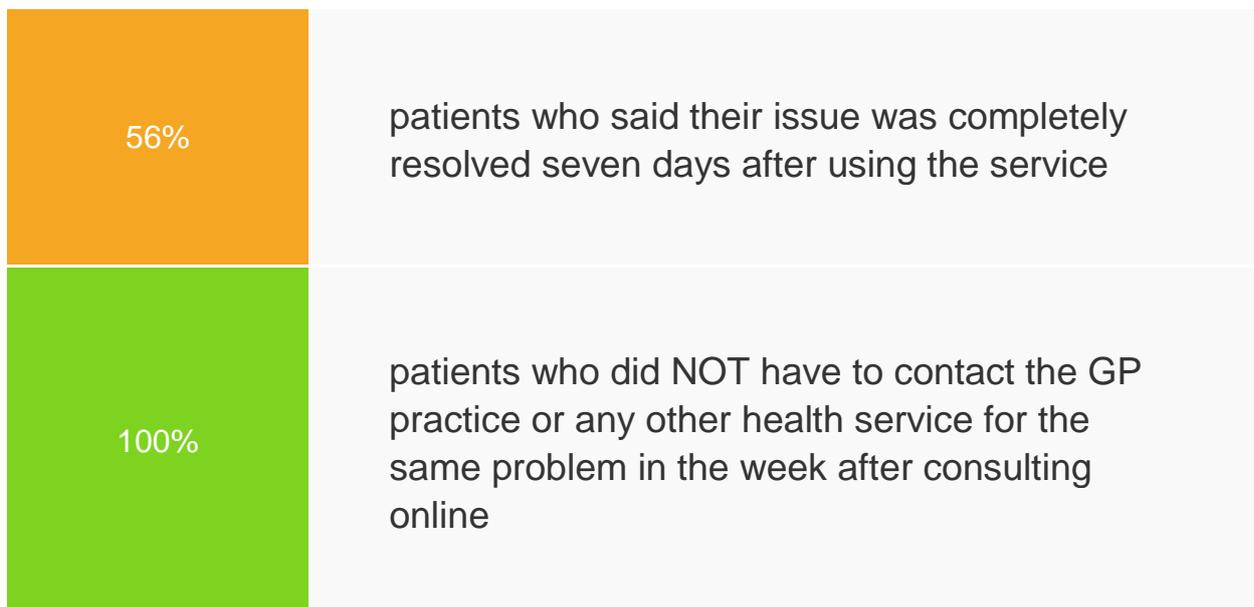


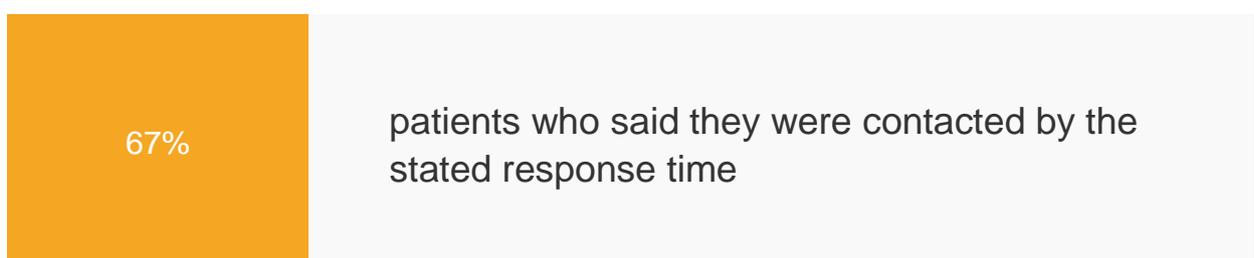
Were your patients satisfied with eConsult?



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."