

## Were your patients satisfied with eConsult?

86%

patients who were satisfied with the service

86%

patients who would recommend the eConsult service to family and friends

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

57%

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

57%

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?

100%

patients who said they were contacted by the stated response time

## How did patients hear about eConsult?

57%	<i>"From the GP practice website"</i>
29%	<i>"Someone else from the GP practice told me about it"</i>
14%	<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. You can find all the comments in the attached report.

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

*"Very thorough and helpful "*

*"Very ease to use, allows you to input a lot of information "*

*"It was very easy to use and i got the help i needed in a quick manner. I have found the phone up at 08.00 to book an appointment is very busy and i can not always get away from work to do it."*

*"It's been a great help "*