

University of Southampton Hospital Testicular Self-Referral Pilot Service Patient Experience Report

Background

Wessex Cancer Alliance, working with the Rapid Investigation Service and University Hospital Southampton, piloted a self-referral service to enable those with concerns about their testicles to get them checked. As part of its development, we spoke to people about their experiences of it. This is a summary of the findings and recommendations.

Summary of findings

- Everyone was positive about their experience of the pilot service and went away reassured
- Self-referral was unanimously supported for its convenience and because it shortened the time to getting results
- The service video was useful and easy to understand, with only a couple of suggested amendments
- The service was easy to access and patients had a good experience of staff throughout the pathway
- The main areas for improvement were:
 - making sure everyone has a same day appointment as far as possible
 - hospital signposting and patient information

Pilot service recommendations

- To continue to promote access to the service e.g. via GP e-consults, as well as posters targeted at eligible men
- To consider how to make the service contact number more accessible, and to provide further details about size and consistency of lumps to look out for in the service animation
- To ensure patients have understood the service steps during the first phone call, using Health Literacy approaches like 'Teachback' and 'Chunk and Check'
- To consider how appointments could be agreed by phone rather than letter
- For the pilot team to review existing Urology patient information in light of this feedback and see if there is any additional information that can be provided

Wider service recommendations

- To strive to ensure all patients have same day 'one stop' appointments for both the scan and results by the consultant
- To improve signage and directions to the hospital departments
- To review patient information based on the feedback received

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