

## Feedback

We hope you have found this leaflet interesting and useful. It is important we receive feedback from patients in order that we can keep on improving and developing our services. Any comments will be welcomed.

## Confidentiality

Every member of staff is bound by patient confidentiality, something we take extremely seriously. Patient confidentiality extends to family members and information will only be passed to them with your written consent. It is common for patients to be seen by other professionals outside of our organisation and only in these cases will information be shared. It is done discreetly and only relevant information is ever passed on. We hope you understand this is done in your best interests.

## Patient Advice & Liaison Service (PALS)

PALS is a confidential advice and support service, aimed to help patients, carers and staff to get the best out of what the NHS has to offer. It is ideal for finding out about local NHS services and they will help to resolve any problems on your behalf. To use the PALS service and get answers to your healthcare queries, please telephone: 0300 3000 550/500. You will get through to the PALS Co-ordinator at North East Lincolnshire Clinical Commissioning Group.

### Care Quality Commission

You may also contact the Care Quality Commission to raise your concerns:

CQC National Customer Service Centre  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA  
Tel: 03000 616161  
[www.cqc.org.uk/contact-us](http://www.cqc.org.uk/contact-us)

### How to find us

If for any reason you are unable to attend your appointment, please contact us on 01472 255630 as soon as possible as we may be able to arrange an alternative for you.



360 CARE (DIAGNOSTICS)

*"Bringing Practices Together  
To Improve Primary Care"*

# ULTRASOUND SERVICE

Visit our website at [www.360-care.co.uk](http://www.360-care.co.uk)

**Your GP has recently referred you for an ultrasound scan and we can confirm the following appointment has been booked for you:**

Your scan will be carried out at .....am/pm

on .....

at .....

Please contact us on **01472 255630** if this is not suitable.

**Please follow the preparation guidelines as outlined below:**

(delete \* as appropriate)

- \* Do not eat or drink 6 hours prior to your appointment time.
- \* Drink 2 pints of water 1 hour prior to your appointment time and come with a full bladder.
- \* Do not eat or drink 6 hours prior to scan but drink 2 pints of water 1 hour prior to your appointment time & come with a full bladder.



# What to expect from an Ultrasound Scan

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## 1. Prior to your scan

Why is preparing for your scan so important?

The correct preparation will enhance visualisation of the abdominal and pelvic organs. Ultrasound cannot “see” through bowel gas. Nothing to eat or drink for 6 hours can diminish the amount of bowel gas. In addition, the gallbladder will be more easily examined, as it will be distended with bile.

A full urinary bladder pushes bowel loops out of the way and acts as a window to see the pelvic organs.

We can also only examine the bladder itself when it is stretched out with fluid. Therefore, the correct preparation is *vital* to the quality of the scan.

## 2. Your scan

An ultrasound scan uses high frequency soundwaves to create images of the internal organs, much like a very detailed sonar image. It does not involve radiation. There are no known risks or after effects with diagnostic ultrasound.

You will be greeted by a qualified sonographer who may then ask some questions about your referral and symptoms to tailor the examination to your needs.

The sonographer may wish to confirm that you have carried out any prep as this may affect the result.

If you have any questions at any time, please feel free to ask.

You will be asked to lie or sit on a couch with the area of interest exposed. You do not need to get changed but may be asked to move your clothes aside for access.

A special gel is applied to transmit the soundwaves. A handheld probe is used by the sonographer to guide the ultrasound.

You may be asked to hold your breath for a moment at times during the scan. The gel is removed afterwards with paper towels. The examination is not generally painful, however the probe may feel a little uncomfortable in tender areas. If your bladder is uncomfortably full, you will be allowed to empty it at the earliest opportunity.

The scan generally takes approximately 10-20 minutes and is variable.

## 3. After your scan

The results of your scan are entered into your medical records and are therefore available for your next appointment with the GP.

The sonographer may not be able to give you any verbal results at the time of scanning, as the examination is only a small ‘piece of the puzzle’. You may eat and drink as normal.

### Additional Questions:

- **What if I am pregnant?**

There are no known risks to the baby from ultrasound. Ultrasound is commonly used to assess the baby within the womb.

- **What if I am on medication?**

Please take your medication with a sip of water. If you have to take your tablets with food, please contact us and we can advise you further.

- **What if I am diabetic?**

If you have been asked to starve, please contact us for advice or an earlier time slot. Food and medication can be brought with you for immediate consumption post scan.

**Please note:** If you have been asked to drink water but are on a daily fluid restriction, please contact us prior to your scan.

### Further Information:

If you have any concerns or queries about your scan before your appointment, you can call us on **01472 255630**

### Patient Promise

You can expect to be treated politely and with respect. We will never discriminate, ensuring you feel at ease whenever you are with us. In return we expect the same responsibilities from you and ask that you show the same level of courtesy and respect to all members of our staff.