

ARRANGEMENTS FOR GP ELECTRONIC X-RAY REQUESTS

Updated on March 2024

Dear Primary Care Colleague

TELEPHONE BOOKING SYSTEM FOR PRIMARY CARE ELECTRONIC PLAIN FILM REQUESTS

In Radiology, we remain extremely grateful to you for using **electronic requesting** and the **phone booking system**. This has significantly improved how we deal with the large number of requests we receive.

This is the latest version of this document and it supersedes any previous advice.

In summary:

- We require an **electronic referral** (via SCI Gateway) to be made **before** the patient phones for an appointment
- **Please select the correct priority (Routine or Urgent) on the electronic referral before it can be sent.** The majority of referrals will be Routine, however in certain circumstances the Referral should be requested as Urgent.
- **In the few cases where the request for an x-ray is urgent (e.g. the suspicion of lung cancer in a CXR request) then please indicate that the priority is urgent on the SCI Gateway request. Radiology will always try to prioritise these requests and ensure that the patient is offered an appointment as soon as possible.**
- Because all x-ray requests must be vetted in accordance with IRMER rules, please ask the patient/carer to wait **ONE WORKING DAY** after submission of referral before phoning for an appointment.
- **Patients MUST phone the department to arrange an appointment, they should not present themselves to x-ray departments as they used to be able to.** This may need to be explained clearly to patients who previously last attended for x-rays when walk-in was the system.
- Patients may have to wait several days for an appointment or be asked to attend another site for an alternative appointment.
- Please remember that **Children under 16** should attend either the Royal Hospital for Children and Young People or St John's Hospital for Plain x-rays.

Please see [RefHelp Plain X-ray page](#) for guidance re scripts for arranging an x-ray, with contact numbers for the patient to call and for Duty Radiologist contact numbers for GPs only

This document has been updated with Jane Burnett (RefHelp GP Referrals Advisor for Radiology)

Yours sincerely

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