



RBFT Radiology: GP X-ray referrals: Walk-in and appointment services

This leaflet details the range of services available to patients referred to the Radiology Department for X-rays. The department offers patients referred by their GP a choice between our X-ray walk-in or appointment services.

Please be aware that:

- Patients may not be called in order of arrival.
- Patients are prioritised in order of clinical urgency.
- Specialised examinations can only be performed in certain rooms due to equipment capability.
- Some x-ray examinations require the radiographer to ask questions regarding reproductive and/or pregnancy status.
- Staff will need to confirm the patient's name, date of birth, and address or postcode in order to perform identification checks prior to carrying out the exam.
- All information provided is confidential. If there is any reason you wish for this to be asked in private, please let us know.
- Anyone who is abusive, threatening or violent to our staff will risk removal from the hospital premises and prosecution.

Walk-in services

Please note: A valid GP referral is required for walk-ins. If you have a paper referral, please bring this with you to speed up our check in process. If your consultation has taken place remotely or by telephone, the department can access your referral electronically. Referrals are valid within three months of the date noted by the GP on the examination request.

Royal Berkshire Hospital (RBH)

RBH GP Walk-in service: NO APPOINTMENT NEEDED

Open: 9am – 4pm

Days: Monday – Friday. Closed weekends & bank holidays.

Queries: 0118 322 7991

Royal Berkshire NHS Foundation Trust,
Craven Road, Reading RG1 5AN



West Berkshire Community Hospital (WBCH)

WBCH GP Walk-in service: NO APPOINTMENT NEEDED

Open: 9am – 4pm

Days: Monday – Saturday. Closed Sundays & bank holidays.

Queries: 01635 273380

West Berkshire Community Hospital,
Benham Hill, Thatcham, Berkshire, RG18 3AS



Appointment only services

Please note: A valid GP referral is required for appointments.

Royal Berkshire Bracknell HealthSpace (Bracknell)

Bracknell GP APPOINTMENT ONLY service:

Open: 8am – 7.30pm

Days: 7 days a week, including bank holidays.

To book an appointment, please visit:

www.swiftqueue.co.uk/royal_berkshire_radiology.php

If you are unable to access the internet, please call 01344 662928 and leave your name and contact details and a member of staff will get back to you. If you can no longer attend your appointment please let us know either via Swiftqueue or by calling us and leaving a message.

Royal Berkshire Bracknell Healthspace,
Brants Bridge, Bracknell, RG12 9RT



Townlands Memorial Hospital (Henley)

Henley GP APPOINTMENT ONLY service:

Open: 8.30am – 4:30pm

Days: Monday – Friday. Closed weekends & bank holidays.

To book an appointment, please visit:

www.swiftqueue.co.uk/royal_berkshire_radiology.php

If you are unable to access the internet, please call 01865 903086 and leave your name and contact details and a member of staff will get back to you. If you can no longer attend your appointment please let us know either via Swiftqueue or by calling us and leaving a message.

Townlands Memorial Hospital, York Road, Henley-on-Thames,
Oxfordshire, RG9 2DR



Getting to our sites

Royal Berkshire Hospital (For full details, visit [Getting to the Royal Berkshire Hospital](#)):

- **Buses:** A number of buses travel between the hospital and Reading town centre. For up to date service details and information about **Park and Ride**, call Reading Buses on 0118 959 4000 or visit www.reading-buses.co.uk
- **By foot and car:** If you are travelling to the hospital by car, the main car park (multi storey) is located on Craven Road. Alternative parking is available in pay and display bays in the roads surrounding the hospital and at the Oracle Shopping Centre or Queens Road Car Parks.
- **Bicycle:** Bicycle racks are available near Maternity, Endoscopy, Battle Block, North Block, South Block and near the road entrance of the multi storey car park.

West Berkshire Community Hospital (For full details, visit [Getting to the WBCH](#)):

- **Buses:** Newbury and District Limited operates buses connecting the hospital with Newbury and Thatcham up to every 15 minutes under Kennet bus service numbers 1A, 1C and 1D.
- **Parking:** The South Entrance is located directly off the A4 and may only be accessed by vehicles coming from Newbury and turning left into the site. No right turn is possible from the Thatcham direction. The North Entrance and exit has unlimited access and is located on Turnpike Road, off the Garden Centre roundabout on the A4.

Bracknell Healthspace (For full details, visit [Getting to Bracknell Healthspace](#)):

- **Buses:** Courtney Buses 156 & Green Line 702/703
- **Parking:** Car parking, including disabled-only spaces, is available for patients on the ground level and is free of charge.
- **Bicycle:** Cycle racks and motorcycle parks are also available on the ground level.

Townlands Memorial Hospital (For full details, visit [Getting to Townlands](#)):

- **Buses:** Thames Travel X38 / X39 / X40 / NX40 from Reading stops in Henley town centre. It is approximately a seven-minute walk to the hospital. The 153 Connect Henley goes from Henley Town Hall into the hospital grounds.
- **Parking:** 'Automatic number plate recognition' (ANPR) is in place to ensure the limited spaces available are used by hospital patients and staff. There is limited parking around the hospital site and during peak periods, it is often difficult to find a parking space. Please consider this when deciding how and when you travel to the hospital. Patients, including blue badge holders, must enter their number plate into the tablet at reception, which will then provide free parking.

Mask wearing for visitors

Surgical face mask wearing within all clinical areas of the Trust is no longer required, except if you're advised to wear a mask by nursing staff, or you visit one of the following areas:

- Berkshire Cancer Centre
- Adelaide Ward
- King Edward Ward
- Victoria Ward

You can still wear a mask if you wish. Some members of staff wear masks due to a personal preference, or because it is appropriate for the patients they are working with, or work they do.

Contact us

For further information regarding your X-ray referral, or if you have any questions or concerns, please contact the Radiology Appointments Centre. A member of the team will direct your query to the appropriate department or member of clinical staff.

Radiology Appointments Centre: 0118 322 7991 or email rbft.radiologyadmin@nhs.net

Giving feedback

If you would like to give feedback – positive or negative, please complete a Friends and Family Test at www.royalberkshire.nhs.uk/patients-and-visitors/patient-experience or telephone the Patient Advice and Liaison Service (PALS) on 0118 322 8338 to get a paper questionnaire sent to you. You can also email your feedback to PALS using PALS@royalberkshire.nhs.uk.

If you would like to give feedback electronically, scan the relevant QR code below.

Tell us how we are doing – good or bad.
Your feedback will help us to make improvements and share best practice.

Simply scan the code with your smartphone or tablet.

Friends & Family Test
Overall, how was your experience of our service?

Care Opinion
Tell your story

NHS website
Leave a review for the Royal Berkshire Hospital

Or leave a review for one of our other sites:

- West Berkshire Community Hospital
- Bracknell Healthspace
- Prince Charles Eye Unit
- Townlands Memorial Hospital

Alternatively, complete the Friends and Family Test card / text you are given / sent. Or write your feedback and send it to our Patient Advice & Liaison Service (PALS) at Royal Berkshire Hospital, Craven Road, Reading RG1 5AN.

Please ask if you need this information in another language or format.

RAD_0107

RBFT Radiology, updated July 2025.

Next review due: July 2027.