

## Information Explaining the Urgent Two Week Wait Referral System

### Why have I been referred to hospital?

Your General Practitioner (GP) 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, CT / MRI scan or endoscopy) or a combination of these tests.

The two week appointment system was introduced so that any patient with symptoms that might indicate cancer, or patients who have breast symptoms where cancer is not suspected, will be seen by a specialist as quickly as possible.

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

- In most cases, early reassurance that cancer has not been diagnosed or
- An early diagnosis and earlier access to treatment which is shown to improve health outcomes.

### Does this mean I have cancer?

No, not necessarily. The majority of patients referred under the two week appointment system do not have cancer but may have another condition requiring hospital diagnosis and treatment.

### 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 and, in most cases, exclude cancer.
- Your appointment could be at the Royal Shrewsbury Hospital, the Princess Royal Hospital in Telford, Bridgnorth Hospital (for urology clinics) or even in a community setting within Shropshire or Telford.
- Make sure your GP has your correct address and telephone number, including mobile number.
- If you **do not have** a confirmed appointment within ONE WEEK of seeing your GP or dentist, contact the Two Week Wait Booking Office using the telephone number below.

- **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. \* guidance may change during COVID.
- If you require an interpreter, please inform the Trust in advance. **Please call the Two Week Wait Booking Office** using the telephone number below.
- 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.

## Car Parking

- If you are driving to your appointment, please note you will need to pay to park. There is a tiered charging structure offering a range of rates for different lengths of stay to be paid on exit. The tariffs include free parking for up to 20 minutes.
- Once your visit is complete, you can pay for your parking at one of the on-site machines using cash, debit or credit card.
- You can also pay online after you get home from your hospital visit by logging on to [www.sathparking.co.uk](http://www.sathparking.co.uk). You must log on to pay by midnight on the day of your departure from the hospital site.
- Our hospitals can be very busy so please allow plenty of time to park before your appointment.
- The car parks are managed on our behalf by CP Plus. Please talk to the CP Plus car parking attendants if you are having difficulty finding a space.

## Contact Details

The Shrewsbury and Telford Hospital NHS Trust  
 Two Week Wait Booking Team  
**Tel: (01743) 261663**  
 (Monday-Friday 8:00hrs -17.00hrs)

**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 a specialist does not necessarily mean you have cancer.**

## Your Comments

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

PALS will act on your behalf when handling patient and family concerns. They can also help you get support from other local or national agencies. PALS is a confidential service.

**Royal Shrewsbury Hospital, Tel: 01743 261691**

**Princess Royal Hospital, Tel: 01952 282888**