<https://www.smartsurvey.co.uk/s/experience-referrals/>

**General messages**

* Copy: Share your experience of referral in our confidential survey and help us understand what works and what doesn’t.

Asset: Had a referral for clinical tests, diagnosis or treatment? We want to hear from you.

* Copy: If you’ve been referred and you’re waiting for care – whether that’s an assessment, diagnosis, or specialist treatment – your feedback helps us understand the issues you’re facing.

Asset: “My referral was rejected due to a paperwork issue and has been re-referred, but I’m still yet to hear anything from the hospital”

* Copy: How have people’s experiences of referrals changed in the last two years? If you’ve been referred, let us know about it in our short, confidential survey.

Asset: In 2023, nearly 1 in 5 people needed four or more GP visits to get a referral.

* Copy: Have you been referred for specialist care? Your feedback helps us understand how you’ve found the experience.

Asset: "My GP has been amazing through all my referrals; they are supportive and include me in the referral process so I can have a say in what is sent.”

**Specific conditions**

* Copy: Have you had a referral for a mental health condition? We want to hear about your experience of getting the referral from your GP.

Asset: Tell us your experience of mental health referrals from your GP

* Copy: Has your GP referred you for cancer care? Tell us your experience

Asset: Your referral for cancer care was the first step of the journey. Tell us how it’s going.

* Copy: Have you needed a referral from your GP for specialist care for a long-term condition? Tell us how easy you found the process of getting your referral.

Asset: A referral from your GP is the first step to getting the care you need. Tell us how you found the process.