

Friends and Family Test (FFT)

We have introduced a new way of measuring what people think of our services. We now offer all our inpatients and those who visit our emergency department (A&E) the opportunity to take the 'Friends and Family Test'.

The single question 'how likely are you to recommend our ward/department to friends and family if they needed similar care or treatment?' has been added to our electronic patient experience trackers (PET) machines. Please take the time to provide feedback so that we can improve the service we provide.

NHS prescription information

You may also find the NHS prescription website helpful to get further information. This website will assist you in finding out more information about your condition. It will give you specialist information from different charities and upon entering your postcode.

For more information visit NHS information prescription at <http://www.nhs.uk/ipg/Pages/IPStart.aspx>

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Why have I been referred urgently to the hospital?

A patient's guide



.... caring for you 

Patient information for urgent referrals.

Your urgent appointment

Your general practitioner (GP) has asked for you to have an urgent hospital appointment. Whittington Health is committed to ensure that you are given an appointment to come and see a specialist within two weeks.

So why has my GP referred me?

In some situations, GPs will ask for you to be seen by a specialist urgently, so that a serious cause of your symptoms can be investigated without delay.

If your GP suspects that your symptoms may indicate cancer, they will refer you on a two-week urgent referral pathway, so that a specialist can see you as quickly as possible.

Does this mean I have cancer?

The vast majority of patients referred this way do not have cancer. However, it is important that we find any conditions that could need prompt treatment. If you are worried about your appointment, please contact your GP.

Your appointment

You have been booked for a diagnostic test to try to find out the cause of your symptoms. The nature and purpose of the test is explained in the enclosed information leaflets. You may also have received a phone call in relation to the test from a clinical nurse specialist/keyworker at the hospital.

Hopefully you will have spoken to the endoscopy booking team to agree the enclosed date and time for your test. If we were unable to contact you by telephone we will have allocated you the next available date and time. Please attend this if you can.

If you are unable to attend, it is very important that you contact the endoscopy booking team as soon as possible so that you can be allocated another convenient date and time within the two week period following your GP's urgent request.

What do I need to do now?

Once you have agreed your urgent appointment, it is important that you attend it, so that your care is not delayed.

Please follow any specific instructions included in your enclosed appointment letter or information leaflets.

If you do not attend your hospital appointment more than twice, you will be referred back to your GP. This is so someone else can have the appointment.

What will happen at the hospital?

You will see a specialist who will give you more information about the test.

You will then be asked to consent to proceed with the test which, with your permission, will then be carried out. Following the test the specialist will discuss the next steps with you depending on the outcome of the test.

Hospital appointment contacts

If you need to reschedule your appointment, please contact the endoscopy booking team directly on the telephone number on the enclosed appointment letter.