



# My pharmacy consultation

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Your pharmacist has given you this leaflet as a summary of the conversation you had about your symptoms. The leaflet also includes some more information on what will happen next, based on the advice you got today.

## Your conversation with your pharmacist

Name of person with symptoms: \_\_\_\_\_

Name of pharmacist: \_\_\_\_\_

Name of pharmacy: \_\_\_\_\_

Date: \_\_\_\_\_

You and your pharmacist had a conversation about symptoms you have. Your pharmacist asked you some questions to understand more about these symptoms so that they could give you some advice on what to do next.

Based on the symptoms you described, your pharmacist has recommended that:

- You should be seen at a hospital to have your symptoms checked. You will be booked into an appointment and contacted to let you know the date and time. This appointment should be in the next 2 weeks. It is important that you attend this.

**If you haven't been contacted about your appointment within 2 weeks, please contact:**

Booking office number:  
**01872 252323**

- You should see your GP to talk to them about your symptoms. Take this leaflet with you to show them what you discussed with your pharmacist.

- You do not need to have your symptoms checked by anyone else at the moment.

If your symptoms do not get better, or if you start to feel worse, you should make an appointment with a GP practice.

## What happens now

### If you have been referred to a hospital

**The hospital will contact you to arrange the date and time of your appointment.** Depending on the symptoms you described, a nurse may call you first to ask you some more questions and arrange any tests that you need before you see a doctor.

You have been referred to a hospital because your symptoms could be a sign of cancer or another serious illness. Most people who go to hospital for these checks do not have cancer, but it is important to rule this out quickly.

At your appointment, a doctor will talk to you about your symptoms and arrange any other tests that you might need. Once they have your test results, they will contact you to discuss these and explain what will happen next.

### If you have been advised to go to a GP practice

**Your pharmacist will help you to book an appointment at a GP practice or tell you how this will be arranged.** Please bring this leaflet with you to your appointment. They will talk to you about your symptoms and what to do next. They may prescribe some medicine, offer you some tests or refer you to a hospital to get your symptoms checked.

#### NEXT STEPS:

### If you have not been advised to see another doctor or nurse at the moment

**Your pharmacist thinks it is likely that your symptoms will get better through self-care and without prescribed medicine.** However, if your symptoms do not get better within 4 weeks, or if you start to feel worse, it is important that you make an appointment with a GP practice.



## Why early diagnosis makes a difference

Most people who see a hospital doctor for cancer tests will not have cancer. But, if there is a problem and you have cancer, catching it early can make your treatment much more effective.

### Who to contact if anything changes

If you need further medical advice, you should contact a pharmacist or GP practice.

If you need help now, but it's not an emergency, go to [111.nhs.uk](https://111.nhs.uk) or call 111. In an emergency go to your nearest A&E.

You can visit the NHS website to find out more about symptoms to be aware of: [www.nhs.uk/conditions/cancer/symptoms](https://www.nhs.uk/conditions/cancer/symptoms)

If you want to talk to someone, you can also contact Macmillan Cancer Support on 0808 808 00 00 or Cancer Research UK on 0808 800 4040.

### Privacy information

You had a conversation with your pharmacist about whether you wanted to consent to be contacted to be invited to talk more about your experience, either through a short survey or interview. You will still receive the service whether or not you agreed to be contacted:

- You agree to your contact details being shared with the NHS Strategy Unit, who will get in touch to arrange a short interview with you to ask you about your experience of the referral
- You do not want to be contacted by the NHS Strategy Unit

Your pharmacy must also separately share limited information with other NHS bodies regarding the services they deliver, including with NHS England who have commissioned the referral service. More information about how your data will be used by NHS England to evaluate its Cancer Referral Services is in their general privacy notice [www.england.nhs.uk/contact-us/privacy-notice](https://www.england.nhs.uk/contact-us/privacy-notice) and its Cancer Pilots Evaluation privacy notice <https://www.england.nhs.uk/contact-us/privacy-notice/how-we-use-your-information/our-services/cancer-programme-pilots-evaluation/>