



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Your Urgent Appointment

Information for patients who have been referred to the outpatient department to be seen within two weeks.

① For more information, please contact:

Emergency Department

York Hospital
Wigginton Road, York, YO31 8HE
Telephone: 01904 726 587

Scarborough Hospital
Woodlands Drive, Scarborough
North Yorkshire, YO12 6QL
Telephone: 01723 368 111

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Why have I been referred to an outpatient clinic from the Emergency Department, and why do I need to be seen within two weeks?

It is important to find out why you have your current symptoms. Further specialist advice and possible investigations are now needed. You will be seen by a hospital specialist within the next two weeks.

The “two week” urgent referral system aims to diagnose and treat serious illnesses, including cancer, quickly.

Does this mean I have cancer?

The majority of patients referred under this system have a simple medical condition and do not have cancer.

What will happen next?

You will be contacted (probably by telephone) to arrange an appointment or for tests.

Why is it important for me to attend the appointment within two weeks?

Treatment for most conditions will be more successful if the diagnosis is made at an early stage.

The hospital specialist that you see will be able to answer any questions that you have about the investigations or treatment that you may need.

If you choose to delay your appointment to go on holiday this may affect the terms of your holiday insurance cover.

Can I bring someone with me to the appointment?

Yes, you are welcome to bring someone with you for support.

What should I do if I have not heard anything about my referral?

If you have not heard about your referral within one week please telephone the:

Contact Centre - 01904 726400
which is open: Monday – Friday
08:00 – 17:00

Please make sure we have your correct contact details, including home and mobile telephone numbers before you leave the department today

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact our emergency department.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.PatientExperienceTeam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供 , 電
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: yhs-tr.FacilitiesmanagementHelpdesk@nhs.net

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