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Populus Summary

NHS England & Monitor

Outpatient Appointment Referrals

July 2015

‘Populus was commissioned by Monitor and NHS England to carry out this research on their behalf.’

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Populus interviewed 6,989 adults online in England & Wales, across four waves of omnibus (19th June – 2nd July). This included 2,729 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.

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

Base: All respondents (n=6,989)

	Total (July 2015)
Yes	77%
No	23%
Don't Know	1%

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=5,347)

	Total (July 2015)
Yes	51%
No	48%
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=2,729)

	Total (May 2014)	Total (July 2015)
Yes	38%	40%
No	60%	60%
Don't Know	2%	-

- 4 in 10 (40%) recalled being offered a choice of hospital or clinic to go to for their first outpatient appointment. However, 6 in 10 (60%) said they were not offered a choice.
- Respondents aged 18-24 were the least likely to recall being offered a choice with almost two-thirds (64%) saying that they weren't.
- North Westerners were the most likely to recall being offered a choice, with 46% saying that they were. In comparison almost a third (32%) of those in the South East of England said they were offered a choice.
- 42% of respondents who live in rural areas said they were offered a choice, compared to those in urban areas (39%).

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 been referred for an outpatient appointment by their GP in the last 12 months and recall being offered a choice (n=1,086)

	Total (July 2015)
Yes	65%
No	33%
Don't Know	1%

- Almost two thirds (65%) of respondents who have been referred for an outpatient appointment by their GP in the last 12 months and recalled being 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 say they discussed with their GP where to go for their first outpatient appointment; 79% of 18-24s said that they did which is significantly higher than respondents aged 45 and above (57% for those aged 45-54, 60% for those aged 55-64, 58% for those aged 65-74 and 61% for those 75 and over).
- Non-white respondents are significantly more likely to say they discussed with their GP where to go for the first appointment (80% vs 63% for white respondents).

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=2,729)

	Total (May 2014)	Total (July 2015)
Yes	51%	47%
No	49%	53%

- Under half (47%) 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 (53%) 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 over one third (34%) of those aged 18-24 said that they knew they had a choice, compared to two-thirds (66%) of respondents aged 75 and over.
- 52% of those who live in rural areas say that they knew that they had choice before they visited their GP, compared to 46% of respondents living in urban areas, a significant difference. Although this represents a significant decrease for people in urban areas, from 49% in May 2014 to 46% in July 2015.
- 52% of respondents who are not working knew before they saw their GP that they had a choice of hospitals or clinics that they could go to for their first outpatient appointment, which is significantly higher than those who are working (42%).

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=1,086)

	Total (May 2014)	Total (July 2015)
Yes	89%	88%
No	11%	12%

- Among those who said they were offered a choice of where to go for their first outpatient appointment, almost 9 in 10 (88%) felt that they had enough information to help them make their decision.
- 95% of respondents aged 75 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 (84%).

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=1,086)

	Total
My GP	36%
Own experience	31%
Friends/family members	9%
NHS Choices website	5%
A booklet or leaflet about my choices	4%
Staff at Clinical Assessment or Referral Centre	3%
Other Internet site	2%
Someone else at GP surgery	1%
Local patient organisation	1%
Other	6%
Don't know	3%

- Over a third (36%) of people who have been referred by their GP for an outpatient appointment and said they were offered a choice of hospital or clinic found their GP as the most important source of information, this was closely followed by approximately three tenths (31%) of people found that their own experience was most important.
- Over half (52%) of 18-24 year olds* found that their GP was the most important source of information, significantly higher than 55-64 year olds (25%).

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 (n=2,729)

	People offered a choice (n=1086)	People not offered a choice (n=1644)
Yes	92%	43%
No	5%	10%
I didn't have a preference	4%	47%

- Over nine tenths (92%) of respondents who recalled being offered a choice of hospital or clinic said that they were able to go to the hospital or clinic which they wanted to go to, compared to four tenths (43%) of people who did not recall being offered a choice.

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