

PRIMARY CARE

IMPACT SURVEY 2026

In March 2026, an online survey was conducted with an aim to gather feedback from RefHelp users, mainly Lothian Primary Care clinicians, to evaluate the impact of RefHelp on their practice, better understand their experiences and needs and identify areas for improvement. The survey was widely advertised, anonymous and open for 6 weeks. Key findings are summarised below:

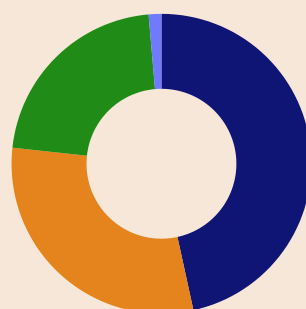
Total

A total of 74 responses were received. 92% of them were GPs and the remaining were Advanced Nurse Practitioners, Practice Nurses & GP Trainees. 53% of the respondents practised in Edinburgh. Majority of them did Outpatient referrals and Same Day Acute referrals including Radiology, Mental Health, Social Work & Private referrals.



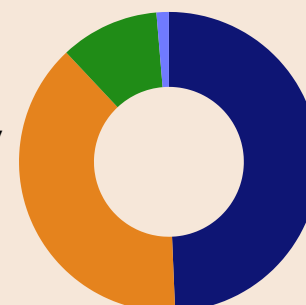
Referral Frequency

Respondents were asked how many referrals they made in a week. 46% did 6-10 referrals (34), 30% did 1-5 referrals (22), 22% did >10 referrals (16), 1% did less than 1 referral (2).



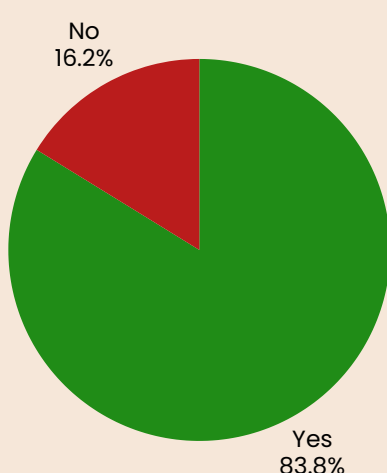
RefHelp Usage

Respondents were asked how often they used RefHelp prior to making a referral. 50% used RefHelp 'Most of the time' prior to making a referral (37), 39% used RefHelp 'Sometimes' (29), 11% used RefHelp 'Every time' (8).



Usefulness

Does RefHelp provide all the information needed prior to a referral?
62 Respondents said 'Yes' while 12 said 'No'.



Impact

The following areas were evaluated to assess the positive impact of RefHelp.

Knowledge of Referrers



Quality of Referrals



Number of Referrals



Overall referral practice



Qualitative

We received 42 responses for the "referral issues" question and 42 responses for the "free text" question which included comments, suggestions and general feedback. Three final themes evolved from the qualitative data analysis.

"I think RefHelp is a wonderful resource and invaluable for trainees. Thank you!"

"This is an essential tool and used frequently in GP-Patient conversations regarding next steps and management planning."

"RefHelp is good for deciding when to refer and what needs to be done prior."

Key Learning & Summary

01 Features

Fix broken links & further improve 'Search' function, navigation and mapping of pages.

02

Website Content

To reduce variation in quality of content across various specialties.

03

Communication

Strengthen communication of new pathways and referral protocol changes to support effective management.

04

Information

Avoid information overload & ensure content is up to-date, clear and easy to follow.

In summary, RefHelp continues to be an essential and valued tool for referrers. The survey highlights key findings that will inform some of RefHelp's future work. Based on the responses, efforts will be directed towards specific improvements such as ensuring up-to-date referral content, enhancing search function & navigation and fixing broken links in an effort to continue to maintain the quality and reliability of RefHelp.