

To all GP Colleagues

## Change to appointment system for all GP requests

### Appointment system for GP X-rays requests

From **Monday 1 July 2024**, the Radiology department at BHRUT will be re-introducing an **appointment system** for all **GP x-ray requests**, except for chest and query fractures. This brings the x-ray service in line with other BHRUT radiology modalities. These changes are necessary to help improve the patients' experience for general x-rays on all our sites.

#### Why are we making this change?

- Avoid long waiting times for x-rays on some sites due to the walk-in service.
- Allows the service to expand to the weekends (currently Mon – Fri only)
- Avoid wasted journeys for non-guideline requests (unnecessary x-rays) through a vetting process.
- Avoid patients being turned away due to lack of capacity.
- Provide advance information on what to expect for their x-ray exams through information leaflets.

#### How will the appointment system work?

Request forms will be processed through an email system and the patients contacted for an appointment through a vetting process. This will be like the current process for the other modalities.

We will provide the email address to send all request forms in due course.

Patients can access our website for general information on our services [walk in x-rays](#).

#### What about urgent cases?

We remain open to walk-in for all urgent cases, such as chest x-rays and query fractures. For these indications, the patient should attend the department with their x-ray correctly completed request form and will be seen on the day.

Please attend either Queen's Hospital or King George Hospital (not a community site) with suspected fractures relating to:

- Hip/Pelvis
- Skull
- Spines



**What are the locations and opening times for x-rays?**

- Barking Community Hospital (Upney Lane) Mon – Sun: 8.30am - 6.30pm
  - Harold Wood Polyclinic (Gubbins Lane) Mon – Sun: 8.30am - 6.30pm
  - Fanshawe Diagnostic Centre (Halbutt Street) Mon – Fri: 8.30am - 4.30pm
  - Queen's Hospital (Rom Valley Way) Mon – Sun: 10.00am - 6pm
  - King George Hospital (Barley Lane) Mon – Sun: 10.00am - 6pm
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- St. George's Hospital CDC (Suttons Lane, Hornchurch) will also be opening later in 2024.

If you have any queries regarding any of our services, please contact 01708 435000 Ext. 3277

Thank you for your understanding and continued partnership whilst we develop our community services.