Top Tips for GPs Holding a Conversation with Patients Needing an Urgent Two Week Wait Referral for Suspected Cancer

1. Importance of Appointment
   - Make clear to the patient that this referral is to see a consultant.
   - Discuss prioritising this appointment and the importance of the patient’s health including reasons they give about not being able to attend - e.g. holiday, work, hairdressers etc.
   - Advise the patient that the appointment will be within 2 weeks (14 days of the receipt of the referral by hospital/diagnosing organisation)
   - Discuss how cancelling the appointment means someone else cannot attend as the slot cannot be rebooked at short notice.

Please advise your patient that cancer may be a possibility and needs to be ruled out.

2. How will the 2 week wait appointment be booked?
   - Discuss with the patient where they will get the best treatment
   - Discuss how the appointment will be made and how the patient will be informed. (Include here Choose & Book and/or Practice Info)
   - Check patient contact details are accurate on GP records and make sure there is a daytime contact number

3. What should patients do if they can’t make the appointment?
   - Discuss who to ring. (Include here Choose & Book and/or Practice Info)

4. If a test is involved;
   - Describe what the test is, what to expect, and how long it will take.
   - Outline the options for where the test can take place and if appropriate provide assistance on making a choice as to where they should be seen.
   - Discuss how the patient will get the results and where they will get the results (i.e. if the hospital will give the results)

5. Consider what support the patient might need
   - Advise the patient that they should consider taking someone with them.
   - Do they have learning disabilities, psychological problems, language or transport needs or carer responsibilities that they may need support with?
   - Patients will react to the information you have told them in different ways; be aware of patient’s emotions and anxiety.
   - Consider what might be frustrating them, have they got all the information? Is it clear?
   - Give the National 2WW Leaflet to the patient.

Resources


To access the CHANGE cancer materials for patients with Learning Disabilities go to: [http://be.macmillan.org.uk/be/s-428-accessible-information.aspx](http://be.macmillan.org.uk/be/s-428-accessible-information.aspx) or call 0800 500 800

For more detailed advice and guidance on holding this conversation with patients, go to the following website: [http://learnzonemacmillan.org.uk/course/view.php?id=144](http://learnzonemacmillan.org.uk/course/view.php?id=144)