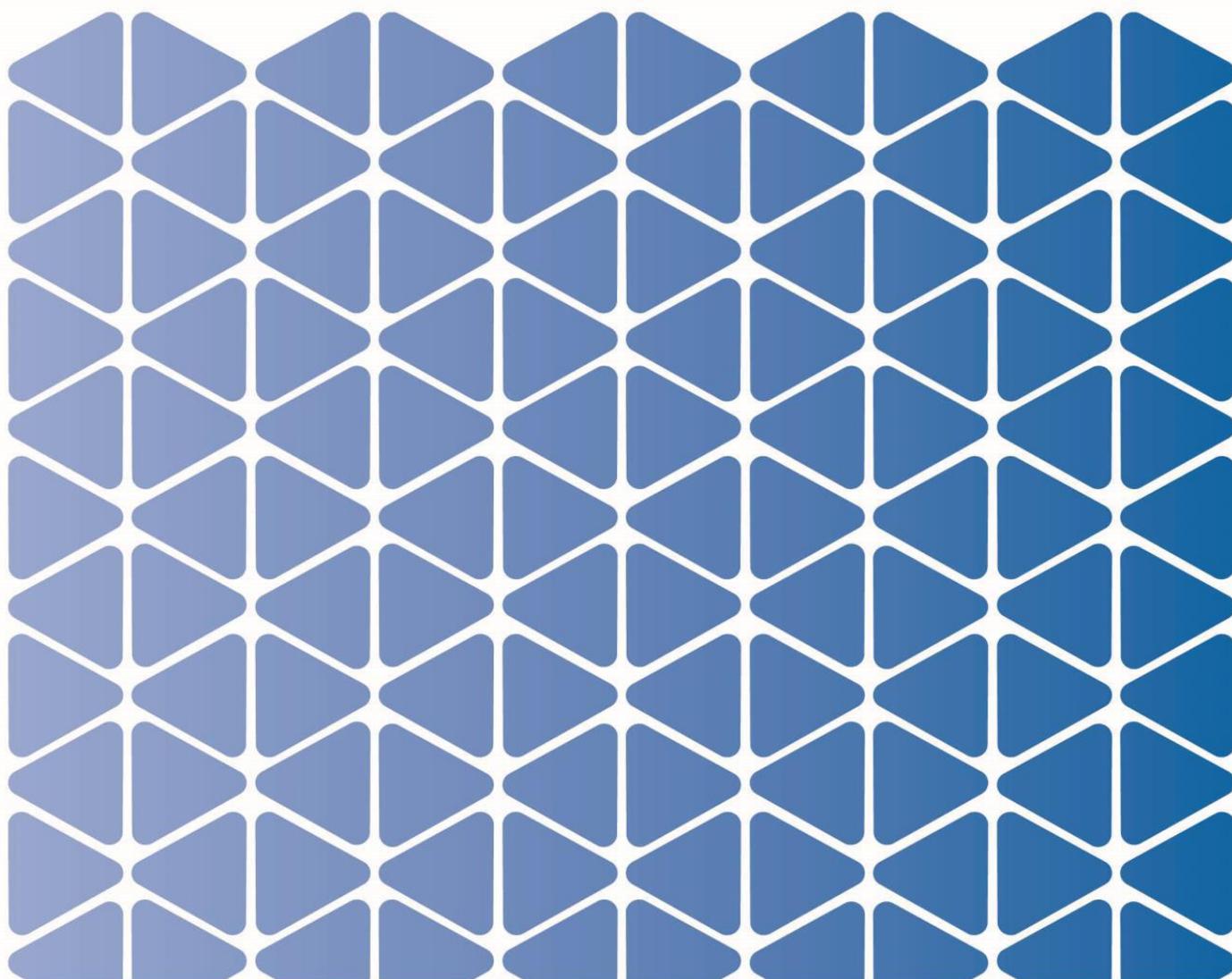


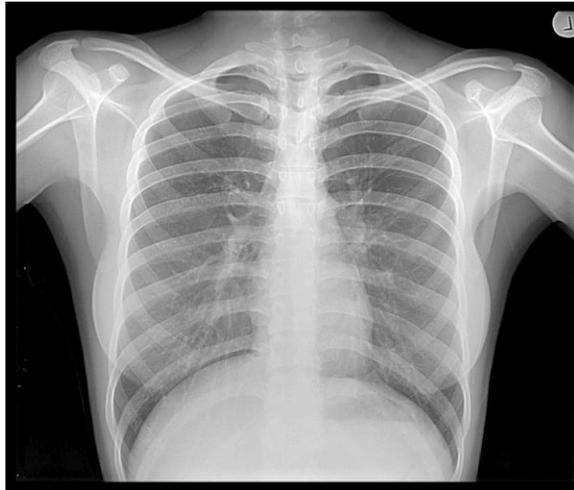


PATIENT INFORMATION

HAVING AN X-RAY

**Information for children and adults
with learning disabilities**

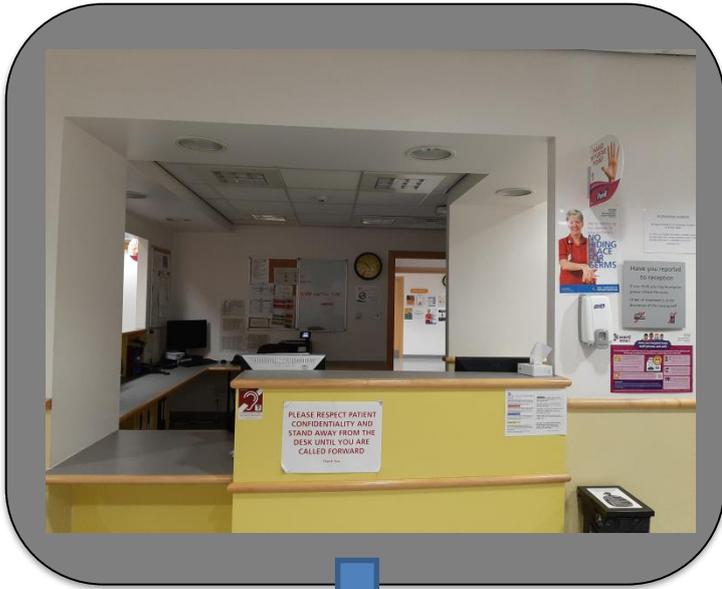




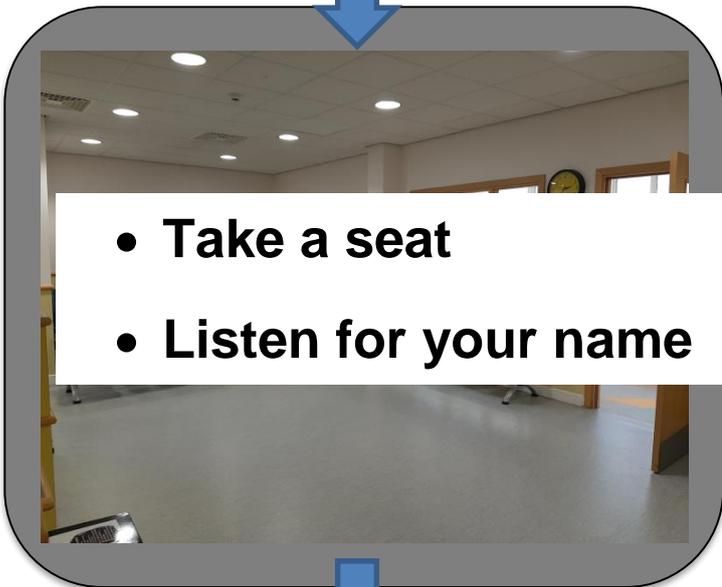
 **An x-ray is a quick painless procedure used to take pictures of the inside of the body**



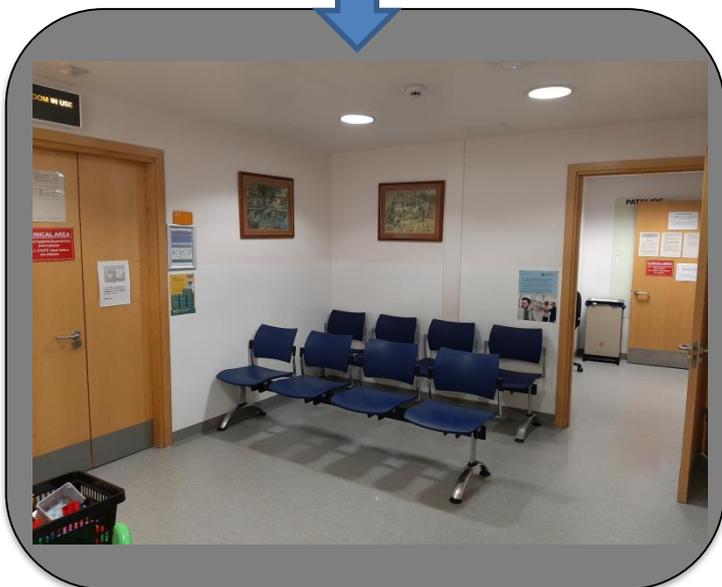
WHEN YOU ARRIVE



- You will book in at reception



- Take a seat
- Listen for your name

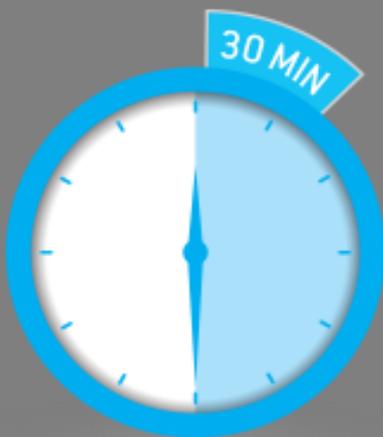


- Take a seat in the x-ray waiting room
- You may be asked to change into a hospital gown

FOR THE X-RAY

- The radiographers will take you into the x-ray room
- You will be asked some simple questions

- You may have to sit, stand or lie down
- You may be asked to hold your breath for a few seconds
- It's important to stay very still whilst your x-ray is being taken



- It can take up to 30 minutes but this depends on the number of x-rays you need.
- Each x-ray is quite quick

FOR X-RAYS OF YOUR TEETH ONLY



- You will be called into the room
- There are special x-ray machines to position your head
- This will NOT hurt



- It will make a noise and move around your head
- It's very important to stay very still



- It can take up to 30 minutes but this depends on the number of x-rays you need.
- Each x-ray is quite quick

AFTER THE X-RAY



- You will be told when your x-ray is finished
- You will be told how to get your results
- You will be told where to go next

More information

The person who takes your x-ray is called a radiographer.

You can talk to the radiographer before you go in for your x-ray.

You can ask questions and tell them if there is something you do not understand.

You can chat with a radiographer before your go in for your x-ray to answer any questions.

If you have any questions before you come into hospital you can call hospital switch on 01905763333 and ask to speak to level 1 x-ray.

For advice and assistance with any hospital visit then call 01905763333 and ask for the learning disability acute liaison Team.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PET@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.