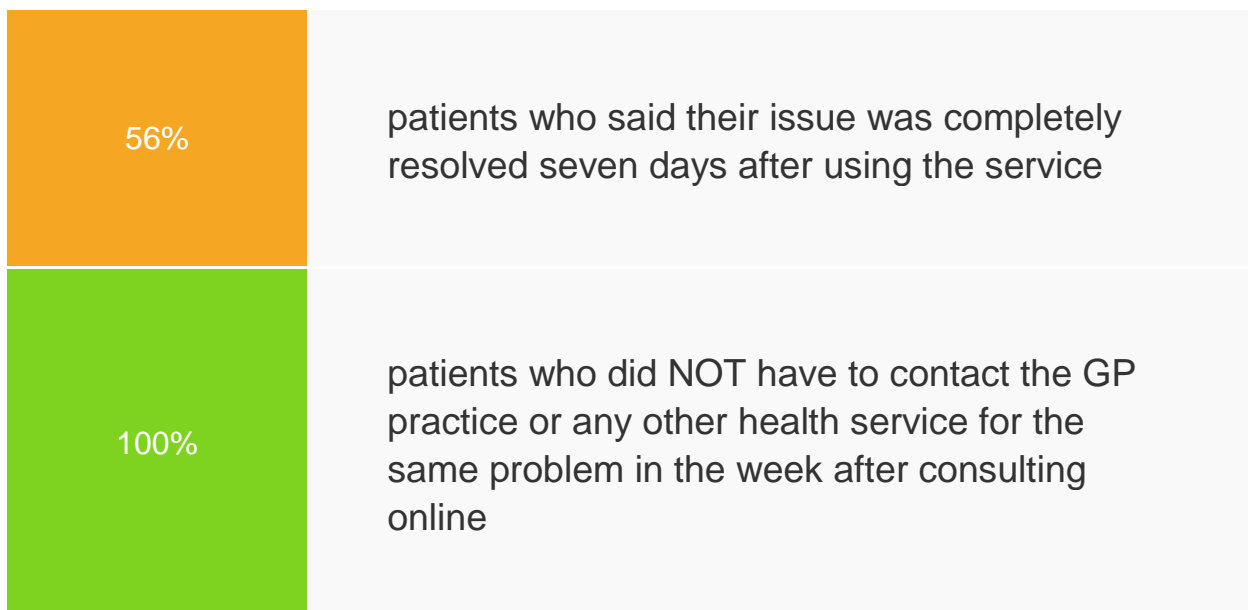


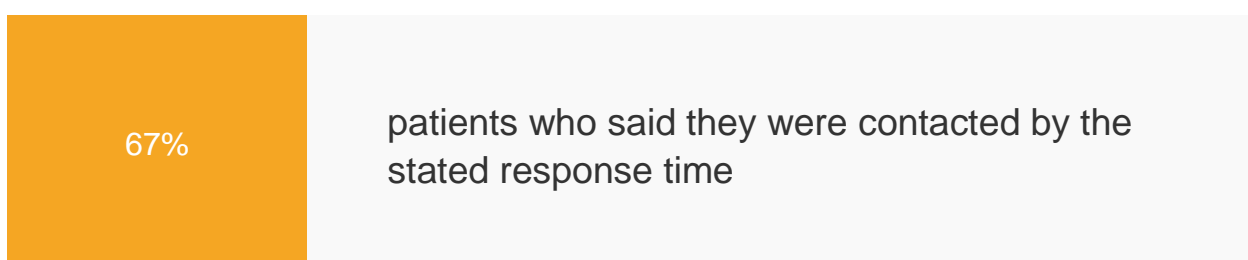
## Were your patients satisfied with eConsult?



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



## Did patients say they were contacted in time?



## How did patients hear about eConsult?

|     |                                                                    |
|-----|--------------------------------------------------------------------|
| 56% | <i>"Someone else from the GP practice told me about it"</i>        |
| 11% | <i>"I read about it"</i>                                           |
| 11% | <i>"From a leaflet or promotional banner"</i>                      |
| 11% | <i>"From the GP practice website"</i>                              |
| 22% | <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.

*"Because although I was contacted in the time frame stated, I didn't get to speak to a medical professional for 5 days."*

*"It suits me now but initially it was difficult to use, but once you got the correct econsult page it was ok. However, for others not technically minded, I hope they can till ring or visit the surgery to get help. All the technology feels to me like some, will be left behind and possibly suffer."*

*"On previous occasions the system has worked efficiently but this time I was not contacted so had to telephone the practice one week after submitting the eConsult."*

*"I was emailed to say when the doctor would contact me and this happened. Also he saw me the day he rang me and also treated me the same time."*