

## Were your patients satisfied with eConsult?

71%

patients who were satisfied with the service

71%

patients who would recommend the eConsult service to family and friends

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

71%

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?

100%

patients who said they were contacted by the stated response time

## How did patients hear about eConsult?

43%	"From the GP practice website"
14%	"From an Internet search"
14%	"My GP told me about it"
29%	"Someone else from the GP practice 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.

*"I feel extremely satisfied as in current circumstances I would much prefer a telephone consultation than a face to face appointment. The system is easy to use maybe a few questions repeated but other than that very good"*

*"The process over the internet is laborious but I really thought the telephone consultation was great especially since I could provide a photograph. "*

*"I was informed of the timescale to the doctor calling me and this was adhered to."*

*"It's very easy to use and has all the right questions included for the doctors to be able to know exactly what is going on with your condition. I love how informative the service is and the response time from the doctors is fantastic. I was sceptical about using it when I first had to a few months back as I thought it wouldn't be as good as a face to face appointment, however I've used it a few times since it started and it's been fantastic every time, along with the doctors. Appreciate everyone working there currently, fantastic service. "*

*"Its not the same as a face to face i couldn't get my point across properly "*