NHS England & Monitor

Outpatient Appointment Referrals

## Jan/Feb 2019

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Populus interviewed 6,116 adults online in England, across four waves of omnibus (25th January-12th February). This included 2,314 interviews with respondents who have been referred for an outpatient appointment by their GP within the last 12 months.

Populus is a member of the British Polling Council and abides by its rules. For more details go to [www.populus.co.uk](http://www.populus.co.uk/).

Q1 Have you seen a GP in the last 12 months?

*Base: All respondents (n=6,116)*

|  |  |
| --- | --- |
|  | Total (Jan/Feb 2019) |
| Yes | 76% |
| No | 24% |

Q2. Thinking about the last 12 months, have you been referred by your GP for an outpatient appointment?

*Base: All respondents who have seen a GP in the last 12 months (n=4,636)*

|  |  |
| --- | --- |
|  | Total (Jan/Feb 2019) |
| Yes | 50% |
| No | 49% |
| Don’t Know | 1% |

Q3. Were you offered a choice of hospital or clinic for your first outpatient appointment?

*Base: All respondents who have seen a GP in the last 12 months and have been referred for an outpatient appointment (n=2,313)*

|  |  |  |
| --- | --- | --- |
|  | Total (July 2015) | Total (Jan/Feb 2019) |
| Yes | 40% | 43% |
| No | 60% | 55% |
| Don’t Know |  | 2% |

* Just over 4 in 10 (43%) were offered a choice of hospital or clinic to go to for their first outpatient appointment.
* Those aged 18-24 were most likely to be offered a choice of hospital or appointment (50%), a significant change from the 2015 wave, when they were least likely to be offered such a choice.
* Those in the West Midlands were most likely to have a choice offered to them (52%), closely followed by those in London (49%).

Q4. Did you discuss with your GP which hospital or clinic you might go to for your first outpatient appointment?

*Base: All respondents who have seen a GP in the last 12 months and have been referred for an outpatient appointment (n=988)*

|  |  |
| --- | --- |
|  | Total (Jan/Feb 2019) |
| Yes | 63% |
| No | 36% |
| Don’t Know | 1% |

* Almost two thirds (63%) of respondents who have been referred for an outpatient appointment by their GP in the last 12 months and were offered a choice of hospital or clinic did discuss with their GP which hospital or clinic they might go to for their first outpatient appointment.
* Younger respondents are much more likely to have discussed with their GP where to go for their first outpatient appointment; 76% of 18-24s said that they did which is significantly higher than respondents aged 45 and above (59% for those aged 45-54, 62% for those aged 55-64 and 57% for those aged over 65).
* Those in social grade AB were significantly more likely to have discussed with their GP where to go for their first outpatient appointment. 70% of this group report doing so, compared to 62% of C1s, 60% of DE and 58% of social grade C2.
* Only 50% in the South West region reported having such a discussion, compared to 75% of respondents living in the North East.

Q5. Before you visited your GP, did you know that you had a choice of hospitals or clinics that you could go to for your first hospital or clinic outpatient appointment?

*Base: All respondents who have been referred by their GP for an outpatient appointment (n=2,314)*

|  |  |  |
| --- | --- | --- |
|  | Total (July 2015) | Total (Jan/Feb 2019) |
| Yes | 47% | 48% |
| No | 53% | 52% |

* Under half (48%) of respondents who have been referred for an outpatient appointment by their GP in the last 12 months, knew before they visited their GP that they had a choice of hospitals or clinics that they could go to for their first appointment. The remainder (52%) said that they did not know this beforehand.
* As age increases so does the likelihood of respondents being aware that they had a choice for their first outpatient appointment. Just 39% of those aged 35-44 knew before they visited their GP that they had a choice of hospitals or clinics that they could go to for their first appointment, compared to 61% of those aged over 65.

Q6. When you were offered the choice of hospital or clinic for your first outpatient appointment, did you have enough information to help you make your decision?

*Base: All respondents who have been referred by their GP for an outpatient appointment and were offered a choice of hospital or clinic (n=988)*

|  |  |  |
| --- | --- | --- |
|  | Total (July 2015) | Total (Jan/Feb 2019) |
| Yes | 88% | 87% |
| No | 12% | 13% |

* Among those who were offered a choice of where to go for their first outpatient appointment, almost 9 in 10 (87%) felt that they had enough information to help them make their decision.
* 92% of respondents aged 65 and over felt that they had enough information to make a decision in deciding where to go for their first outpatient appointment, falling significantly for 18-24 year olds (82%).

Q7. Which source of information was the most important to you when choosing a hospital or clinic for your first outpatient appointment?

*Base: All respondents who have been referred by their GP for an outpatient appointment and were offered a choice of hospital or clinic (n=988)*

|  |  |  |
| --- | --- | --- |
|  | July 2015 | Jan/Feb 2019 |
| Own experience | 31% | **36%** |
| My GP | **36%** | **24%** |
| NHS Choices website | 5% | **10%** |
| Friends/family members | 9% | 9% |
| Other | 6% | 6% |
| A booklet or leaflet about my choices | 4% | 5% |
| Staff at Clinical Assessment or Referral Centre | 3% | 3% |
| Don’t know | 3% | 3% |
| Other Internet site | 2% | 2% |
| Someone else at GP surgery | 1% | 2% |
| Local patient organisation | 1% | 1% |

* Over a third (36%) of people who have been referred by their GP for an outpatient appointment and were offered a choice of hospital or clinic cited their own experience as the most important source of information, up significantly from its 2015 level. This was particularly prevalent among older respondents, with 44% of 55-64s and 45% of 65+ year olds.
* By contrast, the proportion of respondents citing their GP as the most important source of information when choosing a hospital or clinic for their first outpatient appointment fell to 24%, from 36% in 2015.
* The proportion of respondents mentioning the NHS Choices website as the most important source of information has doubled since 2015 (from 5% to 10%).

\*base size under 100

Q8. Were you able to go to the hospital or clinic that you wanted to go to for your first outpatient appointment?

*Base: All respondents who have been referred by their GP for an outpatient appointment and were offered a choice of hospital or clinic (n=988)*

|  |  |  |
| --- | --- | --- |
|  | Total (July 2015) | Total (Jan/Feb 2019) |
| Yes | 92% | 96% |
| No | 5% | 4% |
| I didn’t have a preference | 4% | N/A |

* 96% of respondents who had been offered a choice of hospital or clinic had said that they were able to go to the hospital or clinic which they wanted to go to, up from 92% in 2015.

