

Why your X-ray test has been delayed or cancelled

Department of Radiology

Information for Patients

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Introduction

This leaflet tells you about the reasons why your test has been delayed or cancelled. A member of staff will tell you what you need to do next.

What are the rules for X-ray tests?

We must follow strict rules to do X-ray tests. These are called IR(ME)R 2017 (Ionising Radiation (Medical Exposure) Regulations 2017).

We follow these rules to help protect you from the risk of harm when having X-ray tests. We use the rules to make sure that X-ray tests are only done if they are:

- the right test for your medical condition
- done at the right time
- done safely

What happens if there is a problem?

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 we cannot sort the problem at that time. We may have to ask you to come back at another time. Or, we may have to cancel your test.

**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

What rules do radiology staff have to follow when they get a referral form for an X-ray?

They must check the referral form has been filled in correctly:

X-ray tests and scans that use X-rays can only be done when there is a written or electronic referral form. It must be signed by a doctor or an authorised health care professional. This person is called the referrer.

A referral form must clearly show the following:

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

They must check if the X-ray test requested is right for you:

There are guidelines for which test is best for different medical problems. The referrer and radiology staff must follow these guidelines. They must check:

- Will the test give us the information that is needed?
- Is it the best test for your health condition?
- Will the benefit from the test outweigh the risks from the exposure to X-rays?

We will also check to see if you have had any earlier tests which may be relevant. We may not know that you have had an earlier test until you attend. If you have had the same or a similar test recently, you may not need another one. Or it may be better to wait a bit longer before having the test again.

They must check you are the right patient:

All staff that do tests using X-rays have to make sure the test is done on the right patient. This is their legal and professional duty.

- They ask your name, where you live and your date of birth.
- They check what the area of your body you are expecting to be X-rayed or scanned.
- They then check these details with the information written on the referral form.

Radiology staff will tell you why your X-ray test cannot be done today and tick 1 or more of the 4 boxes below.

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

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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. They must fill the form in properly before the test can be done. This is to make sure that:

- the test is done on the right patient.
- the right and most suitable test is done.
- the test has been asked for (requested) by someone who has the right training.

If the referrer is based in the hospital, we may ask you to either:

- take the referral form back to the referrer yourself so that the form can be checked, or
- stay in the waiting area while a member of staff contacts them.

If we cannot speak to the referrer or they are not in the hospital, then the referral form must be returned to them. This may mean that your test cannot go ahead. Your appointment may need to be changed.

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

If the personal details you give to us do not match what is on the referral form exactly, the test cannot be done. Your details must be checked with the referrer.

If the referrer is based in the hospital you may be asked to either:

- take the referral form back to the referrer yourself so that the form can be checked, or
- stay in the waiting area while a member of staff contacts them.

If we cannot speak to the referrer or they are not in the hospital, then the referral form must be returned to them. This may mean that your test cannot go ahead. Your appointment may need to be changed.

**The X-ray test 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 test asked for is not right for your medical condition. We will need to talk to the referrer. If they can give us more information then the test may go ahead. If they cannot, the test may have to be cancelled.

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

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

If your earlier test gives the referrer the information they need, then you will not need another test.

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

What if I need to talk to someone?**If you have any questions or concerns:**

Please call the Radiology department on **0116 258 8765** and select **option 5**. Monday to Friday 9am to 5pm, but not on bank holidays.

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

જે તુમીં ઇંચ જાણવાની કિમે હેર જામ્મા વિંચ ચાહુંદે હે, ઝાં વિરખા વરકે હેઠાં સિંઝે ગદે નંબર '૩ ટેલીફોન વરો।

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

Previous reference:

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