

Were your patients satisfied with eConsult?

69%

patients who were satisfied with the service

69%

patients who would recommend the eConsult service to family and friends

What were your patients' care outcomes after using eConsult?

69%

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

75%

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?

88%

patients who said they were contacted by the stated response time

How did patients hear about eConsult?

12%	<i>"Another patient, family member or friend told me about it"</i>
25%	<i>"Someone else from the GP practice told me about it"</i>
12%	<i>"My GP told me about it"</i>
38%	<i>"From the GP practice website"</i>
12%	<i>"Other - Write In"</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.

"Just easier "

"It's just a very quick and easy process for someone like myself who is a busy mum that works full time you generally know if your child is really unwell in this was to happen I would probably want them to be examined and seen but for common cases that kids always gets this service is perfect. "

"You need to speak to staff, not fill in a form!!"

"It was easy to use as issue was resolved quickly!"