



GP X-ray referrals: Appointment-based services

This leaflet details the range of services available to patients referred to the Royal Berkshire NHS Foundation Trust's Radiology Department for X-rays. The department offers patients referred by their GP multiple locations for appointment-based 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.

Appointment-based services

We use SwiftQueue across all of our Radiology sites. This is an online appointment booking system. The 'walk-in' X-ray services have been discontinued.

Please note: A valid GP referral is required for X-ray examinations. 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 3 months of the date noted by the GP on the examination request.

For patients who do not have access to the internet, your GP should provide a phone number to book through the appointments line.

To book an appointment online via SwiftQueue, please visit:

https://www.swiftqueue.co.uk/royal_berkshire_radiology.php

Or scan this QR code:



Information on how to book is also displayed on the bottom of printed X-ray referral forms.

Royal Berkshire Hospital (RBH) in Reading

RBH GP APPOINTMENT ONLY service:

Open: 8am – 4.30pm

Days: Monday – Friday

Closed weekends & bank holidays.

If you can no longer attend your appointment, please let us know either via SwiftQueue or by calling us on 0118 322 7991.

Located in the Centre Block on Level 2, Royal Berkshire Hospital, Craven Road, Reading RG1 5AN



West Berkshire Community Hospital (WBCH) in Thatcham

WBCH GP APPOINTMENT ONLY service:

Open: 8.30am – 4.30pm Monday – Friday

9.am – 4.pm Saturday

Closed Sundays & bank holidays.

If you can no longer attend your appointment, please let us know either via SwiftQueue or by calling us on 01635 273380.

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



Royal Berkshire Bracknell Healthspace (Brants Bridge) in Bracknell

Bracknell GP APPOINTMENT ONLY service:

Open: 8am – 7.30pm

Days: 7 days a week, including bank holidays.

If you can no longer attend your appointment, please let us know either via SwiftQueue or by calling us and leaving a message with your name and contact details on 01344 662928.

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



Townlands Memorial Hospital (in Henley-on-Thames)

Henley GP APPOINTMENT ONLY service:

Open: 8.30am – 4.30pm

Days: Monday – Friday

Closed weekends & bank holidays.

If you can no longer attend your appointment, please let us know either via SwiftQueue or by calling us and leaving a message with your name and contact details on 01865 903086.

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:** Thames Valley Buses 156, Reading Buses 701 & Flightline 703, and White Bus x94.
- **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:** From Reading, Thames Travel X38 / X39 / X40 / NX40, Reading Buses route Aqua 28, and Carousel route 850 have stops in Henley town centre, which 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

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. 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

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 QR code below.



To find out more about our Trust visit www.royalberkshire.nhs.uk

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

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RBFT Radiology
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