

What is a fast track referral?



A fast track referral happens when a doctor thinks that a patient's symptoms **might** be cancer and they need to be looked at quickly.



It does not mean that they will have cancer but if they do, finding and treating it earlier can lead to better outcomes.



Symptoms are body changes like a lump or tummy ache, that let you know you are not well.

During COVID-19, fast track referrals might happen in a different way.

Please read this information carefully.

Your Information



For the fast track referral to work, please make sure:

- Your doctor has your correct address, email address and phone number.
- You answer your phone to an unknown number.



The hospital will phone you to talk about what will happen next.



If you have not had a phone call within 1 week of talking to your doctor, call the hospital.

Please look at the last page of this leaflet for phone numbers you can call at the hospital.

How does a fast track referral work?



When the hospital phone you they will decide what to do next. They could:

- Book you a telephone appointment;
- Book you a video appointment;
- Book you a hospital appointment;
- Book you in for tests;
- Decide it is safer for you to wait.



Having a telephone appointment



You will be given a date and time when the hospital doctor or nurse will phone you.

Make sure you sit in a private area so you can talk openly about what is wrong.



You will be asked questions about how you are feeling

Having a video appointment



Make sure your computer, tablet or smartphone works properly before your appointment.

Make sure you sit in a private area so you can talk openly about what is wrong.



To attend your appointment, you will need to go to the link on your appointment letter.



You will enter an online waiting room where the hospital doctor or nurse will join you.



You can find information about video appointments on your hospital's website.

To find this information search for:

- Attend Anywhere
- Video Consultations (Appointments)
- Clinics

Having an appointment at the hospital



We know you might be worried about going to hospital.

The safety of you and our staff is really important. Different parts of the hospital are being kept separate.



The doctor has looked at the risks. They think it is important for your health to go to an appointment now.



If you have an appointment letter, take it with you to the appointment.

COVID-19



When you arrive at the hospital make sure you follow the COVID-19 rules.

These could include:

- Wearing a mask or face covering
- Using hand sanitiser

What if I get COVID-19 symptoms before my appointment?



Let the hospital know if you, or someone in your house, has any COVID-19 symptoms. COVID-19 symptoms are:

- A new fever
- A new continuous cough
- Not being able to smell or taste



Do not go to your appointment without talking to your doctor first

What if I need to cancel my appointment?



If you cannot make your appointment let the hospital know as soon as possible.

What if I cannot get to the hospital?



Ask the receptionist at your doctors if you can use the patient ambulance transport service.

Contacting people at your hospital

Can someone come with me to my hospital appointment?



Talk to the hospital if you need someone with you at your appointment

Frimley Park Hospital

Main outpatient appointment centre: 0300 613 4201
Frimley Park Macmillan Cancer Navigators: 0300 613 3535
Please phone between Monday and Friday 8.30am to 4.30pm

Wexham Park Hospital

Main outpatient appointment centre: 0300 614 7919
Wexham Park Macmillan Cancer Navigators: 0300 615 3026
Please phone between Monday and Friday 8.30am to 4.30pm