

[today's date]



**King's College Hospital**  
NHS Foundation Trust

[first name] [last name]  
[destinationaddress1]  
[destinationaddress2]  
[destinationaddress3]  
[destinationaddress4]  
[destinationpostcode]

[sourceaddress1]  
[sourceaddress2]  
[sourceaddress5]  
www.kch.nhs.uk  
Tel: 0203 299 9000

**Hospital Number:** [PatientID]  
**NHS Number:** [NHSNumber]  
**D.O.B:** [DOB]

Dear [firstname] [lastname],

### Confirmation of your outpatient appointment

We are pleased to confirm that a face-to-face appointment has been booked for you with the **[speciality]** Department. The team are looking forward to meeting you in the clinic.

<b>Date:</b>	[appointment_date]
<b>Time:</b>	[appointment_time]
<b>Under the care of:</b>	[practioner]
<b>Hospital:</b>	[hospitalsite]
<b>Location:</b>	[locationaddress1] [locationaddress2] [locationaddress3] [locationaddress4] [locationpostcode]

### How to contact us about your appointment

To change this appointment or if you have any questions, please call the 2WW Booking Team on **01689 865800** and select **option 3**, Monday to Friday 08:30 – 17:00, or alternatively you can email us on **[emailaddress]**.

Please note that any calls received from the hospital may come from a withheld number.

### Important information about your appointment

- Please bring a list of all your current medication with you.
- Please arrive in plenty of time for your appointment.
- Please note you may have to wait as clinics can have a high number of patients and you may be required to spend several hours at the hospital.
- Please be aware that some appointments can be very lengthy, especially if diagnostics are needed. Please make provisions accordingly.
- Please note that you may bring a friend or relative into the consulting room if you wish

**PLEASE TURN OVER**

Please bring this letter with you to your appointment; it will enable you to check in at one of our Express Check-In Kiosks or at reception.

**If needed, we can provide this letter or information in a different format, such as large print or alternative languages. For further details, please see below.**

**Please note that due to limited space in clinic we respectfully request that patients are accompanied by no more than one person where possible. Your co-operation is appreciated.**

**For further information about the breast care clinic and how we care for you please see the breast care clinic website below**

[www.kch.nhs.uk/service/a-z/breast-care](http://www.kch.nhs.uk/service/a-z/breast-care)

We look forward to welcoming you to your appointment.

Yours sincerely,

**King's College Hospital NHS Foundation Trust**

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### **Translation, interpreting and access support**

If you have a disability or sensory impairment, we want to make sure you can access and understand the information we send you and that you receive any communication support you may need for your appointment.

We provide British Sign Language (BSL) interpreter support and other interpreting and translation services, including Braille and Easy Read.

If you would like support for your appointment or would like to receive this information in a different format or language, please call our dedicated Accessibility phone line on **020 3299 4826**, or email us on [kch-tr.accessibility@nhs.net](mailto:kch-tr.accessibility@nhs.net)

### **Getting here**

We encourage you to use public transport to travel to your appointment as we have very limited parking at our hospitals. You can plan your journey using the Transport for London Journey Planner: <https://tfl.gov.uk/plan-a-journey/>

For more information about disabled access or requesting transport for your appointment, please contact the Patient Transport Assessment Centre on **020 3299 8000** to confirm you are eligible.

For further information to help you on the day of your appointment or for detailed maps of our hospitals, please visit our website: [www.kch.nhs.uk](http://www.kch.nhs.uk)

## PLEASE TURN OVER

### Patient information for urgent referrals

**This information sheet explains why your GP or dentist has referred you to hospital, what it means and what you need to do**

#### **Why have I been referred urgently to hospital?**

You've been referred urgently because your GP or dentist feels your symptoms need further investigation and has referred you to a specialist.

There are many common conditions that these symptoms could be linked to, including the possibility of cancer.

Because this referral is urgent, it means that you will be offered an appointment at hospital within two weeks.

#### **Does this mean I have cancer?**

Having an urgent referral does not necessarily mean you have cancer. Most people who have an urgent referral don't have cancer. However, you have been referred because you need to see a specialist or have some investigations quickly to help find out what is wrong with you.

In the event that cancer is diagnosed, then ensuring that the diagnosis is made early means treatment is likely to be more effective and this is why it is important that you are seen within 2 weeks of the referral being made.

#### **What do I need to do?**

- Make sure your GP or dentist has your correct address and telephone number including a mobile number if you have one.
- Ensure you are available within the next two weeks for an appointment.
- If you are unable to attend an appointment within the next two weeks, please tell your GP or dentist.
- If you require a translator, please let the hospital know in advance of your appointment.
- Once you have agreed your urgent appointment, it is important that you attend it, so that your care is not delayed.
- If you do not attend your hospital appointment on two occasions, you will be referred back to your GP or dentist. This is so someone else can have the appointment.

#### **What will happen next?**

The hospital will send you an appointment either by letter within a few days or by telephone. If you have not heard anything within a week of seeing your GP or dentist please let them know you haven't received an appointment yet.

Once you have been given your appointment it is very important that you attend. Please let the hospital know immediately if you are unable to keep your appointment. You will then need to arrange an alternative appointment.

**What will happen at the hospital?**

When you have your hospital appointment you will usually see a specialist who will give you some more information about what will happen next. You may also require some tests which will help both the specialist and your GP or dentist understand what is causing your symptoms. You will be told in advance if you need to have any tests during your appointment, so please ensure you follow any instructions given to you in advance.

You are welcome to bring a friend or family member with you, as it may be helpful if you have concerns about understanding what the medical team will discuss with you.

**Any questions?**

If you have any concerns or questions regarding your referral to hospital, please call the GP surgery or dentist to speak to the person who referred you.