

**Kent and Medway Integrated Care Board**  
**Electronic Referral Optimisation System**

**A Healthwatch Kent Report**



**November 2023**

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## **Background**

The NHS in Kent and Medway is looking to improve the way patients are referred by their GP for further assessment or treatment. To do this, Kent and Medway Integrated Care Board (KMICB) will be implementing the Electronic Optimisation Referral System (EROS). It will be first rolled out to Ear, Nose and Throat (ENT), Trauma and Orthopaedics (T&O) and Musculoskeletal (MSK) departments. We worked with the KMICB and agreed to test the difference that EROS makes to people's referral experiences. We arranged to carry out public engagement in the Ear, Nose and Throat (ENT), Trauma and Orthopaedics (T&O) and Musculoskeletal (MSK) departments in hospitals around Kent, asking the patients a series of questions about their experience and satisfaction with the current referral system. This would then act as a baseline to measure against when we returned to repeat the engagement in 2024 once implementation had occurred and had a chance to embed.

We visited these departments in six hospitals around Kent speaking to a total of 104 people.

## **Summary**

We spoke to 104 people across Kent asking them to share their experiences of the current hospital referral service.

- 79% said that they were not given a choice of hospitals.
- 63% of respondents were not given an estimate of how long they would be waiting for an appointment.
- 36% of the people who were told their appointment had been delayed said they were not aware of the cause.
- 32% of respondents rated their satisfaction with the current referral service as ten out of ten.
- 29% of respondents did not receive an appointment letter.

## **Methodology**

Using a semi-structured interview (see appendix 1), we approached people face to face in hospital waiting rooms. This was effective in most of the hospitals as once we were pointed to the right department by staff it was easy to locate the people we needed to speak to as they were waiting for their appointments.

Participants were selected by a randomised sample of who was attending each department on the day we visited.

## **Limitations**

From our visit to Queen Elizabeth the Queen Mother hospital, we only spoke to four people. As this is a very small data group the findings may not be statistically significant.

During our project, we spoke to mostly White British people (83%) as our engagement was purely opportunistic. We would recommend gathering data from ethnic minorities as they are under-represented in this report.

This is also true for people that identify as transgender, or other genders that aren't 'female' or 'male', as these groups are also under-represented in this report.

## Recommendations

From our findings we see that 79% of the people we spoke to said they were not given a choice of hospital. After then getting an appointment, 29% of respondents did not receive an appointment letter and 63% were not told how long they would be waiting for their appointment. Out of those whose appointments were delayed, 36% people were not told of the cause of delay.

The same engagement will be carried out a year after our original surveying, leaving time for EROS to integrate into the referral system. It will be completed in the same hospitals and will be specifically looking for changes in these statistics, as these are the main trends from our first round of engagement.

When we return for our second round of engagement in November 2024 we would expect to see:

1. A 30% decrease in the number of people not being given a choice of hospital for their appointment.
2. A 20% decrease in the amount of people not being told an estimated waiting time for their appointment.
3. A 10% decrease in the how many people are not receiving an appointment letter.
4. A 5% decrease in the number of people not being told about the cause of delay for their appointment.

## Findings

### Who we spoke to

We spoke to 104 people.

#### Gender

- 55% female
- 42% male
- 3% declined to say.
- 0% transgender

#### Age

- 64% between the ages 35-74
- 20% between the ages 0-34
- 13% between the ages 75-100
- 3% declined to say.

#### Ethnicity

- 83% white British
- 6% chose 'Other'.
- 4% Asian
- 3% African
- 3% declined to say.

We mostly spoke to white British females between the ages of 35 and 75, with this demographic making up 39% of overall respondents. This was followed by white British males between 35 and 75, with this group making up 26% of all responses.

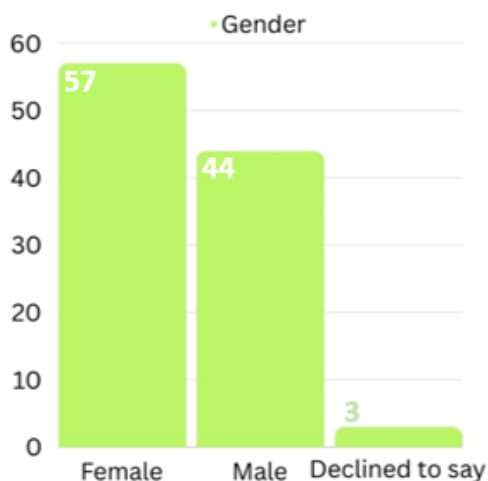


Image 1 - Participants by gender

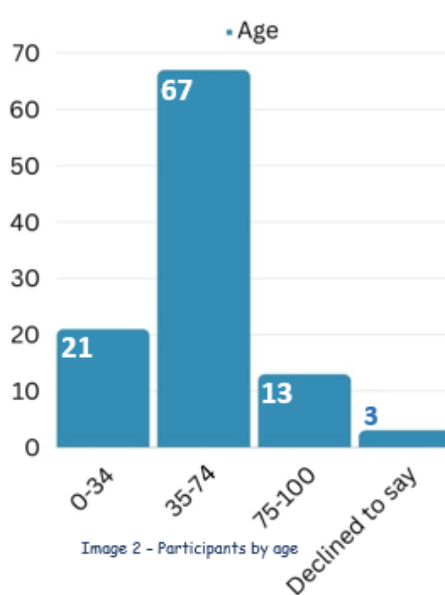


Image 2 - Participants by age

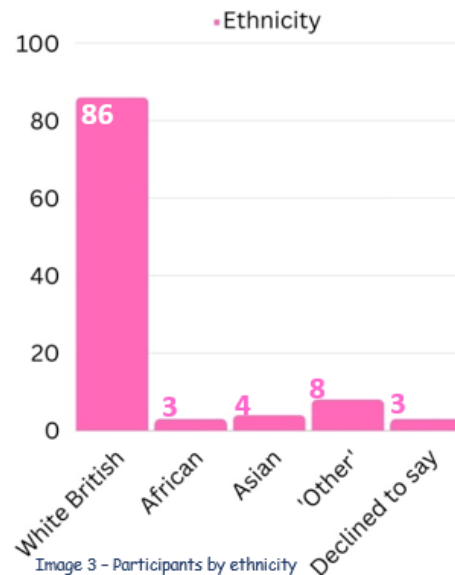


Image 3 - Participants by ethnicity

## Where we spoke to people

We went to six hospitals around Kent: Darent Valley (DV), Kent and Canterbury (KCH), Maidstone (M), Queen Elizabeth the Queen Mother (QEQM), Tunbridge Wells (TW) and William Harvey (WHH).

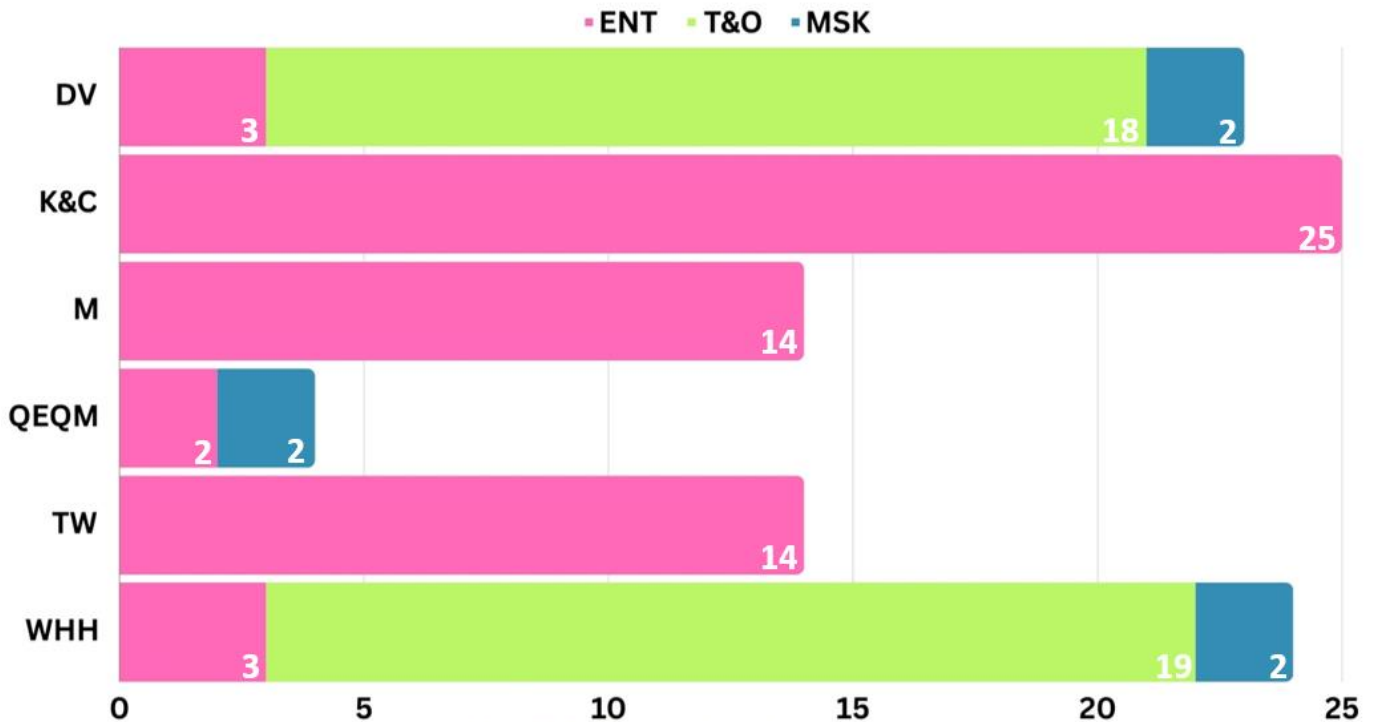


Image 4 - Participants by hospital and department

We found the Ear Nose and Throat (ENT) department had the highest footfall out of the three departments over all the hospitals (59%). We found that Trauma and Orthopaedics (T&O) (6%) had less scope for engagement, as there was a slower turnover rate of patients in the waiting rooms. We visited Physiotherapy in the Musculoskeletal (MSK) (36%) department, but we found that a lot of the patients were coming back for repeat appointments, so there was some confusion around the questions as people had to try and remember their original referral, as in some cases this was months or years ago. After speaking to a few people in this department we were able to cut down on confusion by giving specific context. By doing so, we were able to gain the insight we were looking for.

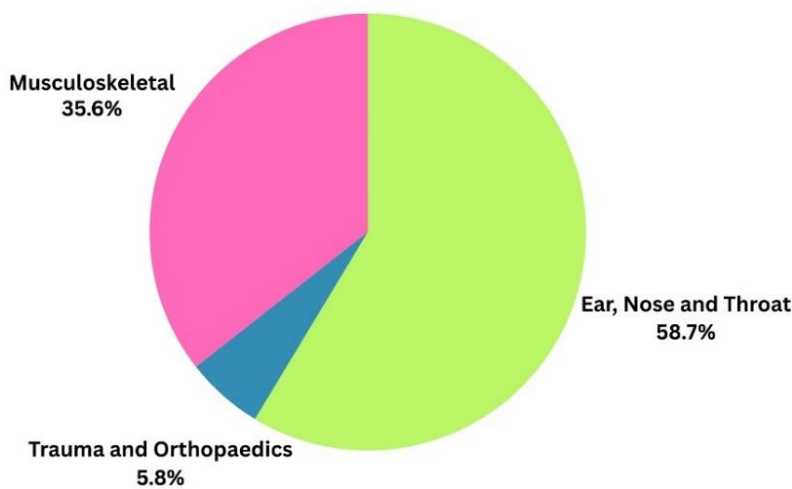


Image 5 - Participants by department

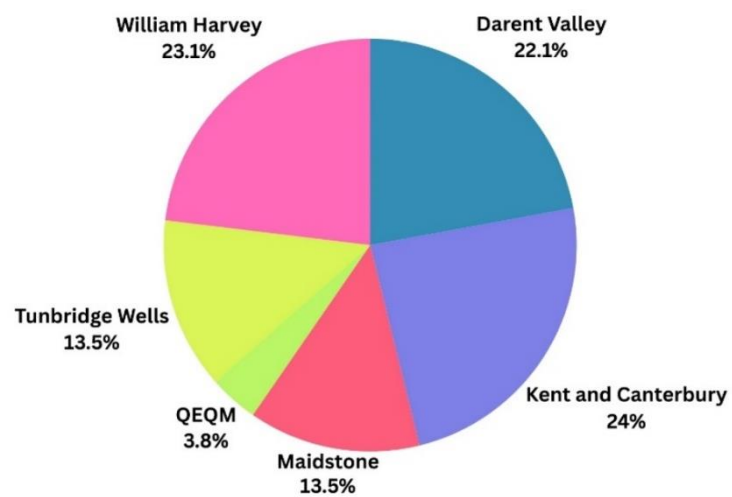


Image 6 - Participants by hospital

## Question Responses and Data

### Referral Routes

We asked patients who referred them for their appointment. Out of 104 participants we had 104 responses for this question.

- 70 (67%) people said they were referred by their GP.
- 23 (22%) respondents said 'other'.
  - Ten (10%) respondents said they were referred from another hospital.
  - Nine (9%) people said their referral was made internally.
  - Four (4%) said they self-referred.
- 11 (11%) people said they were referred by a clinic.

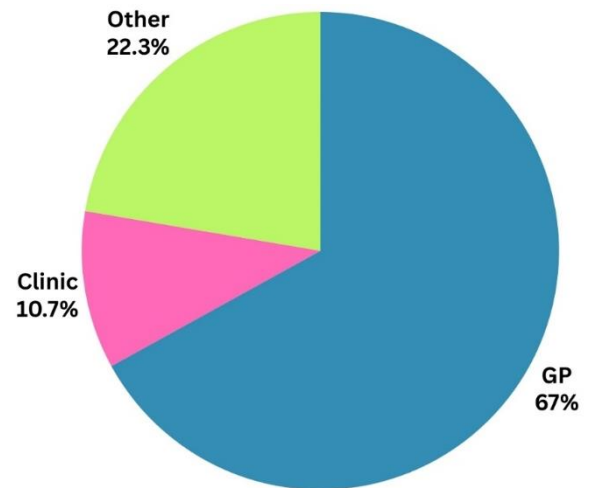


Image 7 - Participants by referral route

A higher percentage at each hospital said they were referred through the GP. However, at the William Harvey Hospital 50% of people chose 'other', which is higher than the 38% that said they were referred by a GP.

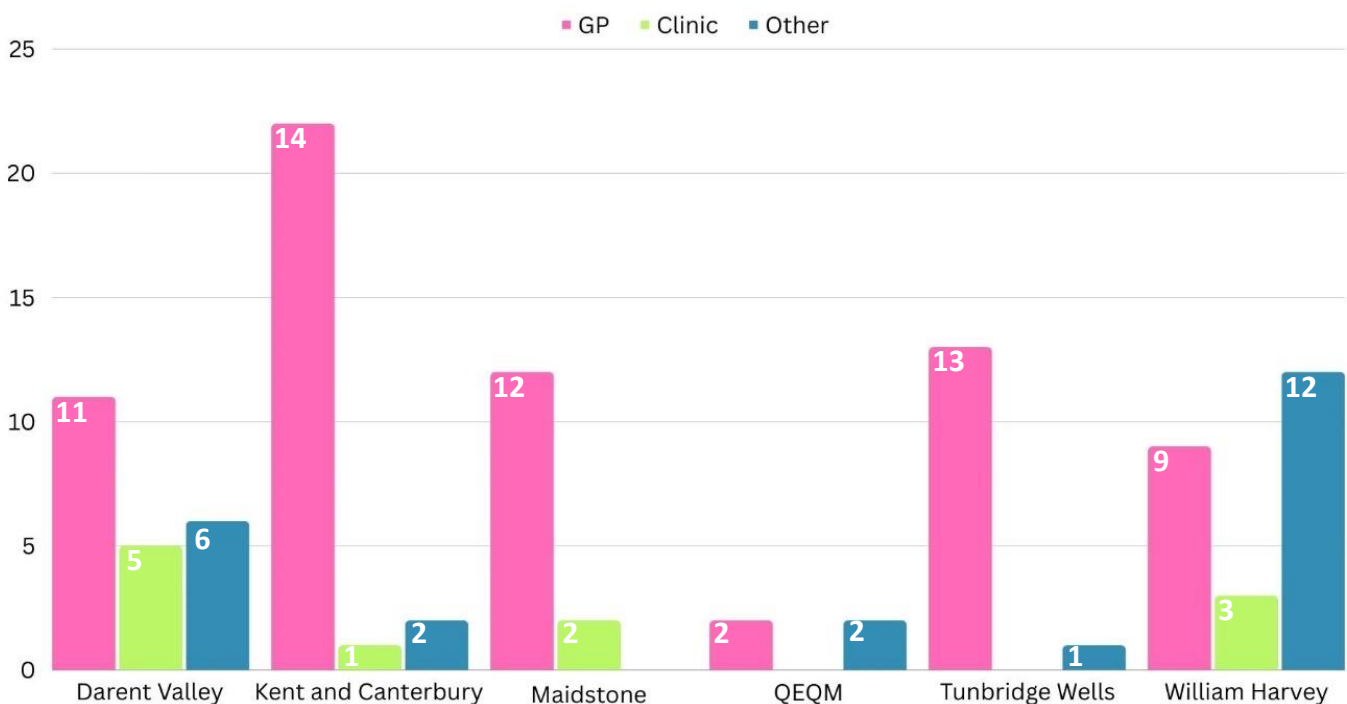


Image 8 - Referral routes by hospital

Despite talking to a similar amount of people at Tunbridge Wells Hospital, we had no respondents say they were referred through a clinic.

At Kent and Canterbury, 88% (22) of patients said they were referred through their GP, with 12% (3) making up the rest of the responses.

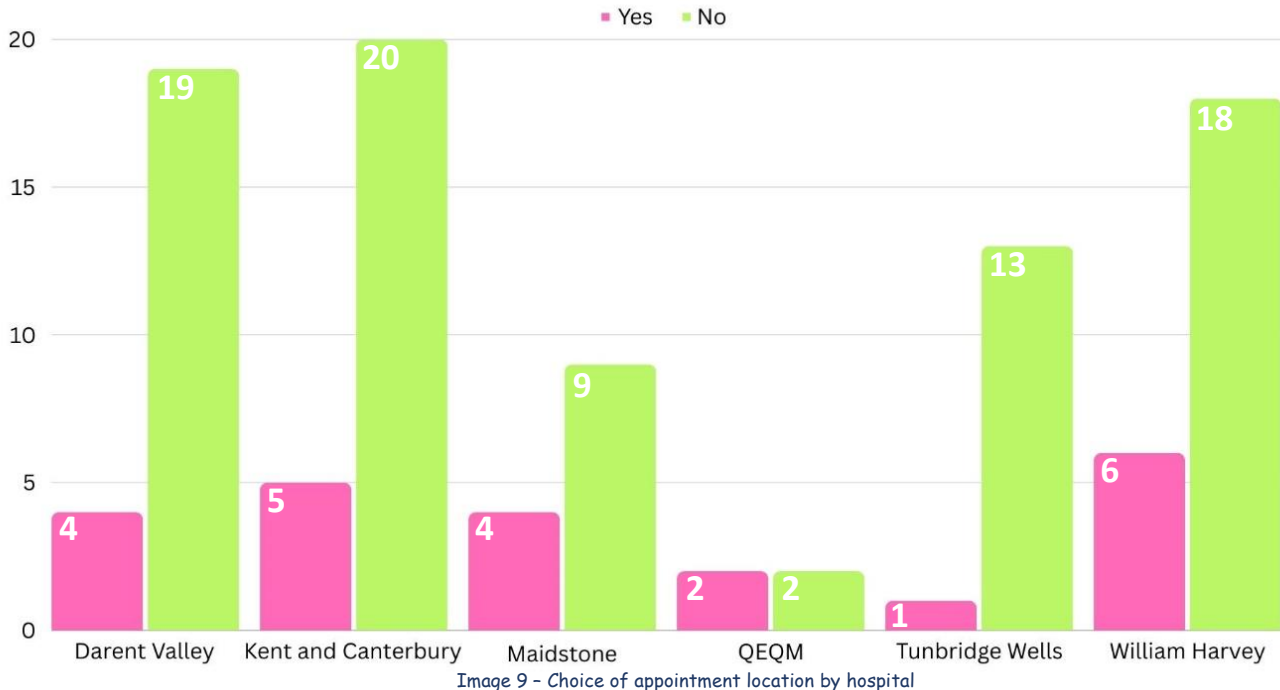
At Darent Valley, 47% (11) said they were referred by their GP, 21% (5) being referred from a clinic and 26% (6) through other pathways.

The variation of answers differs greatly across each hospital site, though a higher percentage overall (67%) said they were referred by their GP.

## Appointment Location

We asked patients if they were given a choice of hospitals for their appointment. Out of 104 participants we had 103 responses for this question.

- 81 (79%) said that they were not given a choice of hospitals.
- 22 (21%) said that they were given a choice of hospitals.

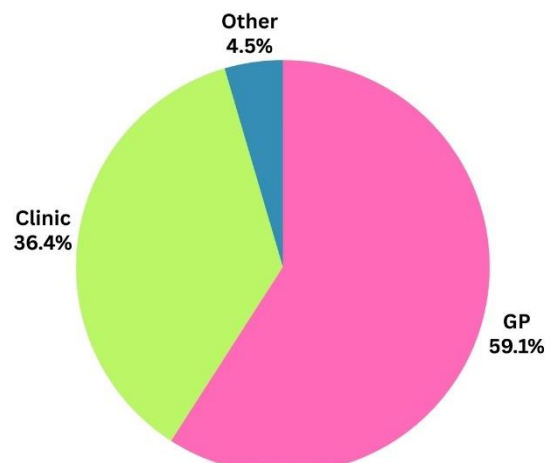
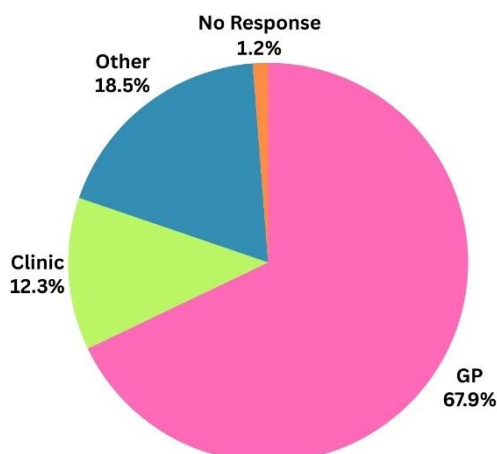


Out of the 81 respondents who said they were not given a choice of appointment location:

- 68% (55) were referred through a GP.
- 19% (15) were referred through 'other' pathways.
- 12% (10) were referred through a clinic.
- 1% (1) did not specify.

Out of the 22 respondents that said they were given a choice of appointment location:

- 59% (13) were referred through a GP.
- 36% (8) were referred through a clinic.
- 5% (1) were referred through 'other' pathways.



## Wait Times

We asked patients if they were given an estimated waiting time for their appointment. Out of 104 participants we had 102 responses for this question.

64 (63%) participants said they were not advised of how long the wait would be.

- 22% (14) of those patients being from William Harvey hospital.
- 22% (14) from Darent Valley.
- 20% (13) from Kent and Canterbury.
- 16% (10) from Tunbridge Wells hospital.
- 16% (10) from Maidstone hospital.
- 5% (3) from QEQM.

38 (37%) people said they were advised of how long they would be waiting for an appointment.

- 32% (12) of those patients being from Kent and Canterbury.
- 26% (10) from William Harvey hospital.
- 24% (9) from Darent Valley.
- 8% (3) from Tunbridge Wells hospital.
- 8% (3) from Maidstone hospital.
- 3% (1) from QEQM.

This is the case over all the hospitals, with a higher percentage (63%) answering 'no' across all six hospital sites.

Responses vary between the hospital sites, with Kent and Canterbury having the highest level of people being aware of how long they would be waiting for their appointment.

## Wait Times by Referral Route

### Referred by GP

Out of the 69 people who were referred by their GP, 67 people told us if they were given an estimated waiting time for their appointment.

- 63% (42) said they were not given an estimated wait time.
- 37% (25) said they were.

### Referred by Clinic

All 11 people who were referred through a clinic told us if they were given an estimated waiting time for their appointment.

- 91% (10) said they were not given an estimated wait time.
- 9% (1) said they were.

### Referred by 'Other'

All 23 people who were referred through 'other' pathways told us if they were given an estimated waiting time for their appointment.

- 52% (12) said they were given an estimated waiting time.
- 48% (11) said they were not.

The 'other' option is the only referral pathway that shows more patients advised of their estimated waiting time with over 50% (52%) being advised, greater than any other pathway.

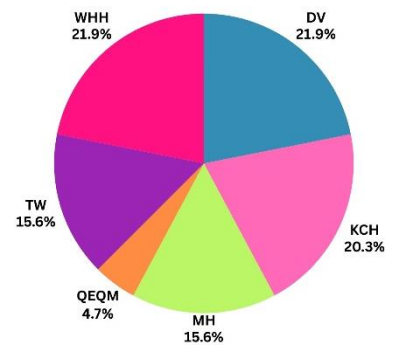


Image 12 - Participants who were not advised of an estimated waiting time by hospital

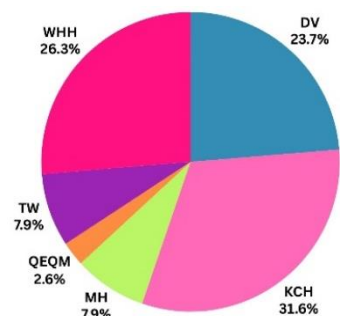


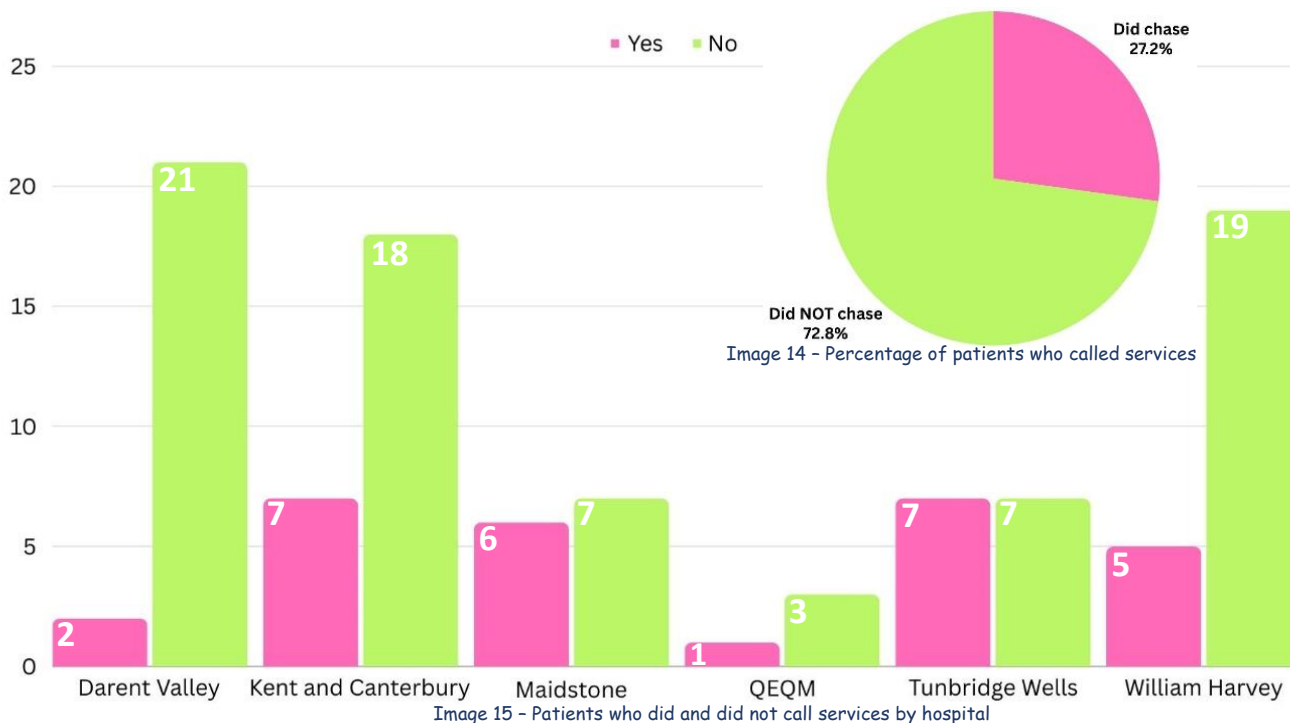
Image 13 - Participants who were advised of an estimated waiting time by hospital



## Communication with Health Services about Appointments

We asked patients if they had to phone the GP or hospital to chase up for their appointment. Out of 104 participants we had 103 responses for this question.

- 73% (75) said they did not have to call the GP or hospital to chase up their appointment.
- 27% (28) said they did have to call up.

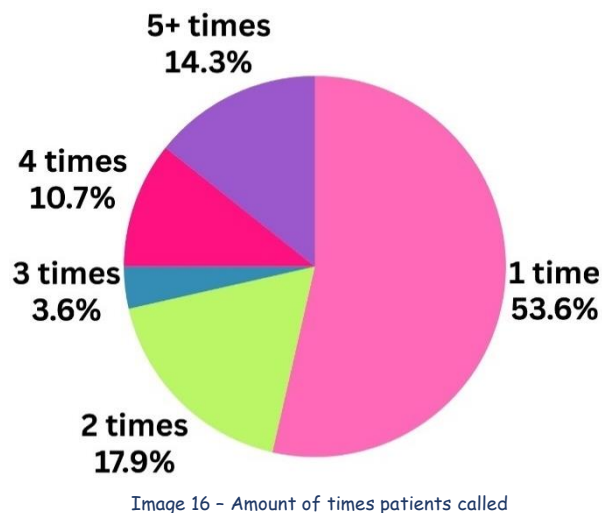


Across five of the six hospital sites, there were more people that did not have to call to chase for their appointment. Out of the 75 patients who did not have to call:

- 28% (21) were from Darent Valley.
- 25% (19) were from William Harvey.
- 24% (18) were from Kent and Canterbury.
- 9% (7) were from Maidstone.
- 9% (7) were from Tunbridge Wells.
- 4% (3) were from QEQM.

Out of the 28 people who did have to call up:

- 25% (7) were from Kent and Canterbury.
- 25% (7) were from Tunbridge Wells.
- 21% (6) were from Maidstone.
- 18% (5) were from William Harvey.
- 7% (2) were from Darent Valley.
- 4% (1) were from QEQM.



We then asked the patients that did call either the GP or hospital to chase their appointment how many times they called.

- Over half of patients (54%) (15) that called up the GP or hospital only called once to chase up their appointments.
- 18% (2) of people said they called more than ten times, with one participant saying they had to "chase it up for over three years" and another saying, "I called a lot to the point that I gave up".

## Wait time for Appointment Letter

We asked patients how long they had to wait for their appointment letter after their referral. Out of 104 participants we had 95 responses for this question.

71% (67) said they did receive an appointment letter.

Out of these 67:

- 25% said they waited 1-2 months.
- 24% waited 1-2 weeks.
- 8% of people we spoke to said they did not know or could not remember how long their letter took to be delivered to them.
- One person said it took their letter over two years to come through after their referral.

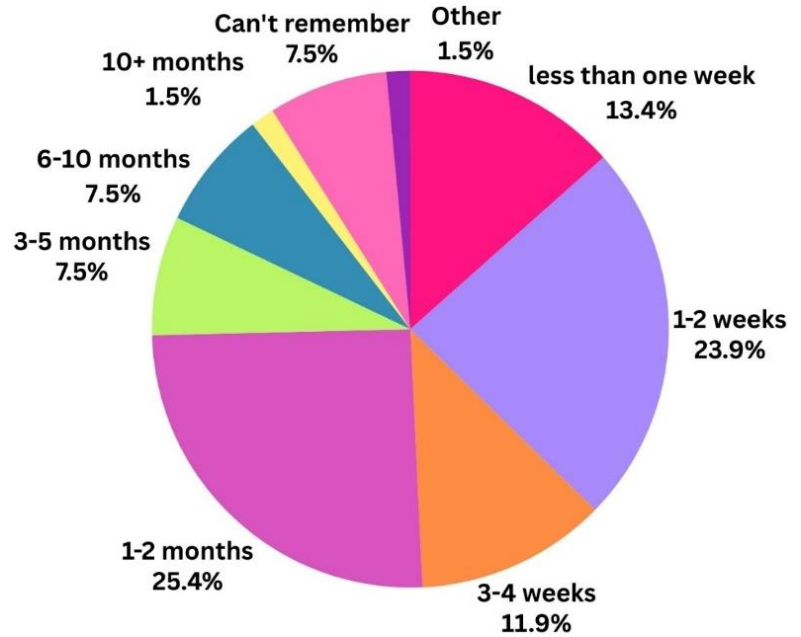


Image 17 - How long patients waited for an appointment letter

## Letter wait time by Department

### Ear, Nose and Throat

62% of people we spoke to in the ENT department said they received a physical letter.

- 29% were waiting 1-2 months.
- 21% of respondents waited less than one week, which is specifically different from the 13% of the overall sample.

### Trauma and Orthopaedics

For this department we had 5 responses saying they received a physical letter.

- 20% of people said there was a wait time of 1-2 months.
- 40% of patients that received a letter waited 1-2 weeks.
- 20% of patients could not remember how long their letter took.

This could be because we have a much smaller data group in the T&O department, but it could also mean that the waiting time for an appointment letter tends to be faster. This can be found out through more research, or a larger data group for this department.

### Musculoskeletal

- 33% of the 24 people in the MSK department who received a letter waited 1-2 weeks.
- 21% of people said they waited 1-2 months.
- There is also a large percentage (17%) of people who could not remember how long their letter took.

Across all departments the percentage of people waiting 1-2 months for their appointment letter does not greatly differ. This is also the case with the '3-4 weeks' option, as each data set sits around the 12% mark, with the exception of T&O where there is no data.

**Those who did not receive a letter**

28 (29%) people did not receive a physical copy of the appointment letter. Out of these 28:

- 64% of people mentioned that they received a text reminder or a phone call instead of a letter.
- 14% mentioned receiving a letter through email or online, with one respondent saying their "letter was sent through patient access fairly quickly after the referral was made".
- 7% of respondents mentioned receiving both a text or phone call and a letter through email or online.
- 14% said they did not receive anything.

27% out of all the people we spoke to in the MSK department received a text reminder instead of a letter.

17% of all the people in the T&O department received a text reminder instead of a letter.

11% of people in the ENT department received a text reminder instead of a letter.

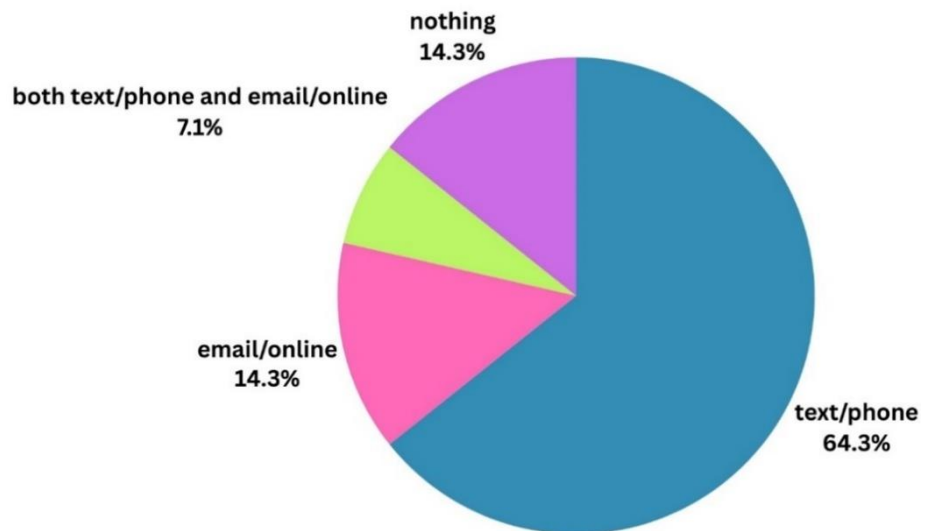


Image 18 - What patients received instead of a letter

Patients in the MSK department in the physiotherapy ward, explained that they were on their fifth or sixth repeat visit. One respondent gave insight as to why more people in MSK received text reminders instead of letters.

"I got one letter right at the beginning of the process, [but] for these sessions I get a text message reminder".

This could explain why a higher percentage of patients that we spoke to in MSK received a text reminder, as they may have received a letter at the start of their appointments, but since they are on returning visits to the hospital, they receive text reminders for these.

**Appointment Delays**

We asked patients if they were aware of any delays to their appointments. Out of 104 participants we had 99 responses to this question.

- 78% (77) of people said they were not aware of any delays to their appointment.
- 22% (22) said they were made aware of delays to their appointment.

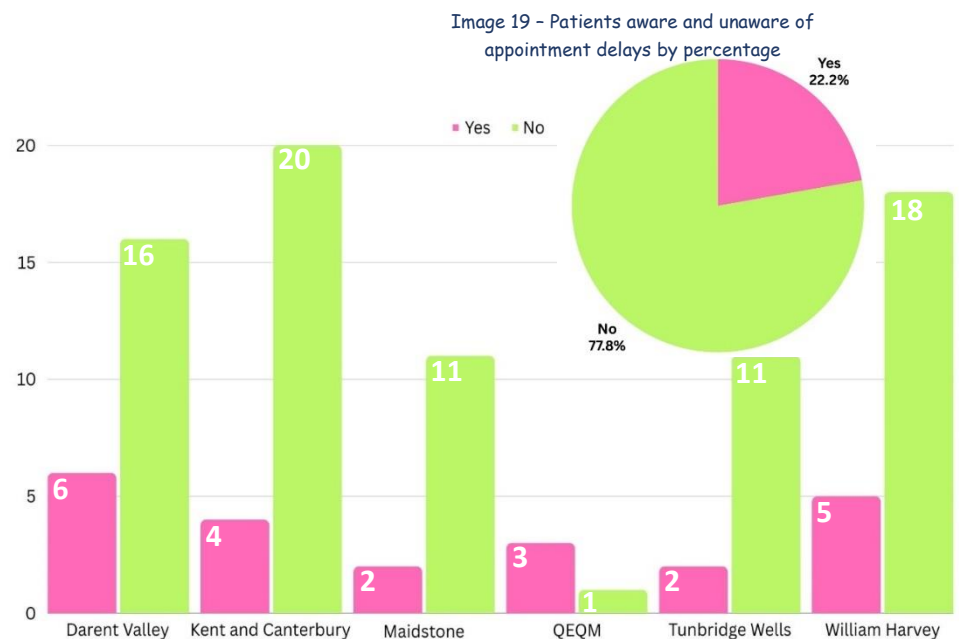


Image 20 - Patients aware and unaware of appointment delays by hospital

Out of the 22 people who said they were aware of a delay to their appointment:

64% (14) said they were aware of the reason their appointment had been delayed.

Out of these 14:

- 36% (5) told us they were aware of the reason for the delay but did not state the cause.
- 29% (4) said their appointments were delayed because of staff striking.
- 14% (2) said their appointments were delayed due to covid, with one respondent saying they waited over 2 years to have an operation.
- 7% (1) said their appointment was re-arranged due to staff sickness.
- 7% (1) said their appointment was delayed on the day saying, "we have been waiting since 2pm and it is now 3.45pm."
- 7% (1) said their appointment was originally an urgent referral but they were told it got changed to a non-urgent referral, and so had to wait longer for their appointment.

36% (8) said they were not aware of the cause of the delay, with one person saying, "it was just cancelled for no reason".

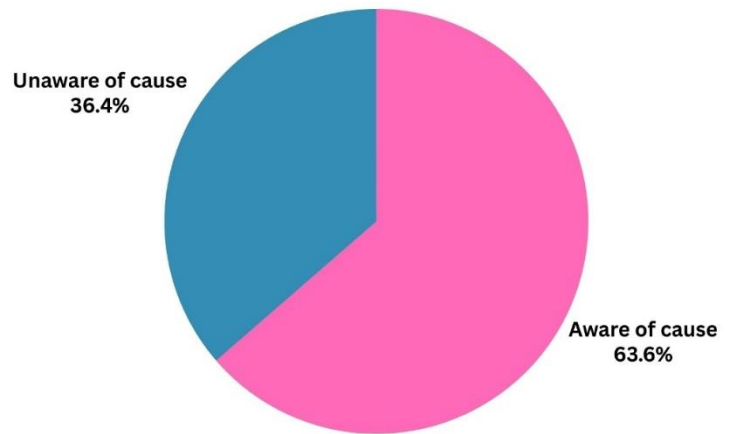


Image 21 - Percentage of patients aware of cause of delay

### Patient Satisfaction with the Referral Process

We asked patients to rate their satisfaction with the referral process on a scale of one to ten, with ten being the most satisfied and one being the least. Out of 104 participants we had 99 responses for this question.

- 32% (31) rated their experience ten out of ten.
- 16% (16) said nine out of ten.
- 15% (15) said eight out of ten.

21 respondents chose options between 'one' and 'five'.

- 33% (7) of those entries were from Tunbridge Wells Hospital.
- 24% (5) entries were from William Harvey.
- 24% (5) entries from Maidstone Hospital.

However, 78 respondents chose options between 'six' and 'ten'.

- 27% (21) of those entries were from Kent and Canterbury.
- 26% (20) of entries were from Darent Valley.
- 23% (18) of entries were from William Harvey.

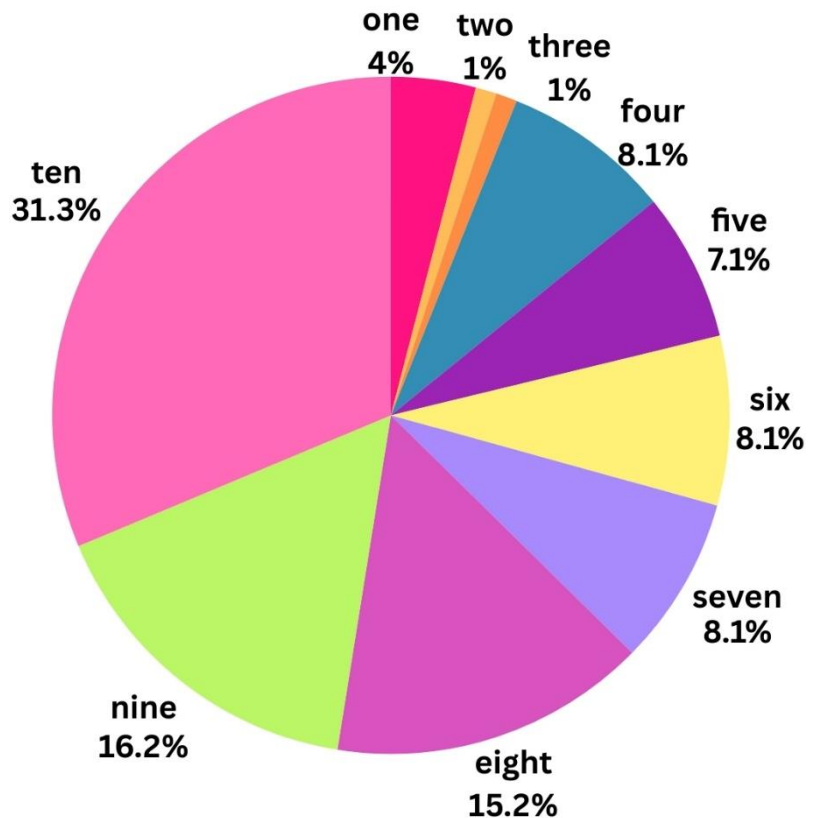


Image 22 - Patient satisfaction with referral process

To look at levels of satisfaction by hospital site we have grouped scores of '1-5' to reflect low levels of satisfaction, and scores of '6-10' to reflect high levels of satisfaction.

### Referred through GP

Out of the 69 people who said they were referred by their GP, 66 rated their satisfaction on a scale of one to ten.

- 26% of people have said their GP referral pathway was a ten out of ten experience.
- 18% of people rated the referral system a nine.
- 12% of patients rated their satisfaction a four.
  - 26% of respondents rated the referral system between one and five.
  - 74% stated their satisfaction to be between six and ten.

This shows that a larger proportion of respondents had a higher level of satisfaction with their experience of the GP referral pathway, than those who were less satisfied.

### Referred through clinic

All 11 people who said they were referred through a clinic rated their satisfaction on a scale of one to ten.

- 36% of patients rated their satisfaction with being referred through a clinic ten out of ten.
- 18% said they rated their satisfaction an eight out of ten.
- 9% rated their satisfaction a nine out of ten.
  - 100% of people stated their satisfaction to be five and over.
  - 82% of patients chose options six through ten.
  - 18% of patients said their satisfaction was between one and five.

This again shows that a larger group of people are more satisfied than those who are less so.

### Referred through 'other'

Out of the 23 patients who told us they were referred through other pathways, 22 of them told us how satisfied they felt.

- 46% of respondents rated their satisfaction a ten out of ten.
- 18% of people rated their satisfaction an eight.
- 14% rated their satisfaction a nine.
  - 9% rated their satisfaction between one and five.
  - 91% said their satisfaction was higher, choosing options six to ten.

This tells us that more people who are referred through clinics and their GP are generally less satisfied than those who are referred through other pathways.

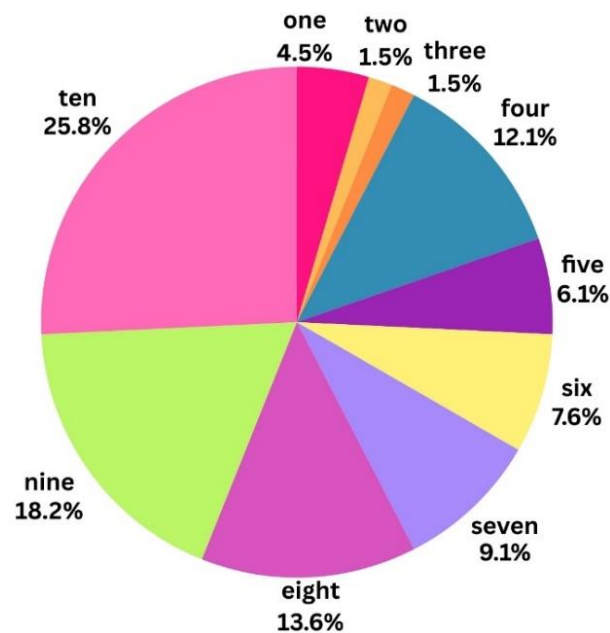


Image 23 - Patient satisfaction with GP referral pathway

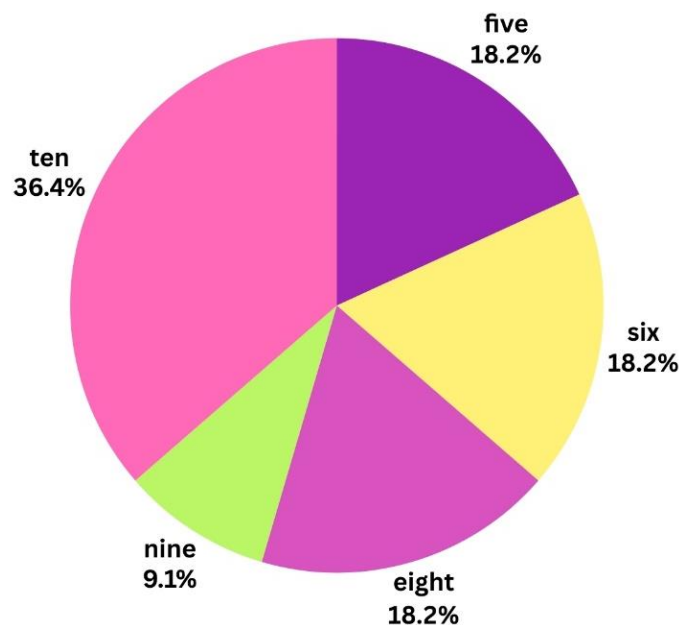


Image 24 - Patient satisfaction with Clinic referral pathway

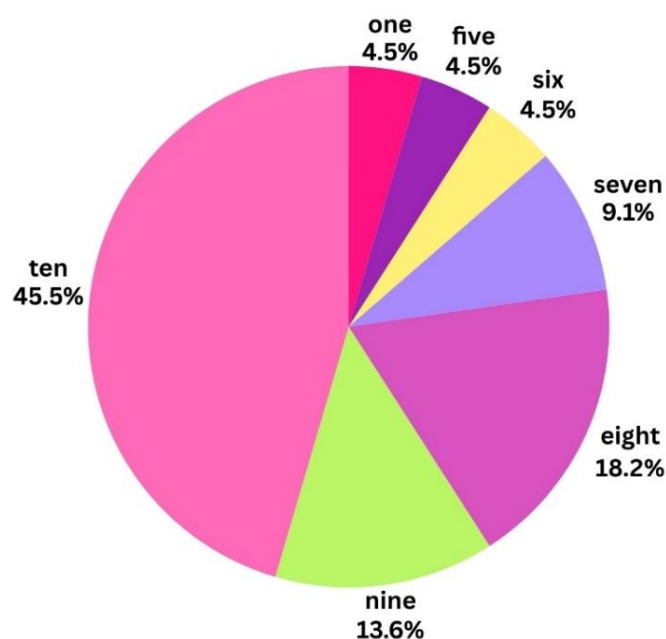


Image 25 - Patient satisfaction with 'Other' referral pathway

## Communication Needs

We asked patients if they had their communication needs met during their visit to the hospital. Out of 104 participants we had 95 responses for this question.

- 88% of people said that they did have their communication needs met during their visit.
- 11% said they had their needs partly met.
- 1% said they did not.

If we look at this by hospital, we can see if there are any differences to the amount of people who experienced communication issues at each site.

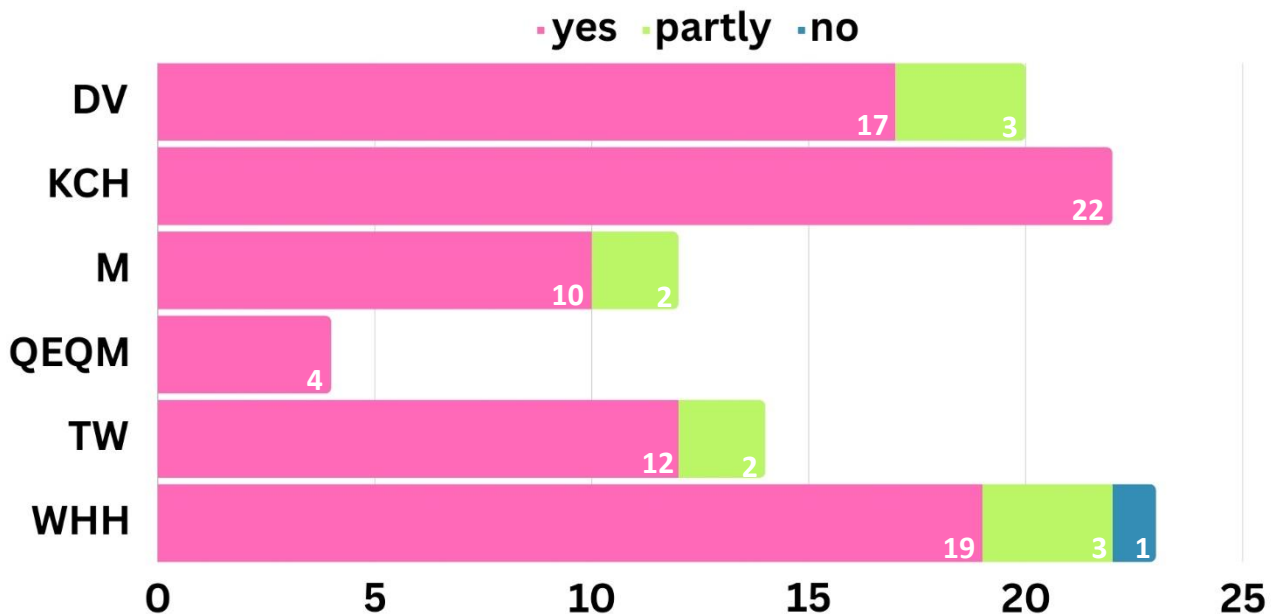


Image 26 - Patients' communication needs met by hospital site

36 people left comments about their communication needs.

### Feedback about staff

33% of people (12) mentioned the staff.

Ten of these mentions were positive.

- *"The receptionist was very helpful. She checked my details and changed my phone number and next of kin and pointed me in the right direction for the clinic. It was perfect, it couldn't have been better."*

One mention was mixed.

- *"(with the) physiotherapist, yes (I had my communication needs met). The orthopaedic was unaware of what was going on."*

### Barriers to communication

28% (10) mentioned having communication barriers.

Five of these mentions were negative, saying their communication need made their experience at the hospitals harder.

- *"It would be better if there was less noise when you come into the reception, it's very noisy around there especially when you're partly deaf."*
- *"I am hard of hearing, and the staff are wearing masks so the sound is muffled, and I cannot lip read."*

Three of these mentions were positive, saying that their communication need was catered for.

- *"I am sight impaired so it's hard for me to see. The self-check in is having maintenance, so I was able to sign in with a person."*
- *"I am a bit deaf in one of my ears, after I say, 'speak a bit louder' the staff are usually good with it."*

### Hospital Accessibility

19% of people (7) mentioned the accessibility of the hospital.

Five mentioned the signage at the hospital.

- *"In my appointment letter it said go to Palm Bay, but there was no Palm Bay on the hospital map, and I couldn't find it online either. They have signs for clinic A, B and C, but no sign for clinic D, which is where I needed to be."*
- *"I found this specific junction confusing."*
- *"There's a lack of signs to find the where the treatment room was."*

One mention was about the parking, saying they were unable to find any available disabled parking on the premises.

- *"There was no disabled parking. We had to park over the road at the garden centre, and as a blue badge holder that can be an issue. Thankfully I am able to walk, but it can be a bigger issue for other blue badge holders."*

### Family Support

14% of people (5) mentioned family support.

One person was able to bring their partner along for support.

- *"I have hearing impairment but brought my husband along."*

Some respondents did not find it so easy to bring their loved ones with them.

- *"I have a brain injury and so I'm not supposed to come alone as I can't remember things. My husband couldn't come with me as I was given four days' notice for my appointment, and he couldn't get the time off work."*
- *"They didn't want me to bring my partner along with me as they said it is taking up space in the waiting room, but I need her to help me hear things!"*

One respondent spoke about the difficulties of having a language barrier.

- *"My wife has to translate for me, we are Polish. I don't speak fluent English so I rely on my wife to get the information. Sometimes if my wife doesn't understand something then she will ask the doctor to send a letter to explain."*

### Hospital Communication

6% of people (2) mentioned difficulties with hospital communication.

- *"The two hospitals that I have been to have two different sets of notes and they won't talk to each other about my case. I received one diagnosis from one hospital while the other said that was not the issue."*
- *"I had to call the secretary of Williams Harvey hospital to find out more about where I am supposed to go here. The text was very vague. An unknown number called me for cancellation from the appointment."*

## **Further Comments**

We asked patients if they had any further comments to help improve the referral system. 78 people responded to this question.

Though the question asked for comments on improving the referral system, some people did use this as a general feedback box so there is a wide variety of responses.

## **Waiting times**

27% of people (21) mentioned waiting times.

Four of these mentions were positive, with people saying that they were pleased with their waiting times.

- *"It all happened within a week, so it all worked well."*
- *"I was pleased to be seen so quickly."*

15 mentions were negative, with people being unhappy with how long they were having to wait to be seen.

- *"All hospitals have really long waiting lists and they are all booked up."*
- *"Really long waiting times, I was sent back and forth. I was forced to go private for a while until I could get the NHS referral."*

Two mentions were of mixed sentiment.

- *"After cancellations of the appointments, everything has been fine."*

## **Patient Communication**

28% of people (22) mentioned patient communication.

One of these mentions were positive.

- *"Liked getting the text messages for updates and confirmation, it worked really well."*

13 of the mentions about patient communication were negative.

- *"They said a month after my referral was made that they would contact me. I then waited 3 months after that for anyone to contact me, but I ended up calling them to see what was going on. They should have contacted me when they said they would."*
- *"Once we were referred, we couldn't get hold of anyone, the only point of contact is the GP, and they don't know what's going on either".*

Eight of these mentions were of mixed sentiment.

- *"I much prefer face to face as I have questions to ask, and I like them to be answered. It's always better for me to speak to someone about it."*
- *"I called a lot, and no one got back to me, but I eventually got it sorted".*

## **Choice of Hospital**

9% of people (7) mentioned having a choice of hospital.

- *"To have more of a choice of hospital or where you can go for the appointment, because in the referral you don't get a choice."*
- *"The choice of hospital could be improved. This hospital is local, but we have had to go to Canterbury for an appointment which was a long way to travel."*

## **Hospital Accessibility**

13% (10) of mentions were about accessibility.

One of these mentions was positive.

- *"I used the self-check in screen, and it was very easy."*

Eight mentions of hospital accessibility were negative.

- *"If they could text me the diagnosis after seeing the person being referred to, that would be really good. It would make the referral system more inclusive."*
- *"It would be handy if they offered later appointments as it can be hard to get the time off work."*
- *"The disabled parking can be waiting up to 45 minutes for a space."*



- *“When I first came here there were two departments running in the same place, which was confusing.”*

### **Staffing Issues**

4% of people (3) mentioned staffing issues.

Two of these mentions were negative.

- *“They told me they couldn't do the appointment at Maidstone Hospital because there wasn't enough staff, so they sent me to Pembury.”*
- *“The system is broken, but I can understand it, they just don't have the staff.”*

One was of mixed sentiment.

- *“It is fine. But there isn't enough people in the system.”*

### **Interdepartmental Communication**

4% (3) mentioned communication between departments.

- *“I am allergic to codeine, but they keep giving this to me.”*
- *“The doctors aren't looking through my notes, so they don't already know the issues when I see them”.*

### **Feedback about Staff**

4% of people (3) mentioned the hospital staff. All of these mentions were positive.

- *“The staff are really nice.”*
- *“The doctor is very careful, and he has checked all my needs.”*

# Appendices

## Appendix 1

### Demographics

Demographics		Value	Percentage
Age			
	0-15	7	7%
	16-24	9	9%
	25-34	5	5%
	35-44	9	9%
	45-54	19	18%
	55-64	20	19%
	65-74	19	18%
	75-84	10	10%
	85-94	3	3%
	Prefer not to say	1	1%
	No response	2	2%
Ethnicity			
	White	88	85%
	Asian/Asian British	4	4%
	Black/African/Caribbean/Black British	3	3%
	Any other Mixed / Multiple ethnic background	1	1%
	Any other White Background	5	5%
	Prefer not to say	1	1%
	No response	2	2%
Gender			
	Female	57	54%
	Male	44	42%
	Prefer not to say	0	0%
	No response	3	3%

## Appendix 2

### KMICB Electronic Referral Optimisation System (EROS)

The NHS in Kent and Medway is looking to improve the way patients are referred by their GP for further assessment or treatment, known as the referral process.

The following questions will help to understand the current experience of the referral process for Kent and Medway patients - specifically those referred to Ear, Nose and Throat (ENT), and Trauma and Orthopaedics (T&O) and Musculoskeletal (MSK) specialities.

Can I have your consent to write down your responses to these questions and share them anonymously with my company? **YES**

Name of hospital:

Please advise which service you have been referred to:

- Ear, Nose and Throat (ENT)
- Trauma & Orthopaedics (T&O)
- Musculoskeletal (MSK)

Please advise who you were referred by:

- My GP
- Clinic
- Other \_\_\_\_\_

1. When you were referred for further assessment or treatment, were you given a choice of which hospital you could go to for your appointment?

YES  NO

2. Were you advised of the estimated waiting time for your hospital appointment?

YES  NO

3. Did you phone your GP (or the clinic) to chase your hospital appointment?

YES  NO

If so, please let us know how many times you had to phone your GP (or the clinic):

Not applicable 1 2 3 4 5 (please circle) More than 5: \_\_\_ (please specify)

4. In weeks, how long did you wait for an appointment letter?

\_\_\_ (please specify)

5. Were you aware of any delay to your appointment?

YES  NO

If yes, were you aware of the reason for the delay?

YES  NO

If yes, please **specify**

6. On a scale of 1-10, how satisfied were you with the referral process?

Least satisfied 1 2 3 4 5 6 7 8 9 10 Most satisfied (please circle)

7. Have you had your communication needs met during your visit today?

Yes / No / Partly / N/A

Comments on communications:

If you have further comments to help improve the referral service and the experience for patients, please include them in the text box below.

(image 27 – survey that was used to collect data)