

➤ Dear colleague

Launch of the new **FAST TRACK REFERRAL HUB** (2ww booking service) for all patients referred to **Ipswich hospital** on a cancer pathway

From the **1st December 2020** Ipswich Hospital will have a designated team registering and booking appointments for patients referred in on a cancer pathway. We have been very lucky in that our excellent team in the Contact Centre have been providing this service for us for the past few years but now, using funding allocated for ICS Cancer Transformation projects, we have been able to recruit our own booking team and take back the function 'in house' within Cancer Services.

What this means for:

GP's, Dentist and Ophthalmologists

-There will be no changes at this time in the way that you refer your patients to us but **please note** there is a new email address : **esneft.ipswich2ww@nhs.net**

-A new direct dial telephone number for any queries that you may have regarding 2ww referrals made. Telephone enquiries: **0300 303 5230**

-A link to a new patient leaflet that explains the referrals process – A 'What happens next' information sheet that has been written by our Cancer Service User Group – Valuable information written from a patient perspective. Link that can be printed or sent by SMS or email. Link contains the telephone contact number for patients

Our patients:

-A dedicated service for the booking of all referrals for patients referred in on a cancer pathway

-A new number to call if they have not had any contact from the Fast Track Referrals team with 3 days of their GP/Dental appointment

-A new patient leaflet that can be sent electronically from the GP surgery (or hard copy for f2f appointments) that explains 'What happens next' following the GP (dentist or ophthalmologist) FAST TRACK (2ww) referral. Valuable information written from a patient perspective. Link that can be printed or sent by SMS or email. Link contains the telephone contact number

Our Secondary Care Clinical and Operational teams:

-Dedicated team to register and book referrals.

-Refined escalation process, so where capacity is not available within 7 days to ensure patients are booked asap.

-Co-ordination of STT triage

-Updated process for rebooking cancellations and DNA's that will minimise any further delays

Colchester hospital:

Colchester has had a dedicated 2ww booking service for 6 years. It works very well and it was always the intention the Colchester and Ipswich sites would have mirrored wherever possible. This is particularly important in cancer where time is of the essence.

To ensure that both hubs are recognised as providing the same service, Colchester Cancer Hub will also be changing its name to FAST TRACK REFERRAL HUB from 1st

