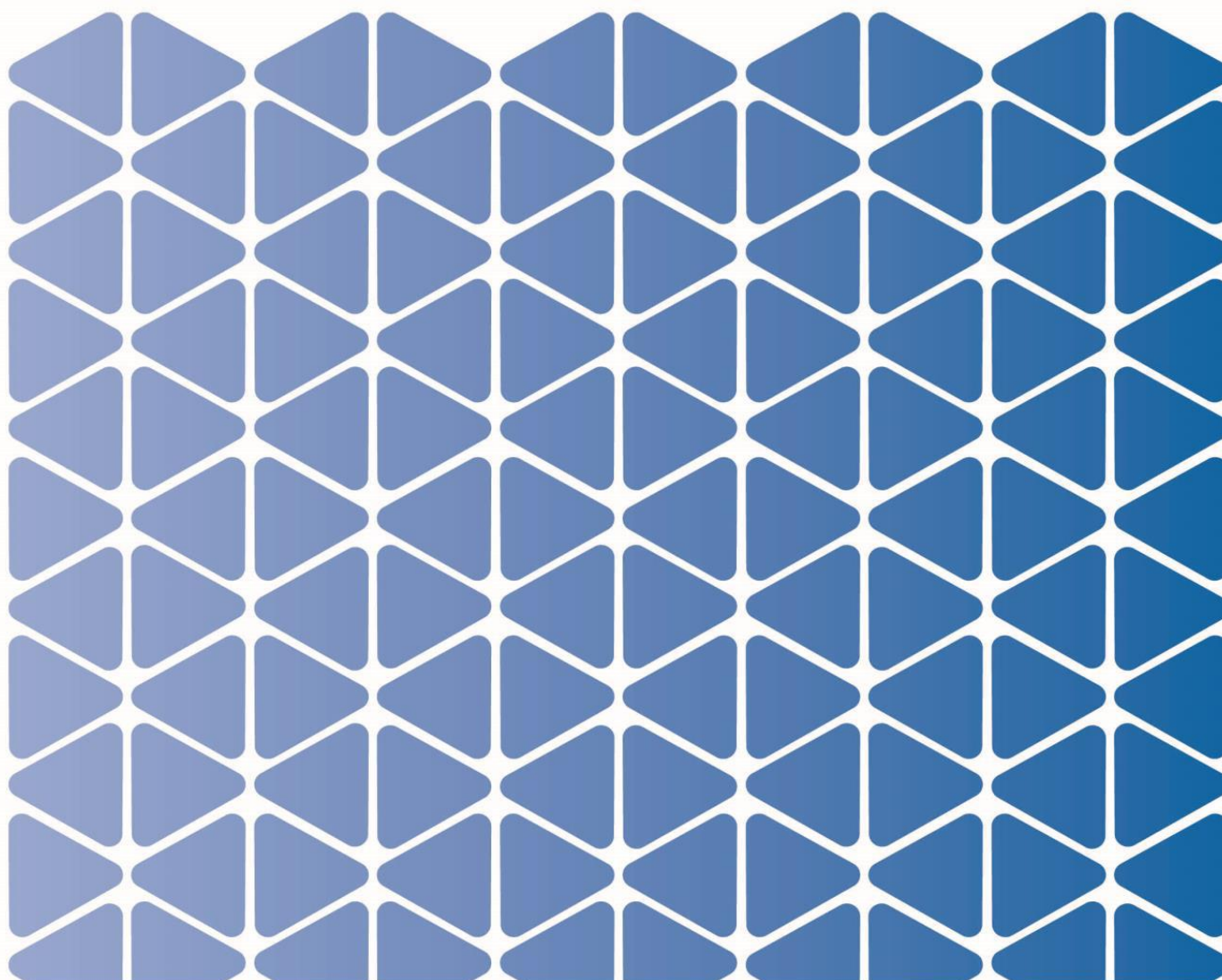




PATIENT INFORMATION

THE 2 WEEK WAIT BOWEL CANCER TELEPHONE ASSESSMENT PATHWAY



You have been given this leaflet because your GP has referred you for an urgent 'two week wait' bowel cancer assessment.

We are required to complete your telephone assessment urgently within a few days of your GP referral.

Please ensure you advise your GP about any dates you are unavailable at the point of referral. **Please prioritise any investigation appointments offered, as if you are unable to accept the first or second date offered, your investigations will be cancelled and your GP informed.**

If you are unable to attend an appointment for any reason please let us know so that we can offer this urgent appointment to another patient. If you fail to attend without letting us know, your investigations will be cancelled and your GP informed.

Please be aware this is a county wide service and your investigation appointment may be scheduled at any one of our three hospital sites. We appreciate your cooperation with this.

For **Colorectal 2 Week Wait Triage Queries** Tel: 01905 733564

What happens next...

- **Step 1:** Please check with your GP that a blood test is requested at the time of referral and ensure you book an appointment ASAP. This can be done via your GP surgery, or at one of our hospitals. (**See back of leaflet for information.**)
- **Step 2:** A member of our Two Week Wait team will contact you to arrange a convenient time for your telephone assessment.
- **Step 3:** Following your telephone assessment, one of our clinical nurse specialists will arrange for you to have the appropriate urgent investigation which may include one or more of the following tests:
 - **Colonoscopy/Flexible sigmoidoscopy/ Gastroscopy**– an examination of the bowel/stomach using a long flexible telescope.
 - **CT Colonogram**– a scan designed to look at the large bowel in detail.
 - **CT scan**– a scan of the abdominal/chest/pelvic area. An X-ray dye may be used and given through a small needle in the back of the hand/arm.

- **Outpatient appointment with a consultant–** to discuss symptoms.

The type of investigation or appointment arranged will depend on the information provided by your GP and your telephone assessment.

- **Step 4: We will contact you with the results of your investigations once they are available.**

For queries regarding your results please ring **Colorectal 2 Week Wait admin** on **Tel: 01905 733564**

For blood tests you need to ring and book an appointment either at your GP practice or one of our sites below.

Sorrell Suite, Worcestershire Royal Hospital

Tel. 01905 760052

Mon-Fri 08:30am—4.30pm

Out Patient Department, Alexandra Hospital

Tel. 01527 505764

Mon-Fri 08:00am—1.00pm & 2.00pm—5.00pm

Phlebotomy, Kidderminster Treatment Centre

Tel. 01562 513047

Please call between 9am and 2:15pm, Monday to Friday

Mon-Fri 09:00am—12:15

Princess of Wales Community Hospital, Bromsgrove

Tel. 01527 488086

Tues AM only, Wed & Thurs AM & PM

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.