

Single Point of Contact Navigator Service (SPOC)

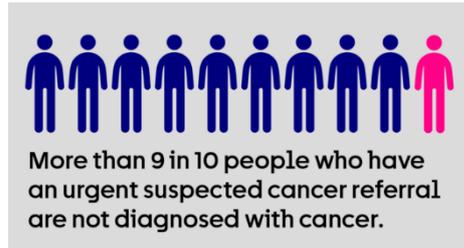


Why have I been given this leaflet?

You have been referred to the hospital by your doctor to investigate your symptoms, which includes testing for cancer. It is normal to feel worried when you are urgently referred, but over 90% of people referred urgently are not diagnosed with cancer.

If it is cancer, early diagnosis gives the best chance for successful treatment.

Please remember:



What is the Single Point of Contact Navigator Service (SPOC)?

This service supports patients who are urgently referred for suspected cancer. This includes many different routes, such as direct GP referrals for CT scans

SPOC offers a dedicated point of contact for any questions or concerns you may wish to discuss about your hospital referral.

Who is SPOC?

- We are a telephone-based service located in Aberdeen Royal Infirmary.
- We are a team of support workers called Navigators.
- We support patients across the NHS Grampian area.

What is the purpose of SPOC?

- We provide reassurance and guidance to patients who have been referred by their GP through the Urgent Suspected Cancer pathway.
- We promote continuity of care throughout this uncertain or anxious period.

What does SPOC offer?

As your SPOC, we can provide support by:

- Confirming appointment times.
- Explaining your booked tests and investigations.
- Signposting you to financial or psychological support.
- Contacting you on behalf of the administrative or clinical teams.
- Recording call details in your electronic health record so wider clinical teams are aware.

Navigator support

- We will contact you directly following your referral.
- We can provide timely information about investigations and clinical pathways.
- We will provide support throughout your diagnostic process (helping to ensure cancer is diagnosed or excluded as quickly and efficiently as possible).
- We can provide advice on non-clinical support for you and your family.
- We can provide guidance on self-management and accessing services.
- We coordinate with our lead Advanced Clinical Nurse Specialist (ACNS) or GP for appropriate onward referral and triage (triage means an assessment to determine how quickly a patient needs treatment).

When can I contact the SPOC service?

You can contact us when your GP informs you that you have been referred to the hospital for an urgent test.

**Remember: More than 9 out of 10 people referred this way
are NOT diagnosed with cancer**

Useful information from Cancer Research UK

Click the link below (only for electronic versions of this leaflet)

[Your urgent cancer referral explained | Cancer Research UK](https://www.cancerresearchuk.org/cancer-symptoms/what-is-an-urgent-referral)

Or type the following into your web browser:

www.cancerresearchuk.org/cancer-symptoms/what-is-an-urgent-referral

Please note that NHS Grampian is not responsible or liable for the quality of the information, resources or maintenance of external websites. Any advice on external websites is not intended to replace a consultation with an appropriately qualified medical practitioner.

Our contact details

Single Point of Contact Navigator Service

☎ 01224 559526 and 551041

Monday to Thursday: 9am to 5pm, Friday: 9am to 4pm

✉ gram.spocnavigators@nhs.scot

This leaflet is also available in large print. Other formats and languages can be supplied on request. Please call Quality Development on 01224 554149 for a copy. Ask for leaflet 1993.