

Welcome to the Medical Imaging Department (Information for patients)

This leaflet provides additional important information when attending your appointment in the Medical Imaging Department.

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, but for reasons of safety 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.

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.

What will happen to the 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.

Valuables

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.

Contact us

If you found reading your leaflet difficult, you do not understand what it means for you, if you have any queries or concerns, you can contact us on: **01392 402336** and we can talk it through.

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.

Park & Ride services to Wonford

Let someone else do the driving, so you don't have to worry about congestion and parking. The Park & Ride also helps keep more cars out of the city centre, meaning faster journey times and improved air quality.

Our on-site car parks are very busy, so we encourage you to use our dedicated **Park & Ride bus services**, which run from Sowton (EX2 5GL) and Digby (EX2 7QL), directly to the RD&E Wonford site. These services are run in partnership with Dartline Coaches. They operate Monday to Friday.

The buses go directly to the RD&E Wonford site, stopping at the Peninsula Medical School (RILD), the Hospital's main entrance, and the Princess Elizabeth Orthopaedic Centre (PEOC).

Please note: The car park at Digby is for permit-holding RD&E staff members only. Visitors, patients and members of staff without permits can still catch the bus from Digby, but they are unable to use the car park.

PR3 buses leave from Digby and then stop at Sowton, before continuing straight to Wonford. The service starts at 9.28am and finishes at 9.43pm, with buses running every 15 minutes (with extra services at peak times).

Return PR3 buses from Wonford stop at Digby and then Sowton, with the first bus leaving Wonford at 9.30am and the last bus leaving at 10.15pm.

Between 6.40am and 9.20am, PR3 buses only stop at Digby and Wonford, and SPR3 buses run between Sowton and Wonford every half an hour during that period

By bus

Stagecoach buses H Service run to Wonford Hospital from the high street in the city centre Monday to Saturday. Limited Sunday service. They also run to Wonford Hospital from the Broadfields area.

Stagecoach buses from Exmouth (57), Dawlish (2), Torbay (46), Teignmouth (2) and Plymouth (X38) stop next to the hospital on Barrack Road.

First Southern National bus X53 from Weymouth, Seaton, Beer and Sidford stops next to the hospital on Barrack Road. Turner's Tours bus 369 from Chulmleigh, Lapford, Morchard Bishop and Crediton stops next to the hospital on Barrack Road and outside the main front entrance of the hospital.

For the latest service information on the Stagecoach services, please check their website:

www.stagecoachbus.com

By car

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. The Trust has Automatic Number Plate Recognition (ANPR) systems, which are in the main car park near the main, the Centre for Women's Health car park, Oncology (car park C), and the two car parks at the PEOC entrance (car parks I and J). These are a pay on exit system with an hourly tariff throughout the charging period of 08:30 – 20:30.

The number of spaces is limited, so please leave plenty of time to find a space.

Using Sat Nav to find us?

Tap in postcode:
EX2 5DW for RD&E Wonford

Disabled car parking

There is a short stay parking facility within the blue badge parking area adjacent to the main entrance.

Patients and visitors with entitlement to park with a Blue Badge will still be able to park in the pay on exit car parks for free. You will need to take your blue badge to a reception desk (eg. main entrance, PEOC, Haematology, or Oncology) where your vehicle details will be added to an exemption list for the period that you are on site. Alternative parking continues to remain free of charge to blue badge holders in any pay and display car park with no time limit with their blue badge displayed on the dashboard of the vehicle.

By train

Exeter Central and Exeter St David's stations are about three miles from both Heavitree and Wonford Hospitals. Stagecoach buses H Service run to Wonford Hospital from Exeter St David's rail station and from Exeter High Street, which is fairly close to Central station. They also stop in College Road opposite Heavitree Hospital. Stagecoach buses D service runs from Exeter Central rail station and from Exeter High Street and also stops in College Road opposite Heavitree Hospital.

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

www.rdehospital.nhs.uk/patients/where

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

www.rdehospital.nhs.uk/patients/services/medical-imaging

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

© Royal Devon and Exeter NHS Foundation Trust

Designed by Graphics (Print & Design), RD&E