

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.





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



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



(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.

*We acknowledge that due to the small sample size these findings are not likely to be representative of all those in Lincolnshire who have been referred for tests, diagnosis or treatment



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



online



pharmacy







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

82%	(46/56) agreed they were 'referred by the GP practice when necessary'.
70%	(39/56) agreed they were 'referred by the GP practice without avoidable delay'.
64%	(36/56) agreed they were 'referred to the most appropriate hospital/community clinic'.
45%	Only (25/56) agreed that they 'given all the information they needed by the GP practice'.
43%	Only (24/56) agreed that they 'felt supported by the GP practice through the referrals process'.