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## Survey 3: Referral. Total Responses: 482

How satisfied or dissatisfied are you with each of the following?

Answer Choices	Average out of 10
When you called or attended the practice to ask for a referral, are you satisfied that the receptionists dealt with your query appropriately and efficiently?	6.5
Were you satisfied with the clinician's interactions with you when you have seen or contacted the practice for a referral?	7.0
Was the reason for the referral explained to you and were you in agreement with the referral recommendation?	8.8
Did you feel the referral process at the practice was seamless and efficient?	7.4
If you were referred under the two week process were you contacted, within two weeks by the practice to ensure that your referral converted to a hospital appointment?	6.9

### *Where patient experience is best*

88% of our patients stated they are happy with that the reason for the referral was explained to them and they agreed with the referral recommendation.

74% of our patients said that the referral process was seamless and efficient.

### *Where patient experience can be improved*

31% of our patients with 2 weeks urgent referrals said that they were not contacted within two weeks by the practice to ensure that their referral was converted to a hospital appointment

35% of our patients were not satisfied that their query was dealt with efficiently when calling or speaking to a receptionist to ask about a referral.

*Action plan:*

- 1. An audit will be undertaken to ensure we are contacting patient to double check if they have received a hospital appointment.*
- 2. Further education will be given in the team meeting on how to handle referral calls before getting to the referral coordinator so we can shorten the patient journey*

Rita Bright  
6<sup>th</sup> August 2019