

## Document Control

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|---|--------------------|---|--|
| <b>Title</b><br>Standard Operating Procedure for mammogram fault reporting  |                    |   |  |
| <b>Author</b>   |                    | <b>Author's job title</b><br>Advanced Practitioner Radiographer/ Lead Mammographer            |  |
| <b>Directorate</b><br>Operations  |                    | <b>Department</b><br>Radiology  | <b>Team/Specialty</b><br>Mammography   |
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| 0.1   | June 2018          | Draft   | Initial version for consultation to Mammographers, team leaders, Lead Consultant Radiologist   |
| 0.2   | Nov 2019           | Draft   | Sent to RMG for approval, noted stakeholders and contacts not correct. Details corrected. Also main contact and author details updated. Sent to mammography team for consultation again as changes not recorded. Governance lead also consulted. |
| 0.3   | Jan 2020           | Draft   | Changes made following consultation with Governance lead. Information for online reporting (LifeNet) added.  |
| 0.4   | Jan 2020           | Draft   | Draft approved by Mammography team. Sent to RMG for final approval.  |
| 1.0   | Feb 2020           | Final   | Approved at Radiology Management Group meeting   |
| <b>Main Contact</b><br>Radiology Department<br>North Devon District Hospital<br>Raleigh Park<br>Barnstaple, EX31 4JB            |                    | <b>Tel: Direct Dial –</b><br><b>Tel: Internal –</b><br><b>Email:</b>                          |  |
| <b>Lead Director</b><br>Director of Operations  |                    |   |  |
| <b>Document Class</b><br>Standard Operating Procedure   |                    | <b>Target Audience</b><br>Mammographers   |  |
| <b>Distribution List</b><br>Senior Management   |                    | <b>Distribution Method</b><br>Trust's internal website  |  |
| <b>Superseded Documents</b>   |                    |   |  |
| <b>Issue Date</b><br>January 2020   |                    | <b>Review Date</b><br>January 2023  | <b>Review Cycle</b><br>Three years   |
| <b>Consulted with the following stakeholders: (list all)</b><br><ul style="list-style-type: none"> <li>Mammographers</li> </ul> |                    | <b>Contact responsible for implementation and monitoring compliance:</b><br>Lead Mammographer |  |
|   |                    | <b>Education/ training will be provided by:</b><br>Lead Mammographer                          |  |
| <b>Approval and Review Process</b><br><ul style="list-style-type: none"> <li>Radiology Management Group (RMG)</li> </ul>        |                    |   |  |
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| <b>Policy categories for Trust's internal website (Bob)</b> Radiology/ mammography  |                    | <b>Tags for Trust's internal website (Bob)</b>  |  |

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## CONTENTS

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|                               |          |
|-------------------------------|----------|
| <b>Document Control</b> ..... | <b>1</b> |
| <b>1. Background</b> .....    | <b>4</b> |
| <b>2. Purpose</b> .....       | <b>3</b> |
| <b>3. Scope</b> .....         | <b>4</b> |
| <b>4. Definitions</b> .....   | <b>4</b> |
| Mammographer .....            | 4        |
| <b>5. Location</b> .....      | <b>3</b> |
| <b>6. Equipment</b> .....     | <b>5</b> |
| <b>7. Procedure</b> .....     | <b>5</b> |

## 1. Background

- 1.1. It is important to ensure that diagnostic imaging equipment is in full working order and able to produce optimum images for diagnostic purposes. This is especially important for mammography which is used to help diagnose breast cancer; abnormalities detected can be very subtle
- 1.2. It is important in the event of a breakdown or when an error message is shown on the unit that there is timely fault reporting to reduce unnecessary down time due to faulty equipment. There is a single Mammography unit within the department; therefore any delay in fault reporting has a subsequent impact on the service provision and delay to patient care.

## 2. Purpose

- 2.1. The Standard Operating Procedure (SOP) has been written to:
  - Identify the procedure for the reporting of faults on the Siemens Mammomat Inspiration.

## 3. Scope

- 3.1. This Standard Operating Procedure (SOP) relates to the following staff groups:
  - Mammographers
  - AP Mammographers

## 4. Location

- 4.1. This Standard Operating Procedure is to be implemented in the Mammography/ Ultrasound department where all breast imaging (mammography and ultrasound) are carried out.
- 4.2. Staff undertaking this procedure must be able to demonstrate continued competence as per the organisations policy on assessing and maintaining competence.

## 5. Procedure

- If the Siemens Mammomat Inspiration fails to function correctly/ displays an error code it may need to be taken out of action.
- If an error message is displayed, save a record of this by selecting 'Ctrl + alt + s', this will save the error code in a log that the engineer can then access.
- In the first instance shut down/ restart the machine as some errors will rectify themselves after the machine is rebooted.
- If an error message still displays/ the machine continues to not function correctly, record this in the fault reporting log and call a Siemens engineer. Or this can be logged online with a Siemens lifeNet login, you need to be registered to use this service: <https://lifenet.siemenshealthineers.com/welcome>
- The Siemens call centre will take details of the fault and arrange an engineer to call you back. Record the reference number (which can be added to the fault reporting log).
- Consult with Siemens/ Medical Physics if the machine needs to be completely taken out of use, or whether it can be used in the interim.
- If the machine cannot be used, liaise with Breast surgical team and Clerical staff who may need to rearrange appointments.
- Record details of errors in the fault document within the Mammography protocol folder.
- When the Engineer attends, a handover sheet must be completed and scanned on to the Computer. Saving this in the folder:
- G:\radiology\MAMMO\Medical Equipment and Engineering\Handover sheets.
- Dependent on the work undertaken, a member of the Medical Physics team may be required to carry out tests following this work.