



Your eConsult patient feedback August 2020

Were your patients satisfied with eConsult?

71%

patients who were satisfied with the service

64%

patients who would recommend the eConsult service to family and friends

What were your patients' care outcomes after using eConsult?

79%

patients who said their issue was completely resolved seven days after using the service

86%

patients who did NOT have to contact the GP practice or any other health service for the same problem in the week after consulting online

Did patients say they were contacted in time?

93%

patients who said they were contacted by the stated response time

How did patients hear about eConsult?

43%

"Someone else from the GP practice told me about it"

21%

"Other - Write In"

21%

"From the GP practice website"

21%

"My GP told me about it"



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. You can find all the comments in the attached report.

Please note: the patients are informed that their comments will not be responded to.

"The GP replied quickly and I followed her recommendation and the skin condition improved "