

# Your two week wait GP urgent referral appointment

Your GP has referred you to see a specialist because they are concerned that you might have cancer.

9 out of 10 people referred to the hospital in this way **do not** have cancer, however for the small number of people who do, seeing a specialist quickly can mean the cancer is diagnosed early and is more likely to be treated successfully.

This information outlines what to expect during this process and where to direct questions you may have.

**It is very important to attend any appointments you receive**

## What happens next?

If your GP hasn't given you a date, the hospital will contact you by telephone or letter to arrange an appointment. If you have not been contacted by the hospital within **2 working days** of seeing your GP please contact the Hospital Appointments booking team on: 0300 303 5923.

## What will happen at my hospital appointment?

The purpose of this appointment is to carry out further investigations and tests to rule out a serious condition. Depending on your symptoms, you may have tests done by a specialist on the same day as your appointment (called a One Stop Clinic or Straight to Test appointment) or you may have a separate hospital appointment before you see the specialist.

You may also be asked to come back for tests on a different day after your initial appointment. Once the initial round of testing has been completed, your specialist will do one of the following:

- Give you the all clear and refer you back to the care of your GP
- Recommend you for further testing
- Diagnose that you have cancer

Government guidelines say that you should have attended your first appointment within **14 days** of your initial GP referral and that you should have received one of the above outcomes within **28 days** of your initial GP referral. If you feel that your appointments are **not meeting these timelines** please discuss this with a member of your hospital team.

**It may be helpful for you to record the date that you were first seen and take note of subsequent target dates:**

Date your GP referred you to hospital: \_\_\_\_\_

Date of first appointment: \_\_\_\_\_

Date of diagnosis: \_\_\_\_\_

### **Preparing for your appointment**

Please follow the instructions on your appointment letter or discussed on the telephone. If you are having any tests this will include information about how to prepare for them.

You are welcome to bring a family member or friend with you to your appointment, as it may be helpful if you have concerns about understanding what the medical team discusses with you.

It will be helpful for the medical staff if you could write down the symptoms you have been having and any questions that you may have before your appointment. Please also bring a list of any medication you are taking.

**My symptoms are:**

**Questions I would like to ask:**

## Assistance

Please let the hospital know if you have any assistance needs. You can do this by calling the contact number on the letter you receive or discussing this on the telephone. Even if you have made your GP aware of your needs, it is important to confirm the hospital is aware too.

If you require a translator you can arrange this by calling PALS (Patient Advice and Liaison Service) on 01923 217198

If you require ambulance transport you can arrange this by calling the Non-emergency patient transport booking line on 03456 051 208/9

## Who can I contact?

If you have any questions or concerns about this referral please call your GP surgery and speak to the Doctor who made the referral.

If you haven't heard from the hospital about an appointment within **2 working days** of the referral being made please contact the Hospital Appointment booking team on:

**0300 303 5923**

**It is very important to attend any appointments that you receive.** However, if you cannot attend an appointment offered please contact the hospital appointment booking team as soon as possible.

## Other support

The following organizations can offer information and support to you and your family at any point during this time.

### Cancer Research UK

[www.cancerresearchuk.org](http://www.cancerresearchuk.org)

CRUK Cancer Information Nurses: 0808 800 4040

### Macmillan Cancer Support

[www.macmillan.org.uk](http://www.macmillan.org.uk)

Macmillan Support Line:

0808 808 0000

### West Hertfordshire Hospital Trust Macmillan Information and Support Service

Watford General Hospital, Vicarage Road, Watford, Herts. WD18 0HB

[macmillancentre.whht@nhs.net](mailto:macmillancentre.whht@nhs.net) 01923 436326

**It is very important to attend any appointments you receive**

## **Additional Patient Information for Urgent Suspected Cancer Referrals during Coronavirus Outbreak (COVID-19)**

### **Coronavirus (COVID-19)**

Due to the coronavirus (COVID-19) outbreak, a cancer specialist will decide whether you need to come to the hospital for a diagnostic test or whether you should have a telephone assessment. Hospitals are only asking patients to visit a hospital if it is essential and there may be some slight delay in receiving an appointment. If you need to come to hospital for a diagnostic test, the hospital may arrange for you to be tested for COVID-19 and you may need to isolate for a period before attending the appointment.

**If you or members of your household are self-isolating or if you develop any symptoms of coronavirus after you have been referred (notably fever, cough or changes to the sense of smell or taste) you should tell your GP. You should also contact the hospital on the number issued to you by the hospital when your appointment is confirmed. The hospital will then provide you with guidance.**

### **At the time of referral ensure you tell your GP:**

- Your current email, home address and telephone number including a mobile number if you have one, so the hospital can contact you.
- If you are unable to have a telephone assessment within the next two weeks.
- If you have hearing difficulties or find talking on the telephone difficult

### **Any Questions?**

If you have any concerns or questions about your referral to hospital, please contact your GP surgery.

### **Useful links for further information about cancer during the corona virus pandemic**

<https://about-cancer.cancerresearchuk.org/about-cancer/cancer-in-general/coronavirus-and-cancer>

<https://www.macmillan.org.uk/coronavirus/worried-about-cancer>