

Were patients satisfied with eConsult?

64%

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?

64%

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

56%

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?

96%

patients who said they were contacted by the stated response time

How did patients hear about eConsult?

28%	"Someone else from the GP practice told me about it"
44%	"From the GP practice website"
8%	"Another patient, family member or friend told me about it"
12%	"Other - Write In"
4%	"From an Internet search"
8%	"My GP told me about it"



Patient comments:

"I found it a very long winded affair and designed to encourage people to give up on making an appointment to see a GP."

"I rarely need the doctor and my appointments are usually in/out. It's an efficient use of everyone's time"

"Time consuming - takes a while to fill in. Unable to get an appointment time as have to wait for phone call which could be at anytime - does not really help when working and unable to use phone. Nowhere to specify if unavailable at anytime. "

"Timely advice received and taken."

"It is a good service specially for adults! However in some circumstances like children and things that need looking at should be easier to access a face to face consultation instead of having the parent describe and prescribe on this basis."