



The Dudley Group
NHS Foundation Trust

Rapid Access (RA) 2 week wait pathway

The cancer care navigator role in your investigations

Oncology

Patient Information Leaflet

Introduction

You have been given this leaflet as you have been referred to a hospital Rapid Access (RA) 2 week wait clinic. This clinic may be a telephone consultation, face to face appointment, or an investigation. This leaflet will help you to understand the possible reasons for the referral and what will happen next.

Why have I been referred to this urgent GP pathway?

You have been referred to the hospital clinic because your GP suspects that you **may** have signs and symptoms of cancer.

We are required to assess you within 2 weeks of the referral from the GP; this is called a Rapid Access pathway. This can be in the form of a clinic appointment, telephone consultation or investigation. This is how we will see you as soon as possible.

What is a Rapid Access (RA) pathway?

The Rapid Access referral pathway was introduced so that a specialist can assess any patient with symptoms/results that might indicate cancer as quickly as possible. Your GP may have already informed you of a possible diagnosis.

Does this mean I have cancer?

No, it doesn't. Most people referred in this way do not have cancer. It is important that a specialist clinician assesses you as soon as possible to exclude or confirm a cancer diagnosis and get the support, advice, and information you may require at this time.

Why has my GP referred me?

GPs diagnose and treat many illnesses. However, on occasion, they need to arrange for you to be assessed by a hospital doctor who specialises in your problem. This could be for a number of reasons:

- Your GP feels your symptoms or test results require urgent investigation.
- Treatment your GP has prescribed has not been effective.

Once your GP has informed you of the referral, they will either:

- Send your details urgently to the appropriate department at the local hospital who will then contact you directly to make an appointment.
- Make an appointment for you at the local hospital.

What is a cancer care navigator?

Once you have been referred on a Rapid Access pathway, your care will be coordinated by a team of cancer care navigators. Care coordination is not one person's role, job, or responsibility. It is about joining up services, coordination, providing information and communication between care givers, treatment providers and their families to create a seamless experience of care.

At Russells Hall Hospital, we have a team of cancer care navigators. They sit within the existing multidisciplinary team (MDT) but will work very closely with the clinical teams.

What is the cancer care navigator's role in my care?

The purpose of this role is to complement the existing multidisciplinary team (MDT) and provide more support for patients at the beginning part of this pathway. Waiting for appointments, investigations and treatments can become stressful for patients, and often patients can feel forgotten.

The cancer care navigator will act as a key contact for support and information for patients and families on these pathways. The cancer care navigator will be a point of contact for the following:

- To be a point of contact for the patient
- To navigate a patient through the pathway in a seamless and timely manner.
- To provide information if the patient's condition / needs have changed.
- To chase scan appointments, if results are ready, coordinate appointments or answer any queries.

- To signpost to support services / other teams
- To support clinical teams and to ensure that patients on these pathways are offered all elements of person-centred care, including a Holistic Needs Assessment, care planning, health and wellbeing and treatment summaries.

How do I contact a cancer care navigator?

You can contact them on 01384 456111 ext 4620 or via direct dial 01384 244620. You can also email them at dgft.cancercarenavigators@nhs.net.

What will happen at the clinic appointment?

The clinic is run by a consultant or clinical nurse specialist within the area that your GP is concerned about. You will be seen and examined by a member of the team. They will require information on your history, any symptoms you may have and your current medication. The specialist may feel that you require further investigations such as scans or a biopsy at another time. They will explain the possible diagnosis and tell you about the next steps.

Can I bring someone with me?

Yes, we encourage you to bring a friend or relative to accompany you to your first appointment and future appointments. You can also request a copy of the letter that goes to your GP to provide clarity on what happened at this appointment.

What do I need to bring to this appointment?

- A list of your medication.
- Information about your current illnesses or past medical history.

Your appointment letter will explain if you need to bring anything else with you.

What happens if I am diagnosed with cancer?

The cancer care navigators, MDT, LWBC and clinical teams are here to support you and your family during this time. You will be

provided with information relevant to your situation and will be given telephone numbers of your specialist teams. Your GP is also available to support you at this time.

Useful information

You can contact your cancer care navigator via the contact information provided on page 4 for more information. If you have access to the internet, you can have a look at the following website pages:

The Dudley Group NHS Foundation Trust website, on the Living with and Beyond Cancer (LWBC) page:

<http://www.dgft.nhs.uk/services-and-wards/living-with-and-beyond-cancer-lwbc/>

The Dudley Group NHS Foundation Trust website, on the Cancer page:

<http://www.dgft.nhs.uk/services-and-wards/oncology/>

The below websites have useful information on the types of scans and investigations you may require. However, if you are unable to find what you are looking for, please contact a member of the team.

- www.nhs.uk
- www.macmillan.co.uk
- www.cruk.co.uk

References

Office for Public Management (2011) Evaluation of Health and Wellbeing Clinics. Final Report. Macmillan Cancer Support

This leaflet can be downloaded or printed from:

<http://dgft.nhs.uk/services-and-wards/oncology/>

If you have any feedback on this patient information leaflet, please email dgft.patient.information@nhs.net

This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔