

# Important Information for patients about your **'Two Week Wait'** Referral

**Your GP feels your symptoms or recent test results require further investigation to rule out cancer or serious disease.**

**Whilst your symptoms may indicate that you have cancer, the majority of patients referred under the two week wait appointment scheme will not have cancer.**

## What is a 'Two Week Wait' referral?

A 'Two Week Wait' referral is a request from your GP to ask the hospital for an urgent specialist review and/or investigation/test. GPs can diagnose and treat most symptoms and illnesses themselves, however on some occasions, review and/or assessment by a specialist is required.

## Should I be concerned?

It is appreciated that this is a worrying time for you, but hopefully you will be reassured that your GP is taking your symptoms seriously. Whilst your symptoms may indicate you have cancer, the majority of patients referred on a two week wait pathway will not.

It is however essential that you take your referral seriously as conditions such as cancer, if detected early, can be treated more effectively.

## So, what happens next?

Your GP will have made a two week wait referral to Wye Valley NHS Trust.

**You now need to telephone the Referral Management Centre at Hereford County Hospital on (01432) 383100 and select Option 1 to book your appointment.**

To avoid unnecessary delay in managing your referral, please ensure the following:

- Your GP has your correct contact details including home address and preferred contact number such as mobile telephone number.
- You are available over the **next 14-days** to accommodate telephone consultations, appointments and/or investigations/tests.

## Making the most of your specialist appointment

Before your specialist assessment you may find it helpful to consider and write down on a piece of paper the following:

- What symptoms you have – how long have you had them, is there any pattern associated with them.
- Anything you are particularly worried about, which you may want to discuss with the specialist.
- Any other questions you would like to have answered during your assessment such as what happens next, what are my options?



## It's Your Health and Your Conversation, so.....

- It's okay to ask your specialist to explain things differently, explain things again, or to write down information.
- It's okay to ask questions to make sure that you fully understand the benefits and risks of any next steps the specialist recommends.
- It's okay to ask for details of who to contact if you have any further questions after you leave.
- It's okay to ask for more information such as leaflets, websites etc.

## Due to Covid-19 things are being done a little differently.

Due to the Covid-19 pandemic we are doing things differently. The Trust has worked hard to ensure systems are in place to maintain a safe environment for patients and staff. If you are required to attend the hospital for an appointment please:

- Do not arrive more than 15 minutes early for your appointment and do not bring anyone else with you unless it is absolutely necessary.
- Wear a face covering at all times, a surgical mask may be provided for you upon entry to the hospital or clinic (unless you are exempt from wearing a face covering/mask).
- Follow the one-way foot-traffic systems as outlined throughout the hospital/clinic and ensure that you observe social distancing guidelines in waiting areas.

**Please do not** enter a hospital or clinic building if any of the following apply to you:

- You have any of the symptoms of Covid-19; or
- You have had a positive test result within the last 10 days; or
- You have recently come into close contact with someone who has symptoms or has tested positive for Covid-19.

If this is the case, please contact the hospital to rearrange your appointment.



## **How to provide feedback**

Our aim is to provide a quality of care we would want for ourselves, our families and friends. If there was anything that we could have done please let us know via the department/ward staff or the patient experience team available Monday to Friday, 8.30am to 5pm, on 01432 372986 or email [PALs@wvt.nhs.uk](mailto:PALs@wvt.nhs.uk)

This leaflet is available in large print, Braille, Audio tape or other languages upon request. Please contact patient experience team on the above telephone number.

## **Would you recommend our service to your Friends and Family?**

Our staff members are required to ask you if you would recommend our service to family and friends. Your feedback will help us to improve the care and treatment we provide.

