Dear colleague,

As you will be aware, there is an increasing national focus on performance against national cancer targets.  Patients not making themselves available is the biggest single reason resulting in failure against the 14 day target. The primary reason for this is that patients do not fully appreciate why they have been referred, and the associated urgency.  This in turn delays diagnosis and treatment for those few who are found to have cancer.

Our secondary care colleagues have repeatedly asked for our help in addressing this, specifically in ensuring that patients fully understand why they have been referred on a two week pathway.   A ten minute GP appointment does not lend itself to holding this discussion; nor is the acute trust booking clerk seeking to book the appointment, the right person to be holding a conversation with the patient about possible cancer.

Patients need to understand the urgency.  We have been advised that this problem has been significantly reduced in Gloucestershire through the use of a patient information leaflet, issued to the patient at their GP appointment, explaining the reasons for and importance of an appointment within 14 days.  The leaflet offers something for people to take away and consider in their own time, ensuring that they understand the reason for the urgency and increasing the likelihood of patients making themselves available within the very short timeframes involved.

As a result, Gloucestershire has significantly reduced the number of failures against the 14 day target.  We have reviewed the text of the leaflet and are happy to replicate for use across Wiltshire.

Please find enclosed 50 copies of the leaflet.  Further copies can be reproduced locally or requested from [communications.wiltshireccg@nhs.net](mailto:communications.wiltshireccg@nhs.net) if local arrangements for printing are not in place.

Please can you issue a copy of this leaflet to all patients who you refer on a two week cancer pathway referral.

Yours Faithfully

**Dr Peter Jenkins**

**Chair**

**Wiltshire Clinical Commissioning Group**