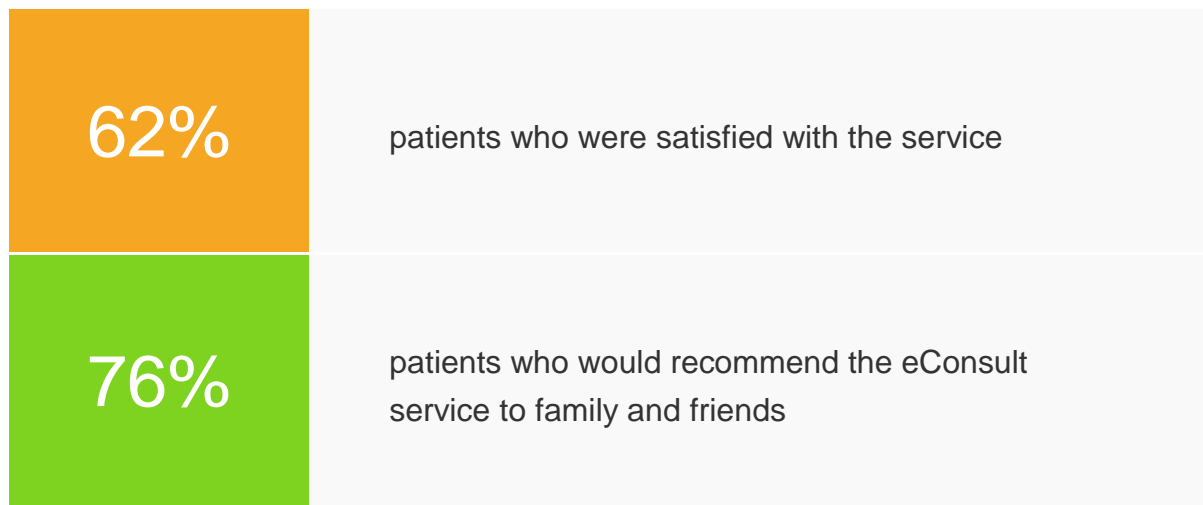
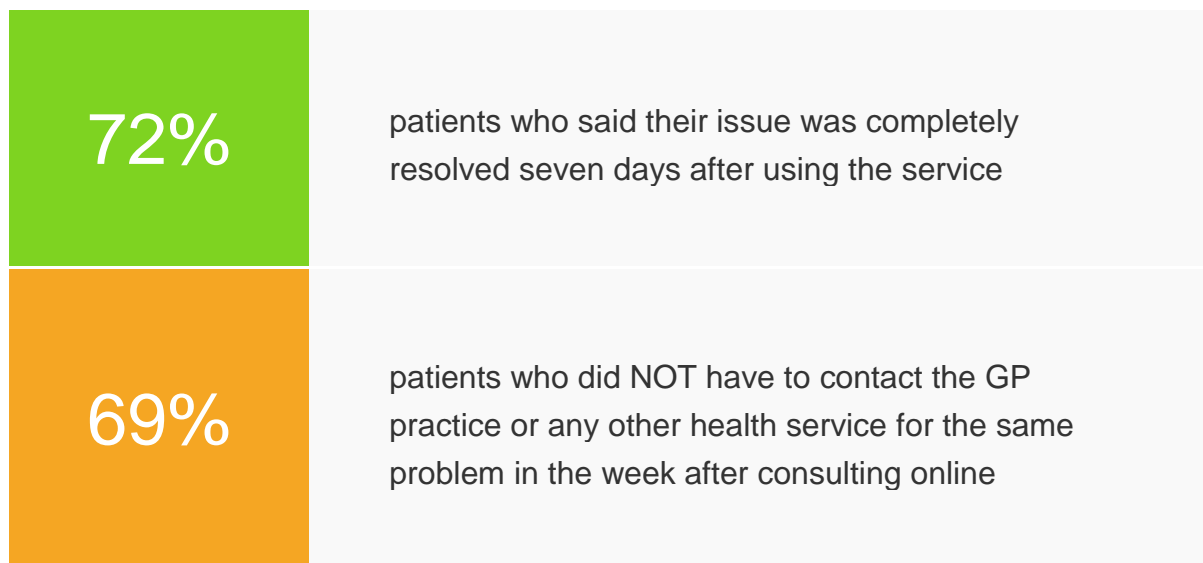


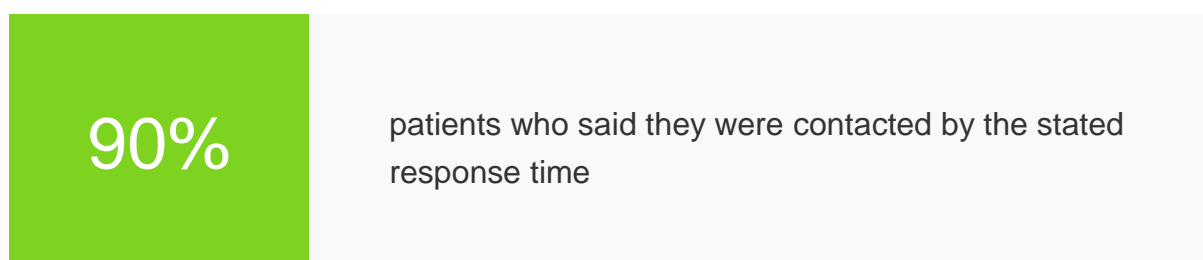
Were your patients satisfied with eConsult?



What were your patients' care outcomes after using eConsult?



Did patients say they were contacted in time?



How did patients hear about eConsult?

34%	<i>"Someone else from the GP practice told me about it"</i>
34%	<i>"From the GP practice website"</i>
21%	<i>"My GP told me about it"</i>
17%	<i>"Other - Write In"</i>
7%	<i>"Another patient, family member or friend told me about it"</i>



Patient satisfaction: comments

We ask patients to explain why they were or weren't happy with using the eConsult service. Some of their responses are below.

"Great time efficient way of seeking medical advice for non urgent routine issue. Also avoids attending GP surgery during Covid 19 pandemic. "

"Quick and easy to use! Didn't have to wait in line on the phone Quick response"

"It's quick and easy to use. You can fill in the form anytime you choose and I have had the help and advise needed every time "

"It was an easier way of speaking to a doctor without going to surgery when there isnt much of a need as I could explain my symptoms in the same way I could if it was a face to face appointment."

"I asked for an appointment and I got one that day. "