

## The vascular department

The vascular clinic at Charing Cross Hospital can be a very busy place. Several teams can be running clinics at the same time but we always aim to keep the waiting times to an absolute minimum.

This leaflet explains the process and layout of the clinic. Please make sure that you are on time for your appointment to allow for physical distancing and to make sure that you do not miss your appointment.

Please bring any regular medications that may be due whilst you are attending the clinic to prevent any missed doses.

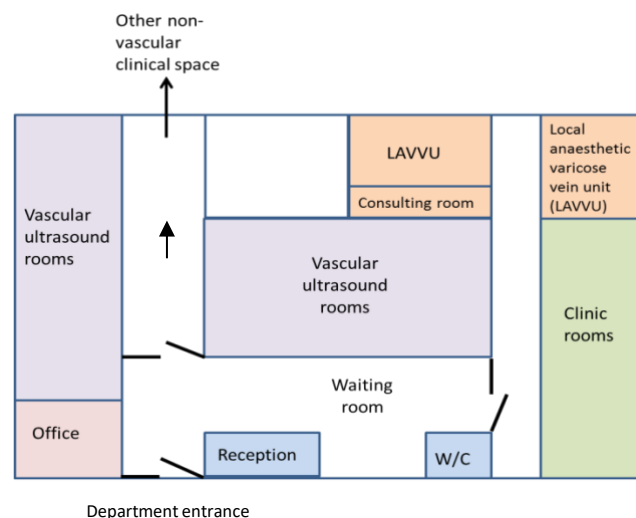
Please bring any regular medications that may be due whilst you are attending the clinic to prevent any missed doses.

Please ask a member of staff if you have any questions.

## How to find 4 North Vascular Outpatients

Your appointment will be in vascular outpatients. This is located on the 4th floor North wing of Charing Cross Hospital.

When entering the hospital through the main entrance from Fulham Palace Road, walk straight through the hospital lobby to the lifts. The lift block is past the shop and Costa Coffee. Take the lift to the 4th floor, or find the stairs to the right hand side, straight behind the lift block.



(Please see the department layout above).

When on the 4th floor, the department is located in the north wing, and sign posted "Vascular Out-patients Clinic" above the door.

## Vascular ultrasound scan

At your appointment you will have an ultrasound scan performed by a vascular scientist. The ultrasound scan allows us to look at the arteries or veins in your neck, arms, legs or abdomen (tummy). Sometimes we may also measure the blood pressure in your arms and legs.

The exact type of scan you have will depend upon your symptoms.

Vascular ultrasound delivers no risk to the patient.

Please be aware that for the scan you may be asked to remove items of clothing so we can access the area of the body to be scanned. During the scan a clear, water-soluble gel will be spread on your skin with the ultrasound probe over the area being examined.

You will not feel any pain but you may feel some pressure because the probe may need to be pressed firmly against your skin to get a clear picture.

After the scan the vascular scientist will write up the report. Your doctor will be able to discuss the results with you at your next outpatient's appointment.

## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals).

IPads are available in the department where you can complete a friends and family feedback questionnaire about your visit.

You can also email PALS at [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net) The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street London W2 1NY

Email: [ICHC-tr.Complaints@nhs.net](mailto:ICHC-tr.Complaints@nhs.net)  
Telephone: **020 3312 1337 / 1349**

## Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:  
[imperial.communications@nhs.net](mailto:imperial.communications@nhs.net)

## Wi-Fi

Wi-Fi is available at our Trust. For more information visit our website:  
[www.imperial.nhs.uk](http://www.imperial.nhs.uk)

If a follow-up vascular appointment is made for you on the day of your appointment, make sure you know when and where this is before leaving the department. If you have any queries about this appointment or any further vascular appointments please call: 020 3311 7360.

For more information on vascular at Imperial College Healthcare NHS Trust, please visit:  
<https://www.imperial.nhs.uk/our-services/surgery/vascular-surgery>

Alternatively, if you would like more information on vascular conditions, please visit:  
<https://www.circulationfoundation.org.uk/>

# 4 North Vascular Ultrasound Scan

## Charing Cross Hospital

## Information for patients, relatives and carers

