

2 week 'Fast Track' Referral – Patient Information Leaflet

What is a 2 week 'Fast Track' Referral?

Your doctor/dentist feels you have symptoms that may be caused by cancer. It is really important that you are seen by a specialist and/or have diagnostic tests within 2 weeks so your symptoms can be diagnosed and treated quickly and effectively.

Remember: A referral does not mean you have cancer. The symptoms you have could be caused by a number of common conditions. More than 9 out of 10 people referred in this way are not diagnosed with cancer.

What happens now?

- Make sure that your doctor/dentist has your most up to date contact details.
- Your 'Fast Track' appointment date/time will either be given to you by your doctor/dentist, or you will be contacted by telephone, by the Fast Track Referral team at the hospital. (Please note that the hospital contact may appear on your phone as an unknown caller, or with no caller information).
- If you have not been contacted by the hospital within 3 days of the original appointment with your doctor/dentist, please call the hospital directly on the telephone number on the bottom of this leaflet.
- You may need to attend for several appointments over a 2-4-week period. It is important that you make every effort to attend all your appointments, at the days and times offered, so that we can sort out your problem as quickly as possible.
- If you are unable to attend, please call the hospital immediately on the number below to arrange another appointment. Your first hospital appointment may include diagnostic tests and you may be at the hospital for a while. Discussions with hospital specialists may be 'face to face' or via telephone. (Please inform the Fast Track Referral team if you are unable to manage a telephone call). The hospital may also arrange a 'video' call. Telephone/video calls will allow a family member, friend or carer to be included.
- Worrying is normal during a cancer referral. However, if you would like further advice and support about your anxiety, please contact Wellbeing Suffolk on 0300 1231503. www.wellbeingnands.co.uk

COVID-19. Unfortunately, due to Covid-19 restrictions, the hospital may be restricting the number of visitors and it may not always be possible to bring someone with you. Please check when you book your appointment. However, if you are not able to attend alone, please remember that only one person should accompany you.

When you come to the hospital please:-

- Wear a face covering (please supply your own) when you come to our hospitals to visit or for an outpatient appointment.
- Make sure you observe social distancing at all times and wash/sanitise your hands.
- Please do not linger in shops or communal areas.

Your safety and the safety of NHS staff is very important. If you develop symptoms of COVID-19 including fever, new persistent cough and/or loss or change of sense of smell whilst awaiting your appointment, or if you need to self-isolate because a family member is unwell, please contact the hospital (0300 303 5230) to let them know. Do not go to the hospital or your appointment without speaking to them first.

For more information about cancer support and urgent 'Fast Track' referrals:
Cancer Research UK www.cruk.org/urgentreferrals – 0808 800 4040
Macmillan Cancer Support www.macmillan.org.uk – 0808 808 0000
The John le Vay Cancer Support and Information Centre, Ipswich Hospital: 01473 715748

If you have any queries regarding your 'Fast Track' appointment, please telephone the hospital on 0300 303 5230, Monday to Friday 8am to 5pm, excluding bank holidays.