

## How do I get to hospital?

If you cannot use public transport, drive or arrange your own transport, you may be able to use the ambulance service. NHS Tees patients should contact the Transport Information Service on 0345 045 0160. NHS County Durham and Darlington or NHS North Yorkshire and York patients should contact your GP Practice.

## What if I cannot make the appointment I am offered?

Your GP/Nurse Practitioner believes that your symptoms need to be investigated urgently so it is important that you are flexible when arranging this appointment and make every effort to attend the appointment you are given.

If you have any planned holidays during the 14 days from the date of your referral or are aware of anything that may prevent you from attending your appointment then you must inform your GP practice without delay to ensure that future hospital appointments can be appropriately arranged.

If you cancel an arranged appointment or do not attend your appointment, your hospital will do their best to ensure you are seen as soon as possible, but you will no longer be covered by your right to be seen by a specialist within two weeks as described in the NHS Constitution.

**The James Cook University Hospital**  
Marton Road  
Middlesbrough TS4 3BW  
**01642 282853/ 01642 854973**  
(Between 08:30am – 5pm Mon-Fri)

**The Friarage Hospital**  
Bullamoor Road,  
Northallerton, DL6 1JG  
**01642 282853/01642 854973**  
(Between 08:30am – 5pm Mon-Fri)

**It is important to remember that even though you are being referred urgently, this DOES NOT necessarily mean that you have cancer.**

Improving cancer care in the South Tees area.



## Urgent Two-Week Referral

You should leave the GP Practice today with confirmation of a provisionally booked appointment. If this is the case:

My hospital appointment is:

Date:

Time:

Consultant:

Where:

The specialty I am being referred to is:

My NHS Number:

I saw my GP/  
Nurse Practitioner on:

For your GP/ Nurse Practitioner to complete; in the even that there are no appointments available for the service you require:

The latest date I should expect to be seen by a specialist is:

If I have not received a hospital appointment by

I should contact the hospital team on:  
**01642 282853 or 01642 854973**

# Urgent two-week referrals – your questions answered

## Why am I being urgently referred?

Your GP/Nurse Practitioner feels that you have symptoms that require investigation by a hospital specialist as soon as possible. This is so that your illness can be diagnosed and treated quickly and effectively.

There is a small possibility that you may have cancer which is why it is important you are seen urgently. Most people referred in this way do not have cancer. The signs and symptoms you have may be caused by a number of common conditions but it is important for you to be seen quickly in order to fully investigate your condition.

## What does it mean to be urgently referred?

An urgent two-week referral means that you will be offered an appointment with a hospital specialist within two weeks of your General Practitioner (GP)/Nurse Practitioner making the referral.

As of 1 April, 2010 you have a legal right to be seen by a specialist within this time. If this is not possible, the NHS must do everything they can to find you an appropriate alternative appointment but you will need to ask them to do this for you. If you are not offered an appointment within two weeks of seeing your GP/Nurse

Practitioner please contact the hospital you have been referred to using the number on the front of this leaflet.

More information can be found in the NHS Constitution leaflet entitled '**Your right: urgent two-week Referral**' which your GP/Nurse Practitioner will have given to you.

## How do I make my appointment?

Your GP Practice will offer you a choice of available appointment dates/times for the service that you require before you leave the Practice today.

## You should leave the GP Practice with confirmation of a booked appointment.

In the event that there are no appointments available, please ensure that you have provided your GP Practice with a telephone number on which you can be contacted. The hospital will then contact you within 48 hours.

## What will happen at my appointment?

In order to help your specialist understand the cause of your symptoms you may be required to undergo some tests.

Depending on the nature of your symptoms these tests may be required at different stages. You may be required to have these tests:

- before you see your specialist
- during your first appointment with the specialist
- the specialist may refer you for these tests following your first appointment.

Details on what will happen at your first appointment, and any tests you might need, will usually be sent with your appointment letter. If you do not receive this information or have any further questions please contact your GP practice.

You may find it useful to write down any questions you want to ask during your appointment.

The specialist team often give people a lot of information during their appointment and therefore many people find it useful to take a friend or relative along with them. You are very welcome to take someone with you to your appointment.