

Single Point of Contact Service



 **01224 559526 / 551041** 

Why have I been given this leaflet?

You have been referred to the hospital by your doctor to exclude cancer. This leaflet provides information for your dedicated single point of contact should you have any questions or queries after you have been referred.

What is the Single Point of Contact Service?

The Single Point of Contact Service is a service devoted to keeping you informed from the moment of your referral. We will be the first point of call for any queries from referral until cancer is excluded or to support you throughout your cancer journey.

Your referral

Once you have been referred to the hospital, you will receive a phone call from the Single Point of Contact Service to introduce you to the service and advise you of any appointments or investigations and answer any queries you may have.

What kind of advice or support will I be given?

We understand that during this time you can feel anxious so we hope this service will provide you with the following support:

- help with any information for tests, appointments and treatment
- support in directing you to clinical advice and support services
- information to help you understand what is happening

Can someone call for me?

You, or a family member/carer will be able to contact the Single Point of Contact Service if you are unsure what is happening or if you need any information or support.

Single Point of Contact Navigator Service

 **01224 559526 / 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.

Feedback from the public helped us to develop this leaflet. If you have any comments on how we can improve it, please call 01224 554149 to let us know.