

Rapid Diagnostic Cancer Clinic

This information sheet explains why your GP has referred you to hospital, what it means and what you need to do.

Why have I been referred urgently to hospital?

You have been referred urgently to the Rapid Diagnostic Cancer Clinic because your GP feels your symptoms need further investigation. Your symptoms could be linked to many common conditions, including cancer, and you will be seen quickly to find out what is wrong with you.

Does this mean I have cancer?

Having an urgent referral does not necessarily mean you have cancer. Most people referred do not have cancer. However, you have been referred because you need to see a specialist or need to have some investigations quickly to help to find out what is wrong with you. If you do have cancer, then ensuring that the diagnosis is made early means treatment is likely to be more effective.

If you are concerned about the reason for your referral, please contact the doctor who has referred you.

What will happen next?

Your GP practice will book an appointment for an initial consultation with a nurse or doctor at St George's to discuss your symptoms.

On the day of your initial appointment, it is very important that you attend at the specified time. Following this appointment, you will either have investigations (including blood tests/scans) at the hospital or you will be asked to attend a face-to-face appointment at the hospital with a specialist before, during or after you have any investigations.

We also aim to support your emotional wellbeing during your time within our service/clinic. Some individuals may benefit from an additional telephone conversation with our psychologist, and we may make recommendations to you and your GP for further emotional support.

What will happen at the face-to-face hospital appointment?

You will be informed of the location of the clinic before your appointment. Your face-to-face clinic appointment with a specialist will be either at St George's Hospital or Queen Mary's Hospital, Roehampton. This specialist may examine you and will discuss test results with you. You are welcome to bring one friend or family member with you. It may be helpful to

have that support if you have concerns about understanding what the medical team will discuss with you.

What should I do if I can't make an appointment?

If there is any problem with the dates or times of your appointments or tests, please call the Rapid Diagnostic Cancer Clinic team straightaway. We can then rearrange your appointment as quickly as possible and give your slot to another patient in the same situation as you.

What does your GP need to know?

Make sure your GP has your correct address and telephone number including a mobile number (if you have one) as some of your appointments may be on the telephone. Let your GP know if your phone blocks calls from unrecognised callers, as this will prevent the hospital contacting you. The hospital often calls from a "withheld number".

If you require a translator, please let your GP know and we will arrange this for you.

What happens after my hospital appointment?

If your test results point to a particular condition, we will refer you to a specialist in that area. You will usually be seen by them in a separate outpatient appointment.

If you are diagnosed with cancer, we will give you some information about it and refer you to a specialist cancer team. There are specialist cancer doctors and nurses at the clinic to support you and your family at this difficult time and explain about treatments.

Feedback

We always welcome your feedback. As this is a new service, we would like to know how you felt about the clinic. After your tests with us are complete we will send you a short questionnaire to ask you what you thought of the Rapid Diagnostics Cancer Clinic service. We would very much appreciate your views and comments, and these will be completely anonymous and will be treated in the strictest confidence. If you do not wish to give feedback, this will not affect your care in any way.

Contact us

If you have any questions or concerns about the Rapid Diagnostics Cancer Clinic, please contact the team on 020 8725 4221 (Monday to Friday, 9am to 5pm). Out of hours or at busy times, please leave a message and we will call you back. You can also email the team on stg.rdcc@stgeorges.nhs.uk

The Rapid Diagnostics Cancer Clinic is open 9am to 5pm Monday to Friday except on bank holidays.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you advice and information when you have comments or concerns about our services or care. You can contact the PALS team on the advisory telephone line Monday, Tuesday, Thursday and Friday from 2pm to 5pm.

A Walk-in service is available:

Monday, Tuesday and Thursday between 10am and 4pm

Friday between 10am and 2pm.

Please contact PALS in advance to check if there are any changes to opening times.

The Walk-in and Advisory telephone services are closed on Wednesdays.

PALS is based within the hospital in the ground floor main corridor between Grosvenor and Lanesborough Wing.

Tel: 020 8725 2453 **Email:** pals@stgeorges.nhs.uk

NHS UK

The NHS provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health. **Web:** www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. **Tel:** 111

AccessAble

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.

