



Press Release

For immediate release: 6 October 2022

Are you or your loved one waiting on a health care referral? Share your views

Have you or your loved one been left frustrated after struggling to get the specialist tests or treatment needed? Have you been referred by your GP but been left waiting for tests or treatment needed, or have you expected or asked for a referral but didn't get one? You're not alone.

One concern Healthwatch nationally has been hearing from the public is how hard it can be to get specialist treatment.

Few examples of services your GP can refer you to:

- Mental health support
- Joint replacement surgery for knees, hips and support with arthritis
- Eye surgery
- Non-urgent heart problems
- Diagnostic conditions, such as hearing, skin issues, allergies, other symptoms you have had a while that could be a long-term condition like asthma, diabetes etc.

As the independent champion of health and social care services in Shropshire we want to hear your experiences of trying to get specialist NHS support, like physiotherapy, talking therapies, hospital scans and consultations.

Lynn Cawley, Chief Officer, told us, "By sharing your story, we can use your feedback to help the local NHS better understand your challenges and improve how people access the care they need. So, if you've got something to say about GP referrals, don't just talk to your friends and family – tell us too."

Complete our survey: https://www.smartsurvey.co.uk/s/HWS_getting_a_referral/

Healthwatch Shropshire is the independent health and social care champion in Shropshire. It gathers the views and experiences of patients, service users, carers, and the general public about services including hospitals, GPs, mental health services, community health services, pharmacists, opticians, residential care and children's services. It also has statutory powers that it can use to influence service provision by encouraging improvements.

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