example, if the form is not filled in properly we may be able to talk to the person who filled in the form. There may be a delay while we do this.

Sometimes it may not be possible for us to sort the problem at that time. We may have to ask you to come back at another time or cancel your examination. This leaflet will explain the reasons why your examination has been delayed or cancelled. A member of staff will explain what you need to do next.

Regulations for X-ray examinations

All X-ray examinations that are done by our staff must follow strict rules known as IR(ME)R 2017 (Ionising Radiation (Medical Exposure) Regulations 2017).

These rules protect you from the risk of harm when having X-ray examinations. They make sure that X-ray examinations are only done if they are the right test, done at the right time and that they are done safely.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

Procedure for X-ray examinations

These are the rules that radiology staff must follow for all referrals for X-ray examinations.

Checking the referral form:

X-ray examinations and scans that use X-rays can only be done when there is a written or electronic referral form that has been signed by a doctor or an authorised health care professional. This person is known as the referrer.

A referral form must clearly show the following:

- Patient's details (name, address, date of birth).
- Reason for the examination (patient's symptoms and why the examination is needed).
- The examination that is needed.
- Clear and identifiable signature of the referrer.

Patient identification procedure:

All staff carrying out examinations using X-rays have a legal and professional duty to make sure the examination is done on the right patient. Your name, address, date of birth and the area of your body to be X-rayed or scanned will be checked against the information written on the referral form.

Making sure the X-ray examination requested is right for you:

A referral for an X-ray examination is to get the opinion of a doctor who specialises in X-rays (radiologist), based on the results of the examination.

The referrer must give enough information to allow radiology staff to decide whether or not the examination requested, is right for you. They will also need relevant information about your medical condition.

There are guidelines that state which examination is most suitable for different medical problems. The referrer and radiology staff must follow these guidelines and check the following:

- Will the examination provide the information that is needed by the referrer?
- Is this the best examination for your medical problem?
- Will the benefit from the examination outweigh the risks from the exposure to X-rays?

We will also check to see if you have had any previous examinations which may be relevant. We may not be aware that you have had a previous examination until you attend. If you have had the same or a similar examination recently, you may not need another examination or it may be better to wait a bit longer before having the examination again.

Radiology staff will tell you why your X-ray examination cannot be done today and tick one or more of the 4 boxes below.

We cannot do your X-ray or scan today because:

☐ **The referral form has not been filled in correctly.**

If a referral form has not been filled in correctly it must be returned to the referrer and filled in properly before the examination can be done. This is to make sure that:

- the examination is done on the correct patient.
- the correct and most suitable examination is done.
- the examination has been requested by someone who has the right training.

If the referrer is based in the hospital you may be asked to wait while a member of staff contacts them, or you may be asked to take the referral form back to the referrer yourself so that the form can be checked.

If the referrer is not available or is not based in the hospital, then the referral form must be returned to them. This may mean that your examination cannot go ahead and your appointment may need to be changed.

☐ **Your details do not match the patient information on the referral form.**

If the personal details you provide to us do not match what is on the referral form exactly, the examination cannot be done until your details are confirmed with the referrer (doctor or health care professional who completed the form).

If the referrer is based in the hospital you may be asked to wait while a member of staff contacts them, or you may be asked to take the referral form back to the referrer yourself so that the form can be checked.

If the referrer is not available or is not based in the hospital, then the referral form must be returned to them. This may mean that your examination cannot go ahead and your appointment may need to be changed.

**The X-ray examination requested is not right for you.**

If the information on the referral form is not within the guidelines we follow, it might mean that the X-ray examination requested is not right for your medical condition. We will need to talk to the referrer. If they can give us more information then the examination may go ahead. If they cannot, the examination may have to be cancelled.

If your medical condition has changed since the referral was made, this may mean the X-ray examination requested is no longer right for you. You may need a different X-ray examination or you may not need an examination at all.

**You have had the same (or a similar) examination done recently.**

We may not be aware that you have had a previous examination until you attend.

If we find out that you have had the same or similar examination done recently, the examination requested may not be needed.

If your previous examination provides the referrer with the information that they need, then another examination will not be needed.

Sometimes another examination is needed, but it may be better to wait a few days or weeks before having it again.

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk