

GP Referrals

Part One – What happens to those who are not referred?

Survey Findings

Healthwatch England launched a national survey to gain insight into the process and people's experiences of getting a referral from their GP practice. This graphic explores the findings in Lincolnshire.



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people who had expected or requested to be referred for tests, diagnosis or treatment **but were not referred** shared their experience.



67%

(16/24) of respondents **were 'repeat visitors'** i.e. they had multiple appointments at their GP practice about the same symptoms/condition.



29%

(7/24) of respondents **had been referred for these symptoms/condition previously.**

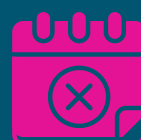
Why did these respondents go back to their GP practice?



their symptoms/condition returned/worsened



they did not hear anything further about the referral



their referral was cancelled



Why did respondents believe they were not referred?



'My condition was not considered serious enough.'



'I only had a phone appointment.'



'I wasn't listened to or taken seriously.'

All respondents experienced consequences as a result of not getting a referral.

Medical Consequences



suffered ongoing pain



their symptoms or condition worsened



faced further problems and complications

Broader Consequences



struggled to get new appointments at GP practice



negatively affected wellbeing and physical fitness



strained relationships



unable to work

75% (18/24) tried alternative ways to seek help by:



searching online



paying for private treatment



trying to get a referral from a different GP