

Patient Information

Accessibility

- All of Ultracardiac's clinics have disabled access.
- If you use a walking aid, please bring this to your appointment with you.
- We are **NOT** able to see patients who require hoist transferring.
- We are **NOT** able to see patients who arrive on a stretcher.

If you have any accessibility needs to make your appointment a more comfortable experience, please contact the office on **01752 875665** as early as possible to discuss what measures we can put in place for you.

Ultracardiac are able to provide a trained chaperone for your appointment if required. Please call us in advance of your appointment to request this.

Ambulance Transport

IF YOU ARE ATTENDING YOUR APPOINTMENT USING AMBULANCE TRANSPORT, PLEASE CALL THE OFFICE ON 01752 875665 TO DISCUSS THIS PRIOR TO BOOKING.

We are able to accommodate Ambulance Transport at the majority of our clinics, however certain sites may not have support staff or waiting areas that are appropriate. Please contact Ultracardiac before booking your transport to ensure that you are booked for a clinic that is appropriate for Ambulance Transport.

Change your Appointment

Ultracardiac's appointments are managed by our central Admin Team. Please call them on **01752 875665** if you need to change your appointment for any reason.

Sometimes we have sooner appointments available. If you would like to be seen sooner, please call the office to be added to our Cancellations List.

How we use your data

Ultracardiac is required to use your personal data for the purposes of providing you with an appointment and ensuring your results are sent back to the doctor who referred you.

Our Privacy Policy outlines how this data is handled by us as a healthcare organisation working in partnership with the NHS.

For more information, please visit:

www.ultracardiac.co.uk

Give Feedback on our Services

If you have the time, following your appointment with us, we would be very grateful if you would complete a short Patient Feedback Survey.

Our team will offer you a survey to complete anonymously at the end of your test, or alternatively, you can scan the QR code below to complete this electronically afterwards:



The feedback you leave us helps to improve our services in the future. If you were dissatisfied with any element of your experience, or had exceptional service that you would like to highlight, then Compliments and Complaints can be sent to:

info@ultracardiac.co.uk