

Why Have I been referred under the Two Week Rule?

Your GP has asked for you to have an urgent hospital appointment within two weeks. This appointment may be to attend an out-patient clinic, have a diagnostic test or a combination of the two. We advise that you make every effort to attend the appointment made for you.

So why has my GP referred me?

GPs diagnose and treat many illnesses themselves; however, they occasionally need to arrange for you to see a specialist doctor or have tests at the hospital. This may be because investigations done by your GP have shown some abnormal results or the treatment already prescribed by your GP has not been effective. Your symptoms therefore need further investigation **to rule out any potential serious condition, which could possibly include a cancer.**

What happens next?

- A member of North West Surrey CCG's Referral Support Service (RSS) team will telephone you to assist you to book your hospital appointment. Please allow 24 hours for your details to be processed by your GP practice.
- The RSS team will offer you an appointment at an appropriate hospital of your choice **WITHIN TWO WEEKS** of the date your initial GP appointment.
- **It is important you make every effort to attend the appointment made for you.** However should you be unable to attend please let the RSS team know immediately so that the appointment slot can be offered to someone else. If you cancel the appointment offered, it is really important that you arrange an alternative date and time within 14days of seeing your GP.
- You may wish to bring a relative or friend with you to this appointment, as you may find this helpful.

What happens if I have not been contacted within the 24 hours?

- If no one has contacted you within 24 hours following your GP appointment, please contact the RSS directly between 9am – 5pm Monday to Friday using any of the following: ☎01372 232 410 Text ☎ 07860025015 Email nws.twrreferrals@nhs.net
- **Please note that it is important to ensure that your GP surgery has your correct address and telephone number, including your mobile number.**

If your symptoms get worse whilst waiting for this appointment please contact your GP immediately.

For further information please visit www.cruk.org/urgentreferrals