



## NNSWLHD Referrals\* Consultation - General Practitioners

The NNSWLHD Local Health District (NNSWLHD, "the LHD") is increasingly digitising its services and offerings, including exploring the use of electronic referrals ("eReferrals") as an alternative to faxed and paper referrals between GPs and LHD services, and the ability for LHD clinics to send GP updates about a referral's status via secure messaging.

The NNSWLHD is inviting GPs to complete this survey so the LHD can:

- Understand GPs' referral patterns, perspectives and preferences for referrals to the LHD;
- Better meet GPs' referral needs; and
- Help identify any issues with respect to referrals to the LHD.

We will not share your name or details with anyone. We would like your name and/or practice so we can follow up any issues you might have or to clarify answers.

Thanks for your valuable time.

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*\*Please note when a reference is made to "LHD" service, this means a service the Local Health District provides such as ED, Specialty Outpatient Clinics (i.e. Ortho, ENT etc), Community Health, Cancer Care, Haematology, Renal, ED, Antenatal, Oral Health, Mental Health and so on.*

1. Your contact details - optional but welcome - we will not share your information with anyone. *Adding your name lets us follow up any issues you have and ensure we don't get duplicate responses.*

Name

Email Address

\* 2. Your GP Practice

\* 3. Do you send referrals to any LHD service? **If no, go straight to last page (from Q20)**

Yes

No

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\* 4. Overall, how satisfied or dissatisfied are you with the current referral processes to LHD services?

- |  |   |
|--|---|
| <input type="radio"/> Very satisfied                     | <input type="radio"/> Somewhat dissatisfied |
| <input type="radio"/> Somewhat satisfied                 | <input type="radio"/> Very dissatisfied     |
| <input type="radio"/> Neither satisfied nor dissatisfied |   |

\* 5. How often do you refer patients to LHD services.

- |                                   |   |
|-----------------------------------|---|
| <input type="radio"/> Daily       | <input type="radio"/> Greater than every 6 months   |
| <input type="radio"/> Weekly      | <input type="radio"/> Unsure                        |
| <input type="radio"/> Monthly     | <input type="radio"/> I never refer to LHD services |
| <input type="radio"/> 1-6 monthly | <input type="radio"/> N/A                           |

\* 6. Could you list the LHD services you most frequently refer to?

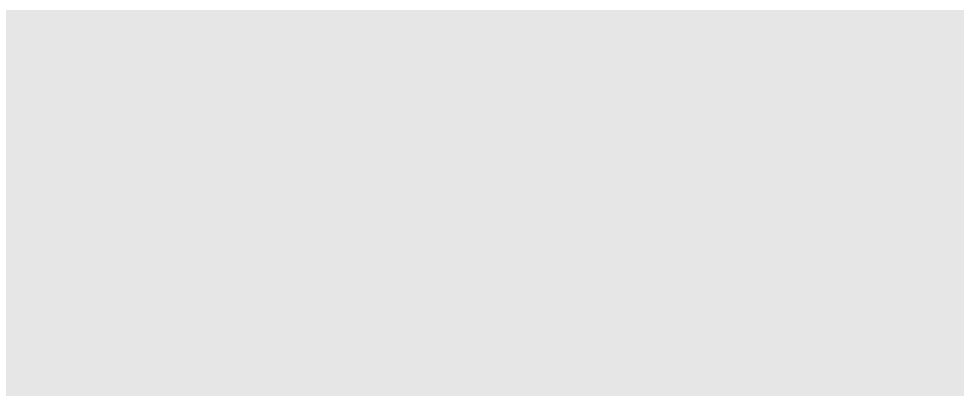
\* 7. Overall, how satisfied or dissatisfied are you with how the LHD communicates the status/outcome of referrals (separate to the letter from the specialist). Example: an update indicating the referral is being triaged etc?

- |  |   |
|--|---|
| <input type="radio"/> Very satisfied                     | <input type="radio"/> Somewhat dissatisfied |
| <input type="radio"/> Somewhat satisfied                 | <input type="radio"/> Very dissatisfied     |
| <input type="radio"/> Neither satisfied nor dissatisfied | <input type="radio"/> N/A                   |

\* 8. Overall, how satisfied or dissatisfied are you with the amount of time it takes you to complete (type & send or type & print) a referral to the LHD?

- Very satisfied  Somewhat dissatisfied
- Somewhat satisfied  Very dissatisfied
- Neither satisfied nor dissatisfied

9. Please list any special clinical partnerships, collaboration or initiatives you have with the LHD which require referrals from GPs. E.g. Mental Health initiatives, etc.



10. Which of these methods have you used to refer to an LHD service. Tick all that apply.

- Fax  Letter sent with the patient/carer  Online forms
- Letter by email  Email  Secure Messaging

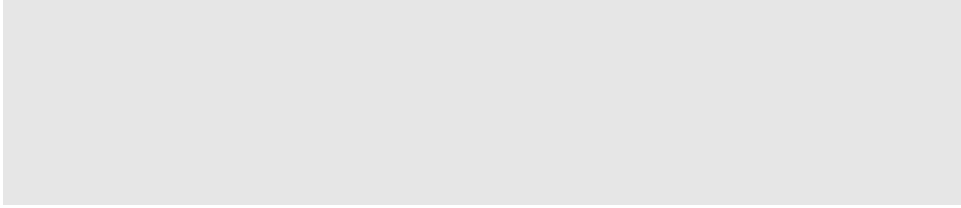
11. Which method do you most commonly use to refer to an LHD service. Choose a single method.

- Fax  Email
- Letter by email  Online forms
- Letter sent with the patient/carer  Secure Messaging

12. If eReferrals were available for GPs to use as an alternative to fax/paper/phone referrals to LHD services, would you consider using them?

- Yes  No  It depends

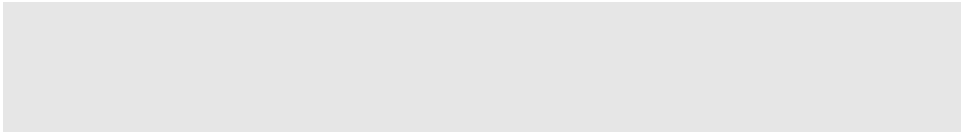
13. If you answered "No" or "It depends" in Q12 above, what would be a barrier to using eReferrals from your perspective.



14. Do you believe the current referral process could be improved to LHD services?

Yes  No

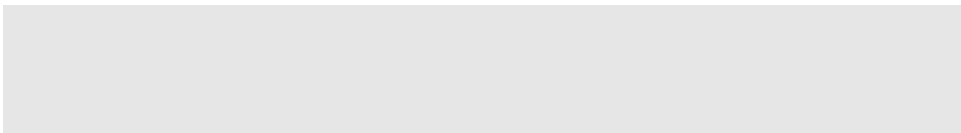
15. If you answered yes above, what could be improved?



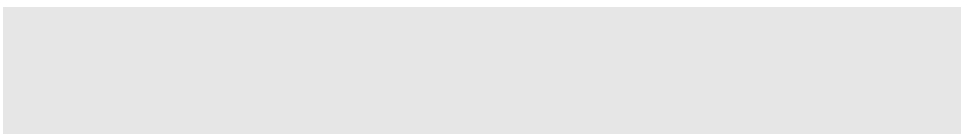
16. Do you believe you have a good idea of the number of services and range of services offered by LHD services (outpatients, community etc).

- Yes, I have a good idea
- No, I'm unsure
- I'm only aware of the ones I use

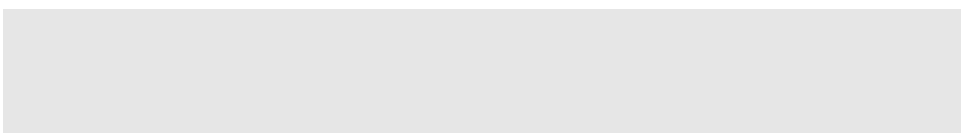
17. What are the things that works well with referrals to the LHD?



18. What are the top 3 things you would like to see fixed for referrals to the LHD?



19. Do you have any other comments, questions, or concerns?





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20. Could you indicate why you don't refer to any LHD services? Tick all that apply.

Generally, LHD services do not meet my patients' needs

I am not aware of what services the LHD offers

Other (please specify)

21. Any other comments?