

Contact details

Non-Specific Symptoms Team

Please contact the NSS Navigator on **07766 297973** if you have any questions. If there is no immediate answer, please leave a message and we will call you back

Email: fhft.nss@nhs.net

Macmillan Cancer Navigator team

Monday to Friday 8.30am – 4.30pm
(excluding Bank Holidays) **0300 613 3535**

Email: fhft.macmillan.cancernavigators@nhs.net

Macmillan Cancer Information and Support Centre

The Centre is based at the main entrance to Wexham Park Hospital.

The Centre offers a drop-in service and appointments and the team is here to support you, your family and friends.

For a translation of this leaflet or for accessing this information in another format:



Please contact (PALS) the Patient Advice and Liaison Service on:

Frimley Park Hospital

Telephone: 0300 613 6530

Email: fhft.palsfrimleypark@nhs.net

Wexham Park & Heatherwood Hospitals

Telephone: 0300 615 3365

Email: fhft.palswexhampark@nhs.net

Frimley Park Hospital Portsmouth Road, Frimley, Surrey, GU16 7UJ
Heatherwood Hospital Brook Avenue, Ascot, Berkshire, SL5 7GB
Wexham Park Hospital Wexham, Slough, Berkshire, SL2 4HL
Hospital switchboard: 0300 614 5000 Website: www.fhft.nhs.uk

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Legal Notice

Please remember that this leaflet is intended as general information only. We aim to make the information as up to date and accurate as possible. Please therefore always check specific advice or any concerns you may have with your doctor.

Medicine Directorate

- Wexham Park Hospital
- Frimley Park Hospital

Non-Specific Symptoms Service (NSS)



Information for patients,
relatives and carers

What is the Non-Specific Symptoms service (NSS)?

The NSS is a service that has been set up to investigate patients with non-specific (vague) but concerning symptoms that may be a sign of a number of conditions, including cancer.

Why have I been referred urgently to the NSS service?

You have been referred to the NSS service at Wexham or Frimley Park Hospital because your GP feels your symptoms need further investigation. There are many conditions that your symptoms may be linked to, including cancer.

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. You have been referred because you need to see a specialist or have some investigations to help find out what is wrong with you.

What will happen next?

You will be contacted by the hospital to arrange a CT scan appointment.

Please check that your GP Practice has your current contact details including your mobile phone number (if you have one), or a preferred method of communication; and your correct postal address.

Your GP will let us know if you have any **allergies or kidney problems**. It is also important for us to know if you are taking certain medication for diabetes.

Your appointment

Once you have been given your appointment please make sure that you attend. **Please call the Radiology Department immediately if you are unable to keep your CT scan appointment:**

- **0300 6134140 (Frimley Park and Heatherwood)**
- **0300 6153554 (Wexham Park)**

You will then need to arrange an alternative appointment. Your appointment telephone call or letter will mention anything you need to do to prepare for your scan.

What is a CT scan of my chest, abdomen and pelvis

The CT scan is a way of looking inside your body and will examine your chest, abdomen and pelvis. It involves using a scanner to produce two and three dimensional images of your body. The scanner uses x-rays to produce images of a "slice" through a part of the body. This is called Computed Tomography (CT). **The scan will usually take around 10 minutes.** Please let us know if you think you may be pregnant, as a CT scan should not be performed.

What will happen at the hospital?

When you arrive at your appointment, you may be asked to change into a hospital

gown and it is best to avoid wearing jewellery and clothes containing metal (such as zips), as metal interferes with the scanning equipment.

It is important that you drink plenty of fluids to avoid becoming dehydrated two hours before your appointment (tea or coffee is fine). The fluids hydrate you prior to having contrast media for the CT. Once you have drunk this, it is better if you avoid passing water until the scan is completed.

Your test results

Your CT scan will be carefully analysed and interpreted by a radiologist, who will prepare a report.

You will then receive an appointment for a telephone call from the NSS team to explain and discuss your results.

- **If no cause for your symptoms can be found, you will be discharged back to your GP.**
- **We may need to arrange for further testing or onwards referral to the appropriate specialist team.**
- **A summary of this discussion will be sent in a letter to you and your GP.**

What should I do if my symptoms get worse in the next couple of weeks?

If your symptoms change or get significantly worse before you hear from us, you should make an appointment to see your GP or call 111 for advice.