

# GP Referrals

## Part Two - The referral journey.

### Survey Findings

To gain insight into the process and experiences of getting a referral from a GP practice in the past 12 months, Healthwatch England launched a national survey. This graphic explores the findings in Lincolnshire.



**56**

people who had **been referred** for tests, diagnosis or treatment shared their experience.



**30%** (17/56) of respondents had previously been referred for their symptoms/condition, but went back to their GP practice when their symptoms/condition worsened/returned or they did not hear anything about the original referral.



**52%**

(29/56) got their referral on their first appointment...



**36%**

(13/36) were referred within less than a month...



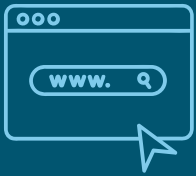
**60%**

(22/37) received confirmation that their referral was accepted in less than a month...

**but** for others this was much more complicated, taking months or even years.



**Delays in the referral process resulted in 38% (21/56) sought help from elsewhere e.g.,**



searched  
online



went to a  
pharmacy



went to A&E



called 111



**89% (50/56) of respondents experienced consequences as a result of delays e.g.,**



suffered  
ongoing pain



their symptoms or  
condition worsened



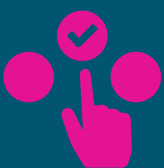
lost income



saw a decline  
in their  
wellbeing



**Almost a third (16/56) of respondents were given no:**



choice of  
appointment  
time, location or  
consultant



information on  
how to manage  
their symptoms or  
what to expect



copy of the  
referral letter



estimate of  
timescales

## Overall satisfaction with the referrals process

