

Hospital appointment contacts

If you need to reschedule your appointment, please contact the appointments booking team directly on the telephone number on the enclosed appointment letter.

Further Information

Visit the Macmillan information centre (main entrance of The Whittington Hospital).

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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Date published: 30/11/2018
Review date: 30/11/2020
Ref: S&C/Oncol/TWW/02

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Two week wait

A patient's guide



Why have I been referred to hospital for an urgent appointment?

Your general practitioner (GP) has asked for you to have an urgent hospital appointment. We are committed to ensure you are given an appointment to come and see a specialist within two weeks.

So why has my GP referred me?

In some situations GPs will ask for you to be seen by a specialist urgently, so that a serious cause of your symptoms can be investigated without delay.

If your symptoms suggest a possible underlying cancer, then your GP will refer you on a two-week urgent referral pathway, so a specialist can see you as quickly as possible.

Does this mean I have cancer?

The vast majority of patients referred this way do not have cancer. However, it is important that we find any conditions that could need prompt treatment. If you are worried about your appointment, please contact your GP.

Your appointment

Hopefully you will have spoken to the hospital appointments booking team to agree the enclosed appointment time.

If we were unable to contact you by telephone we will have allocated you the next available appointment. Please attend this if you can. If you are unable to attend, then please contact the appointments team as soon as possible so that you can be allocated another convenient appointment within the two week period following your GP's urgent request.

What do I need to do now?

Once you have agreed to your urgent appointment, it is important that you attend it, so that your care is not delayed. Please follow any specific instructions included in your enclosed appointment letter.

If you do not attend your hospital appointment more than once, you will be referred back to your GP. This is so someone else can have the appointment

What will happen at the hospital?

You will see a specialist who will give more information about what will happen next. Feel free to bring someone with you to the appointment if you want to.

Occasionally we may book you to undergo a specialist test before seeing a specialist. If so this will be explained to you.