

What will happen at my appointment?

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 need to have tests:

- before you see your specialist
- during your first appointment with the specialist

The specialist may refer you for these tests after 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 often give people a lot of information during their appointment and therefore many people find it useful to take a friend or relative along with them. You are very welcome to take someone with you to your appointment.

University Hospital of North Tees
Hardwick
Stockton on Tees
TS19 8PE

University Hospital of Hartlepool
Holdforth Road
Hartlepool
TS24 9AH

For general enquiries

01642 383299

Office hours

Monday – Friday 8.30am – 5pm
(Excluding bank holidays)

It is important to remember that, even though you are being referred urgently, this does not mean that you have cancer.

Please make sure you keep your appointment so we can find out more about your symptoms, rule out cancer or start your treatment as quickly as possible if we do find cancer.



Urgent Two-Week Referral

For your GP to complete:

My NHS Number is: _____

My GP 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:

There is no need for you to phone the hospital.

The hospital will contact you in the next two working days to arrange your appointment.

For you to complete:

(When your appointment has been agreed with the hospital)

My hospital appointment is:

Date: _____

Time: _____

Consultant: _____

Where: _____

**It is very important to attend
this appointment**

Urgent two week referrals — *your questions answered*

What does it mean to be urgently referred?

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

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 your GP who can advise you who to contact at the hospital.

You can find out more in the NHS Constitution leaflet called *Your right: urgent two-week referral* which your GP can give 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 to fully investigate your condition.

How do I make my appointment?

You do not need to do anything. The hospital will ring you with an appointment within two working days of being referred. This allows time for your GP to send your details to the hospital.

If you do not hear from the hospital after two working days of seeing your GP, please call 01642 383299.

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(Excluding bank holidays)

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 the Transport Information Service on 0345 045 0160 if ambulance transport is required.

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 offered.** However, if you cannot make the appointment you are given, please contact the hospital as soon as possible using the number on the back 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 stated in the NHS Constitution.