

Occupational English Test**WRITING SUB-TEST: RADIOGRAPHY
SAMPLE RESPONSE: LETTER**

Dr Ian Page
Director
Intensive Care

10 February 2019

Dear Dr Page,

Re: Delays in response to ICU request

As Chief Radiographer, I have been asked by Dr Quirk to investigate the circumstances surrounding the delay in responding to an ICU request for Mr Rouse on Saturday, 01 February.

Responding to ICU requests is a top priority and we always attempt to respond to such requests as quickly as possible. On the day in question, one of our radiographers called in sick, so we were operating at half our normal staff level. Further complicating this was the fact that just prior to receiving notification for the request for a CXR in ICU, we received notice that a theatre case would be ready for us in five minutes, which needed top priority. Calling in the on-call radiographer was not considered as our policy states they must be provided 45 minutes notice prior to their arrival at the hospital. Unfortunately, the theatre case was delayed until 2.30 and the radiographer was not able to leave the theatre to attend to the ICU case until 2.40.

It would appear that on this occasion circumstances were not favourable. Normally, prompt, reliable service is provided, and we anticipate that this will continue in the future. Fortunately, it is rare that situations such as this arise.

I hope this has been of help.

Yours sincerely,

Chief Radiographer

