

Non-Site-Specific Cancer Rapid Diagnostic Centre

Information for patients, relatives and carers

This information leaflet explains why your GP has referred you to a hospital, what it means, and what you need to do.

Why have I been referred urgently to hospital?

You have been referred urgently to the Non-Site-Specific Cancer Rapid Diagnostic Clinic (NSS RDC) because your GP thinks your symptoms need further investigation. Your symptoms could be linked to many common conditions, including cancer.

Does this mean I have cancer?

Having an urgent referral does not mean you have cancer. Most people referred to us do not have cancer. However, you have been referred because you need to see a specialist or need to have some investigations completed quickly to help find out what is wrong. If you do have cancer, and you are diagnosed early, the treatment is likely to be more effective.

If you're worried about why you've been referred to the Clinic, please speak with the GP who's referring you.

What do you need to do next?

Make sure your GP has your correct address and telephone number, including a mobile number if you have one.

Let your GP know if your phone blocks calls from unrecognised callers, as this will prevent the hospital from contacting you.

If you require an interpreter, please let your GP know and we will arrange an interpreter for you.

When will you hear from us?

Within seven days of the referral from your GP, an administrator from the Rapid Diagnostic Centre (RDC) at Imperial College Healthcare NHS Trust will call you to arrange an appointment. You will be seen quickly to find out the cause of your symptoms.

Your first appointment will be face-to-face at St Charles' or St Mary's Hospital. Further consultations may be via telephone or video consultation.

What will happen at your first appointment?

You will have a consultation with an RDC doctor or nurse, and a blood test. You might also be asked to have an X-ray at this appointment.

If the doctor or nurse needs you to have a different type of scan, they will arrange this for you for another day.

Following the investigations, we will organise a follow-up appointment with you to tell you the results.

What should I do if I can't make an appointment?

If you can't come to your appointment or test, please call the Rapid Diagnostic Clinic team straightaway on 0203 312 5036 between Monday to Friday 9am – 5pm. We can then rearrange your appointment as quickly as possible and give another patient your slot.

What happens after my hospital appointment?

If your test results suggest you have a condition that isn't cancer, we will refer you to a specialist in that area. You will see them in a separate appointment.

If you are diagnosed with cancer, we will talk to you about what that means and give you information to help answer your questions. We'll also refer you to a specialist cancer team who will see you and be able to discuss your diagnosis with you in more detail as soon as possible.

There are specialist cancer doctors and nurses to support you and your family and explain about treatments.

We aim to provide the best possible service for you, and staff will be happy to answer any of the questions you may have.

Contact us

Your GP should refer you on the same day that they see you in the GP practice. In the event that you have not been contacted within seven days of your GP referring you, please contact the Rapid Diagnostic Clinic on 02033 125 036. The Clinic is open 9am to 5pm Monday to Friday (except bank holidays). If we do not answer, please leave a message and we will call you back.

If your symptoms get worse or you develop new concerning symptoms, please call 111 or go to A&E.

Feedback

We always welcome your feedback. As this is a new service, it's useful to know about your experience in the clinic. After your tests with us are complete we will send you a short questionnaire. You don't have to give feedback, but we would appreciate your views and comments – these will be anonymous. If you do not wish to give feedback you do not have to, and this will not affect your care in any way.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:
Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read formats, as a sound recording, in Braille, or in alternative languages. Please email the communications team: imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

Rapid diagnostic clinic
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