

# Understanding Your Urgent Fast Track Referral

## Why Do I Need a Fast Track Appointment?

Your Primary Care Clinician has decided that you need a fast track referral for further investigation of your symptoms.

Your symptoms can be caused by a number of conditions which may include cancer, so it is important for you to be seen quickly. The earlier that cancer is found the higher the chance of successful treatment.

## Remember...

It is important to remember that even though you have been referred for a fast track investigation, this does not necessarily mean you have cancer. The majority of people who are sent for a fast track appointment do not have cancer.

Your GP has requested that you are seen quickly. Please make every effort to be flexible and attend the appointment the hospital arranges with you.

## What will happen next?

- Your GP will now send the details of your symptoms to the hospital. Please ensure that your GP surgery has your correct daytime telephone number (landline or mobile)
- The hospital should contact you within five working days with an appointment. The appointment might be for a test (e.g. a scan) or it might be to see a secondary care clinician. You can expect to receive a telephone call or a mobile message from booking staff at the hospital to arrange your appointment.
- If you are not contacted within five working days, please phone the hospital you have been referred to and speak to someone at the fast track appointment office.

| Contact Details  | Referred to |
|--|-------------|
| <b>North Bristol Trust: Southmead Hospital</b><br>2WW fast track team on 0117 414 0538   |             |
| <b>University Hospitals Bristol and Weston: Bristol sites</b><br>Referrals for skin lesions: 0117 342 3277.<br>All other referrals: 0117 342 7641, 0117 342 7642, 0117 342 7643, 0117 342 7644.<br>If you reach an answer phone please leave a short message with your name, date of birth and telephone number. |             |
| <b>University Hospitals Bristol and Weston: Weston General Hospital</b><br>2WW fast track team on 01934 647227   |             |

- It is helpful to tell anyone you live with that you are expecting a call. Hospital staff will not be allowed to talk to anyone else about your appointment unless you have given us permission so your family will need to pass any calls from the hospital on to you.
- You should also receive a letter about your appointment date and time, so don't worry if you are unable to take the call. Based on the information given by your doctor, the appointment will either be for you to see a specialist in the outpatient department, or to go for some tests, or both whichever is the most appropriate for you.
- *You are welcome to take a family member or friend to any hospital appointment.*

### What will happen at the hospital?

Your appointment will either be for a consultation or a diagnostic test, whichever one is most appropriate to assess you in the safest and fastest way. If it is for a diagnostic test you will be sent details about what to expect and any preparation required, you are welcome to bring someone along with you to the appointment. When you see the specialist for the first time you may want to ask these questions and make a note of the answers:

- Will I need any tests? If I do, what tests will I need?
- Will I need to stay in hospital?
- Should someone come with me to the tests?
- When will I find out the results of the tests?
- Who will let me know the results?
- What will happen next?

### Staying Well while waiting for Investigation

This can be a worrying time whilst you wait for investigations and possible treatment of cancer. You can **wait well** by following NHS advice about healthy living, including eating a balanced diet, exercise, quitting smoking and drinking less alcohol. Healthy changes start with little changes.

Follow this link for more support  
<https://www.nhs.uk/better-health/>

Follow this link to find support to be more active  
<https://www.nhs.uk/better-health/get-active/>

You can also find simple ways to lift your mood with Every Mind Matters  
<https://www.nhs.uk/every-mind-matters/>