

Why have I been referred urgently to the hospital?

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Your General Practitioner (GP) or dentist has asked for you to have an urgent hospital appointment within two weeks. Depending on your symptoms, this appointment may be to attend an outpatient clinic, a diagnostic test (such as an x-ray or endoscopy) or a combination of the two.

The two week appointment system was introduced so that any patient with symptoms that might indicate cancer, or a serious condition such as cancer, could be seen by a specialist as quickly as possible.

Attending this appointment within two weeks is vitally important and will allow you to benefit from:

- An early diagnosis and earlier access to treatment, which is shown to improve health outcomes or, (help people to live longer with their cancer).
- In most cases, early reassurance that cancer has not been diagnosed

Does this mean I have cancer?

Many of the patients referred under the two week appointment system do not have cancer but may have another condition requiring hospital diagnosis and treatment.

There are national referral guidelines for your GP or dentist to use when making a decision about whether it is appropriate to refer you for an appointment within two weeks.

What symptoms might need an urgent referral?

- A lump that does not go away
- A change in size, shape or colour of a mole
- Abnormal bleeding
- A change in bowel or bladder habits (including increased frequency or bleeding)
- Persistent tiredness and/or unexplained weight loss.

Will I need any tests?

You may require specialised tests. These may take place either before or during your first hospital appointment, or may be organised for a later date. This will help the specialist understand the cause of your symptoms.

What do I need to do now?

- Please take the **earliest** appointment offered to you. This includes your first appointment and **any further tests or investigations**. This helps us develop a treatment plan more quickly.
- Make sure your GP has your correct address and telephone number, including mobile number as you will be telephoned by the appointments team.
- If you **do not have** a confirmed appointment within one week of seeing you GP or dentist, contact the Two Week Wait Coordinator using the telephone number on this leaflet.

- **Please try not to cancel your appointment. Let the hospital know immediately if you are unable to attend your appointment**, so the time can be offered to someone else. It is **really important** that you arrange an alternative date and time as soon as possible if cancelling.
- Please feel free to bring someone with you to this appointment. They can come in with you to see the Doctor if you wish.
- If you require an interpreter, please inform the Trust in advance. Please call the Patient Advice and Liaison Service (PALS) using the number on this leaflet.
- At the end of your hospital appointment you will be given more information about what will happen next. This may include contact details of a specialist nurse.
- If you are driving to your appointment, please note you need to pay to park (Pay on exit).

Contact Details

<p>Conquest Hospital Two Week Wait Co-ordinator East Sussex Healthcare NHS Trust Conquest Hospital The Ridge St Leonards on Sea East Sussex, TN37 7RD</p> <p>Tel: (01424) 755255 Ext: 7060 (Monday to Friday - 9.00am to 5.00pm)</p>	<p>Eastbourne DGH Two Week Wait Co-ordinator East Sussex Healthcare NHS Trust Eastbourne District General Hospital Kings Drive Eastbourne East Sussex, BN21 2UD</p> <p>Tel: (01323) 417400 Ext: 4941 (Monday to Friday - 8:45am to 5:00pm)</p>
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It is important to attend your urgent appointment within two weeks, because early diagnosis and early access to treatment are shown to improve health outcomes.

Remember that being referred to the specialist does not necessarily mean you have cancer.

Your comments

We are always interested to hear your views about our leaflets. If you have any comments please contact our Patient Advice and Liaison Service (PALS) – details below.

Hand hygiene

The trust is committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after entering.

Other formats

This information is available in alternative formats such as large print or electronically on request. Interpreters can also be booked. Please contact the Patient Advice and Liaison Service (PALS) offices, found in the main reception areas:

Conquest Hospital

Email: esh-tr.palsh@nhs.net -Telephone: **01424 758090**

Eastbourne District General Hospital

Email: esh-tr.palse@nhs.net -Telephone: **01323 435886**

After reading this information are there any questions you would like to ask? Please list below and ask your nurse or doctor.

Reference

Written by: ESHT Cancer Services Team. Adapted from Cambridge NHS Trust's leaflet of the same name. The following clinicians have been consulted and agreed this patient information: Dr David Sallomi, Cancer Lead Clinician; Dr Rob Deery, GP, Eastbourne, Hailsham and Seaford CCG; Dr Mathew Thomas, GP Cancer Lead, Hastings and Rother CCG; all clinicians on the groups outlined below.

The groups that have agreed this patient information leaflet: Planned Care Network, Cancer PTL Meeting, Cancer Services Partnership Board, Cancer Services User Group, Hastings & Rother GP Cancer Education Day

Review by: October 2021
Responsible clinician/author: Dee Daly; Lead Cancer Manager