

What will happen at my appointment?

In order to help your specialist understand the cause of your symptoms you may be required to undergo some tests. Depending on the nature of your symptoms these tests may be required at different stages. You may be required to have these tests either:

- Before you see your specialist
- During your first appointment with the specialist
- Or the specialist may refer you for these tests following your first appointment

Details on what will happen at your first appointment, and any tests you might need, will usually be sent with your appointment letter. If you do not receive this information or have any further questions please contact your GP.

You may find it useful to write down any questions you want to ask during your appointment. The specialist team will give you a lot of information and many people find it useful to take a friend or relative along with them and you are very welcome to do so.

It is important to remember that even though you are being referred urgently, this DOES NOT necessarily mean that you have cancer.



Produced by:

Newcastle Gateshead Clinical Commissioning Group
and Gateshead Health NHS Foundation Trust

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Urgent Two-Week Referral



For your GP to complete:

My NHS Number is:

I saw my GP on:

The speciality I am being referred to is:
.....

The latest date I should expect to be seen
by a specialist is:

If I have not received a hospital
appointment by:

I should contact the hospital on:

0191 445 2995

For you to complete:

(When your appointment has been agreed
with the hospital)

My hospital appointment is:

Date: Time:

Consultant:

Where:

Urgent Two-Week Referrals - your questions answered



What does it mean to be urgently referred?

An urgent two-week referral means that you will be offered an appointment with a hospital specialist within two weeks of your General Practitioner (GP) making the referral.

As of April 1st 2010 you have a legal right to be seen by a specialist within this time. If this is not possible, the NHS must do everything they can to find you an appropriate alternative appointment but you will need to ask them to do this for you. If you are not offered an appointment within two weeks of seeing your GP please contact the hospital you have been referred to using the number on the front of this leaflet.

More information can be found in the NHS Constitution leaflet entitled '*Your right: urgent two-week referral*' which your GP will have given to you.

Why am I being urgently referred?

Your GP feels that you have symptoms that require investigation by a hospital specialist as soon as possible. This is so that your illness can be diagnosed and treated quickly and effectively.

Whilst this does include the possibility of cancer, the majority of people referred in this way do not have cancer. The signs and symptoms you have may be caused by a number of common conditions but it is important for you to be seen quickly in order to fully investigate your condition.

How do I make my appointment?

Your GP can now directly book your appointment at Gateshead Health NHS Foundation Trust via the Choose & Book system. In the majority of cases this means you will be able to leave your GP practice with a date and time that you have agreed, immediately following your GP visit. We will then send you a letter confirming your appointment detailing which department to attend and what to expect on your visit to the hospital.

Alternatively, your GP can fax your referral to the Trust. If your GP chooses this option we will contact you directly to discuss and agree an appointment with you, therefore it is important we have up to date telephone contact details for you.

If you have not heard from us within three working days of your visit to you GP please contact the Trust Appointments Office on **0191 445 2995**.

How do I get to hospital?

If you cannot use public transport, drive or arrange your own transport you may be able to use the ambulance service. Please contact ERS medical on **0191 301 7687** to find out if you are eligible or make a booking.

What if I cannot make the appointment I am offered?

Your GP believes that your symptoms need to be investigated as soon as possible so it is important that you are flexible when arranging this appointment and make every effort to attend the appointment you are given.

However, if you cannot make the appointment you are given, please contact the hospital as soon as possible using the number on the front of this leaflet so an alternative can be arranged.

If you cancel an arranged appointment or do not attend your appointment, your hospital will do their best to ensure you are seen as soon as possible, but you will no longer be covered by your right to be seen by a specialist within two weeks as described in the NHS Constitution.