

## Will information regarding my treatment be recorded and sent to my GP?

Information regarding patients is recorded on a clinical system and is confidential. We will inform your GP, in writing, of your results and send a written report unless you ask us not to.

You have the right to request access to your medical record. To apply for access please write to Assura East Riding at the address provided on the back of this leaflet.

## Non-English speakers

Copies of this guide are available in other languages. Please contact us at the address provided on the back of the leaflet stating which language you require the guide in.

## Notice to patients

All care that we provide is confidential. Although you have the right to receive healthcare, we ask that you treat our team with respect to ensure you and all other patients are treated safely and quickly.

Please ask at reception for a copy of our Patient Rights and Responsibilities leaflet.

## How to make a complaint

If you wish to make a complaint about the service that you have received then please contact the Assura East Riding business director, at the address provided.

Alternatively, please ask at reception or visit our website for a full copy of our complaints policy.

## Patient feedback

We welcome your comments. Please write to us at the address provided.

You will be given a patient survey after you have been seen by a clinician. It is useful to hear your

views on the service and your comments help us to keep making it better.

If you are not happy with the service you have received, please let us know by writing to us, over the phone or in person.

## Contact details

Assura East Riding  
Melton Court  
Gibson Lane  
Melton  
HU14 3HH

**Tel:** 01482 638 571

**Fax:** 01482 638 576

# Community Ultrasound Service

Patient information guide



## Who is the service provider?

The Community Ultrasound Service is provided by Assura East Riding; a partnership between 13 GP practices and Assura Medical Limited. It is an NHS service, free to all patients, and is funded by NHS Hull.

## What does the service offer?

Ultrasound is a very useful non-invasive test used to help to eliminate possible causes and support an agreed diagnosis.

You will be seen by an ultrasonographer who is trained to undertake ultrasounds.

## What do you scan?

- Abdomen (liver, gall bladder, etc.)
- Aorta
- Neck
- Pelvis (uterus, ovaries, non-obstetric, etc.)
- Renal tract (kidney, bladder ureters, etc.)
- Scrotal area (testes and appendages)

## How do I get an appointment?

If your GP thinks you need to see a specialist for treatment, they will tell you about all of the local services that you can choose from. If you decide to use our service your GP will send a referral to Assura East Riding.

When we receive your referral, a member of the administrative team will call you to offer an appointment that is convenient to you.

If your condition requires you to have a follow up appointment this will also be offered at a time that is convenient to you.

If you require an interpreter then please indicate this at the time you book your appointment.

## How soon will I be seen?

Appointments are usually available within two weeks of your GP's referral.

## How do I cancel or change my appointment?

If you cannot make your appointment, or have any queries, please contact us on the telephone number provided on the back of this leaflet.

Please help us to treat more patients by notifying us as soon as possible if you are unable to attend a booked appointment.

## Where do I go for my appointment?

The service is held at several locations and the choice of location depends on your availability and how easy it is for you to get there. All options will be explained when you are making your appointment.

If you want to have someone with you during your appointment then you can request a chaperone. This could be a trained member of our staff or a person of your choosing who is over 18 years old. The clinician will consider whether or not it is appropriate for a relative or friend to act as a chaperone and may ask for a member of staff to also be present. Please let us know before your appointment if you would like a chaperone to be present.

If either the patient or the clinician wishes for a chaperone to be present or either is uncomfortable with the choice of chaperone, the appointment may be delayed to a later date when a chaperone or alternative chaperone is available.

If you need to bring children with you, please arrange for someone to supervise them whilst you are with the clinician. Unfortunately we cannot allow children (including babies) to accompany you into the clinical areas unless they are also a patient.

## What happens during my appointment?

The ultrasonographer will confirm certain details and ask you for your consent for the scan to proceed.

It is necessary to have access to the skin surface of the area being examined. You will be asked to remove clothing from this area and a small amount of clear gel is placed on the skin surface. The probe is gently moved over this area of skin.

Please ensure that you wear clothing that is loose and can be easily removed.

Assura East Riding takes the dignity and privacy of patients very seriously and will at all times respect your confidentiality. All appointments are carried out in a private room away from the reception area.

## How long will my appointment take?

An appointment will usually take 20 minutes, however this can vary.

## Who will I be seen by and how do I know that they are qualified to treat me?

Each clinician is registered with a professional body and has undertaken specific training.

Each member of staff has to provide evidence of their registration, training and criminal record status prior to being able to work with patients.

## How will I get the results of any scans performed?

The results of your ultrasound scan will be sent to your GP who will discuss the results with you during your next visit.