Use of x-rays in the Accident and Emergency Department and Urgent Care Centre

Information for patients

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.

This leaflet tells you about what happens after you have had an x-ray within the Accident and Emergency (A&E) Department or the Urgent Care Centre (UCC).

The Accident and Emergency Department and Urgent Care Centre, follow the Royal College of Radiographers’ guidelines on when an x-ray should be taken. To protect patients healthcare professionals have to follow laws and guidelines when it comes to ordering x-rays.¹

When is an x-ray advised?

An x-ray will be advised if your healthcare professional thinks you have a:

• possible bone injury
• chest injury or illness.

When will an x-ray not be advised?

An x-ray will not be advised if, when talking to you and examining you your healthcare professional:

• finds no evidence of a bone injury
• thinks you have suffered an injury to your ligaments or other soft tissue, for example, a sprain.

What will happen if I have x-rays?

Requests for x-rays are made on a computer. You will be sent or taken to the X-ray Department.

After you have had your x-rays you will be asked to return to the Accident and Emergency Department or Urgent Care Centre where the healthcare professional treating you will look at the x-ray, and prescribe treatment, if needed.

What will happen to my x-rays?

Your x-rays will also be checked by a radiologist (a doctor who has special training in taking and looking at x-rays) or a senior radiographer (a person who has special training in taking and looking at x-rays). He or she will report on your x-ray.
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What happens to these reports?

These reports will be checked and any that show an abnormality (problem) are seen by a consultant or a specialist nurse to make sure the correct diagnosis and treatment has been given.

If further treatment is needed, we will contact you, either by telephone or letter, to advise you of this and ask you to return to the Accident and Emergency Department or offer you an appointment at the fracture clinic.

Reference

Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

  telephone: 01642 624719
  Monday – Friday, 9.00 am – 4.00 pm
  Messages can be left on the answering machine and will be picked up throughout the day.

  freephone: 0800 092 0084
  Mobile: (can use text): 0779 506 1883
  Email: patientexperience@nth.nhs.uk

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

  telephone: 01642 617617
  24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30 pm – 4.30 pm. The office is based on the ground floor at the University Hospital of North Tees.

Data Protection and use of patient information

The Trust has developed a Data Protection Policy in accordance with the Data Protection Act 1988 and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Information Governance Team.

  telephone: 01642 833551 or email: information.governance@nth.nhs.uk