

## Were your patients satisfied with eConsult?

93%

patients who were satisfied with the service

80%

patients who would recommend the eConsult service to family and friends

## What were your patients' care outcomes after using eConsult?

67%

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

73%

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?

87%

patients who said they were contacted by the stated response time

## How did patients hear about eConsult?

33%	<i>"Someone else from the GP practice told me about it"</i>
47%	<i>"From the GP practice website"</i>
20%	<i>"My GP told me about it"</i>
7%	<i>"I read 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:

*"I saw my GP the same day"*

*"This is so much easier for my life no making appointments taking time off work just filled out the details uploaded photo and it was done it was really pleased with it. "*

*"It is a bit long filling everything in. Although it works it was easier to phone for appt."*

*"Great service, just took slightly too long to hear back but I understand this is due to less staff being available at the surgery to covid 19"*

*"I was given a face to face appointment the same day resulting in a thorough investigation of the issue."*