

Important Information about your Urgent 'Two Week Wait' Referral to Hospital



- 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 do not.

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

Due to the Covid-19 pandemic we are doing things differently to keep you and our staff safe. We have worked hard during this year to put systems in place to ensure you can receive treatment whilst at the same time being assured that we have a safe environment.

When you attend your 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 one-way foot-traffic systems as outlined throughout the hospital/clinic and ensure that you observe social distancing guidelines in waiting areas.

Hospital and clinic staff will be wearing PPE, this is to ensure their own safety as well as yours. **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.

Information for Patients and Carers

Introduction:

This leaflet is to give you general information about your urgent 'Two Week Wait' referral to hospital. You have been referred on the two week wait pathway because your General Practitioner (GP) feels your symptoms require further investigations to rule out cancer or serious disease.

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'. GP's 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. Please wait 24 hours and then telephone the Referral Management Centre at Hereford County Hospital to book your appointment on (01432) 383100 – Select Option 1.

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.

The following section of the leaflet provides additional detail around the two week wait pathway you have been referred on and what to expect.

Upper Gastric 2 week wait referral

What symptoms might need a 'two week wait' appointment?

- Difficulty swallowing.
- Heartburn/Indigestion (pain in your abdomen)
- Continuous tiredness and/or unexplained weight loss.
- Jaundice (Yellowing of the skin)

What happens next?

You will either be seen in a clinic so the doctor can assess what tests you need or you get an appointment for one of the following tests

- OGD (oesophageal gastric duodenoscopy).
- CT scan:
- ERCP (Endoscopic Retrograde Cholangio- Pancreatography)
- Ultrasound

What are they?

OGD – A thin flexible telescope with a camera on the end is passed through your mouth and into your stomach pictures can then be seen on a TV screen. Small samples of tissue may be taken but you will not feel this. You will be given a local anaesthetic to numb your throat and possibly a sedative. If you are sedated you will need someone to accompany you home after and to stay with you. You will need to fast for 6 hours before the appointment, sips of water only, so that your stomach is empty and can be easily examined. If you are a diabetic you will need to contact your GP for advice. The examination will take about 5 minutes but you will need to remain in the department for an hour if you have had sedation

CT – A scan which uses x-rays and a computer to create detailed images of the inside of the body. You may be given a special dye to improve the quality of the images. This may be swallowed, passed into your bottom (enema) or injected.

ERCP- like an OGD a tube is passed through your mouth into your stomach and then onto the tubes that connect your stomach and pancreas. You will have needed to fast for 6 hours before your appointment. You will be sedated for this procedure so you will need an escort to take you home and stay with you for 12 hours after the procedure. A dye is then injected which will show up on an x-ray, if a blockage is seen in the pancreatic or bile ducts a small tube may be placed in the duct which will help reduce the jaundice. A small brush may be used to collect some cells to test for cancer. The procedure will take up to 3 hours.

Ultrasound- This is a scan of your stomach using sound waves. The operator will put some Gel on your stomach and a hand held probe will be moved over your skin while viewing images on a TV screen. You can't have anything to eat for 6 hours before your appointment but you can drink clear fluids (not fizzy drinks). The scan will take 10-20 minutes

What happens if I miss my appointment?

If you become unable to attend the appointments made for you please let the booking team know as soon as possible so we can arrange another appointment as soon as possible.

The booking team will attempt to contact you to make another appointment. Methods of communication will include telephone-calls; texts and as a last resort, letters.

Useful information

Endoscopy number

Radiology number

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