

Welcome to the Medical Imaging Department at the Royal Devon Hospital (Wonford) (Information for Patients)

This leaflet provides additional important information when attending your appointment in the Medical Imaging Department (also known as X-Ray or Radiology) at the Royal Devon University Healthcare NHS Foundation Trust (Eastern Services)

In the Medical Imaging Department, you may be attending one of the following areas:

- CT
- DXA
- Fluoroscopy
- Interventional Radiology
- MRI
- Nuclear Medicine
- Ultrasound
- X-Ray (including Shockwave therapy)

Please ensure you follow the instructions on your letter which will take you to the correct area for your appointment.

Can I bring a friend/relative?

Yes, however, they will not normally be able to accompany you into the examination room and we would ask that you limit the number of people you bring with you due to limited waiting area space.

Can I bring my child/children?

We ask that you do not bring children if at all possible. We appreciate that at times this may be difficult. Therefore, you may wish to bring another adult with you to supervise them in the waiting area whilst your examination is performed.

Chaperones. Where examinations of an intimate nature are carried out you may choose to have a chaperone. Please speak with the Radiographer who will arrange for this.

Valuables

Patients and visitors are advised that the Trust accepts no liability for any items lost whilst in the Medical Imaging Department. Patients are encouraged to leave their valuables at home. It is the patient's responsibility to ensure all valuables are on their person before leaving the Medical Imaging Department.

Cancelling your appointment

If you are unable to attend your appointment, we would be grateful if you could contact us on the number listed on the top of your appointment letter, as soon as possible. We can then offer your original appointment to another patient. A further date and time will then be arranged for you. Please be advised that if you fail to attend your appointment, it may be necessary to remove you from the Medical Imaging waiting list.

Please note: If you have had D&V (diarrhoea and vomiting) you will need to contact us to rebook your appointment unless you have been clear of symptoms for the past 48 hours.

Communication of results

We aim to report examinations as soon as possible. The results will be sent to your referring clinician. You will **NOT** be told the results of your examination at the time of your appointment.

Radiation information

How X-rays work

X-rays are a form of radiation that can move through the body without being seen or felt. As X-rays pass through you, they are absorbed at different rates by different parts of the body. A detector located on the opposite side of you captures these X-rays after they have passed through you and transforms them into an image.

In a hospital, there are many types of medical imaging procedures each with different technologies. Radiography, fluoroscopy, and computed tomography (CT) all work on the same principle, using penetrating X-rays to form an image of internal structures in the body.

Risks

X-rays offer valuable benefits in healthcare by providing a quick and non-invasive way to see inside the body, however, as with many aspects of medicine, there are risks associated with their use. X-rays are a form of ionising radiation meaning they have enough energy to potentially cause damage to DNA increasing the risk of cancer later in life. However, these risks are low.

In the UK, on average each of us is exposed to a level of background radiation mainly originating from naturally occurring minerals in the Earth but also other sources like food, and cosmic rays from space. For example, having a typical X-ray of your chest, limbs or teeth is equivalent to the same levels of radiation as you would naturally receive in 3 days of regular life. This would result in less than a 1 in a million chance of additional risk of fatal cancer in your lifetime [1].

Whilst the benefits of clinical diagnosis using X-rays generally far outweigh the risks, efforts should be made to minimise unnecessary exposures. Within the hospital, specialised staff, including Radiographers, Physicists and Engineers monitor the use of X-rays and ensure equipment is safe.

Pregnancy

It is also important to understand the effect of radiation on pregnancy. Due to possible effects of radiation exposure on the developing foetus, when having an X-ray, you should inform a member of staff if you think you might be pregnant.

If you have any concerns about undergoing an X-ray, feel free to discuss them with your healthcare provider.

[1] 'Patient dose information: guidance', GOV.UK. Available: <https://www.gov.uk/government/publications/medical-radiation-patient-doses/patient-dose-information-guidance>

All patients aged between 12 to 55 years of age (regardless of gender) will be asked to complete a pregnancy status consent form.

If you know you are pregnant when you are due to attend, please contact us on **01392 402336** or email

rduh.radiologyappointments@nhs.net

Patient Experience Surveys

Patient Experience Surveys are key to provide an opportunity for patients to influence and shape the care that they receive. If you would like to provide feedback after your visit you can do so by scanning the QR codes shown on the poster in your waiting area or alternatively you can type in the below web address which will take you straight to the survey:

Child Questionnaire - <https://forms.office.com/r/nX85NxTuDR>

Adult Questionnaire - <https://forms.office.com/r/OwnYYFZSN7>

Contact us

All staff would like to make your visit as pleasant as possible. If you have any questions or concerns please do not hesitate to contact us:

01392 402336 or alternatively you can email us rduh.radiologyappointments@nhs.net

How to get to the Royal Devon & Exeter Hospital at Wonford

There is high demand for parking spaces at our hospital sites so we recommend, where practical and possible, that patients and visitors use other travel options to get here.

Public transport

The hospital is easily accessible using public transport and other sustainable means of travel.

We are well served by local bus routes from across Devon. A number of services stop at the hospital, whereas others require a connection with a local bus route from Exeter City Centre.

Both the main Exeter train stations, St David's and Exeter Central, are around three miles from the hospital and are served by buses that travel directly to our site.

For help planning your journey and the latest timetables please visit the websites below:

www.stagecoachbus.com

www.travelinesw.com

www.traveldevon.info

www.dartline-coaches.co.uk

Walking

The hospital site is around one and a half miles from Exeter City centre and takes approximately 30 minutes on foot.

Bikes

Bike paths run throughout Exeter and the hospital site is easily accessible by bike. Bike parking is available across the site, particularly outside the main hospital entrance.

By car

Using Sat Nav to find us?

Tap in postcode:

EX2 5DW for RD&E Wonford

or follow signposts to the hospital from most of the main routes into Exeter and then follow signposts in the hospital grounds to our car parks. Car parking on site is limited, with a number of paid car parks.

Our patient and visitor car parks are controlled by Automatic Number Plate Recognition cameras (ANPR), which will capture vehicle registrations on entry. You will enter your registration at the car park terminal payment machine when you return to your car at the end of your hospital visit, and pay for the time used. Payment can be made with cash, card or contactless, or via mobile phone app. **Please note the payment machines do not give change.**

Car registrations are recorded only for the purposes of car park charging, and are used in compliance with Data Protection laws.

Charges are in operation **24/7**.

Blue Badge Holders: Simply take your Blue Badge to a reception desk on entering the hospital, and your vehicle registration will be registered for free parking. You will not need to do anything further on leaving the car park.

For more information on how to get here please refer to the Trusts website:

www.royaldevon.nhs.uk/our-sites

For more information on the Medical Imaging Department, please visit our website:

www.royaldevon.nhs.uk/services/radiology-x-ray-and-medical-imaging

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon hospitals.

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