

Patient Information for Urgent Referrals to Hospital

This information sheet answers questions about why your GP has referred you to hospital and what you need to do.

Why have I been referred urgently to hospital?

You have been referred urgently to a specialist because your GP feels your symptoms need further investigation. You can expect to be seen quickly to find out what is wrong with you.

Does this mean I have cancer?

Nine out of ten 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 that the cancer is diagnosed early, and is more likely to be treated successfully.

It is very important that you attend any appointments that you receive

What happens next?

If your GP hasn't given you a date for an appointment, the hospital will contact you by telephone or letter to arrange an appointment. If you haven't heard from the hospital within **5 working days** of seeing your GP, please contact the Hospital Appointment Booking Team on: **0300 303 5923** or by emailing westherts.appointments@nhs.net

What does my GP need to know?

- Make sure your GP has your correct address and telephone number including a mobile number, if you have one, as the hospital may contact you via telephone.
- Tell your GP if you are unable to have a telephone assessment or attend an appointment within the next two weeks.
- Let your GP know if you have hearing difficulties or find talking on the telephone difficult.

What will happen at my hospital appointment?

The purpose of the appointment is to carry out further investigations and tests to rule out a serious condition. Depending on your symptoms, you may experience one of the following:

- Be seen by a specialist and have tests on the same day as your appointment. This is called a One Stop Clinic
- Have a test organised before you have contact with the specialist team. This is called a Straight to Test appointment
- See a specialist and then have further tests booked.

You will be told in advance if you will need to have any tests during your appointment. Please ensure you follow any instructions given to you in advance.

What if I have assistance needs?

Please tell the hospital if you have any assistance needs before your appointment. Even if you have told your GP about your needs, it is important to ensure the hospital knows too.

- If you need a translator, you can arrange one by calling PALS (Patient Advice and Liaison Service) on **01923 217198**
- If you need ambulance transport, you can arrange it by calling the non-emergency patient transport booking line on **03456 051 208/9**

Can I bring a friend or family member with me to the appointment?

You are welcome to bring a friend or family member with you, as it may help if you have concerns about understanding what the medical team will discuss with you.

Who can I contact?

If you have a question or concern about this referral, please call your GP surgery and speak to a member of the team.

If you haven't heard from the hospital about an appointment within **5 working days** of seeing your GP, please contact the Hospital Appointment Booking Team **by telephoning: 0300 303 5923 or by emailing westherts.appointments@nhs.net**.

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 **by telephoning: 0300 303 5923**

Where can I get more help?

West Hertfordshire Teaching Hospitals Trust, Macmillan Information and Support Service

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

Email: macmillancentre.whht@nhs.net

Telephone: 01923 436326.

Cancer Research UK

<https://www.cancerresearchuk.org/>

Macmillan Cancer Support

<https://www.macmillan.org.uk/information-and-support>.