

Urgent Referrals

Emergency Department

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

Introduction

This information leaflet explains why the Emergency Department has referred you for an urgent hospital appointment, what it means and what you need to do.

Why have I been referred urgently to hospital?

You have been referred urgently because it is felt that your symptoms need further investigation so you have been referred you to a specialist.

There are many common conditions that these symptoms could be linked to, including the possibility of cancer.

Because this referral is urgent, it means that you will be offered an appointment at hospital within two weeks.

Does this mean I have cancer?

Having an urgent referral does not necessarily mean you have cancer. Most people who have an urgent referral don't have cancer. However, you have been referred because you need to see a specialist or have some investigations quickly to help find out what is wrong with you.

An urgent referral helps ensure that a diagnosis is made early and treatment is likely to be more effective, this is why it is important that you are seen within 2 weeks of the referral being made.

What will happen next?

The hospital will send you an appointment either by letter within a few days or by telephone. Please ensure that you are available within the next two weeks to attend. If you have not heard anything within a week of referral please let the Fast Track Department know you haven't received an appointment yet.

Once you have been given your appointment it is very important that you attend, so that your care is not delayed. Please let the hospital know immediately if you are unable to keep your appointment. You will then need to arrange an alternative appointment.

If you do not attend your hospital appointment on two occasions, you will be referred back to your General Practitioner (GP).

Contact Details:

Fast Track Department: 01902 695222/23 (9am – 6pm Monday)

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowałiby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。