

## Were your patients satisfied with eConsult?

100%

patients who were satisfied with the service

100%

patients who would recommend the eConsult service to family and friends

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

80%

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

40%

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?

20%	<i>"My GP told me about it"</i>
40%	<i>"Someone else from the GP practice told me about it"</i>
40%	<i>"From the GP practice website"</i>
20%	<i>"I read 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.

*"Would rather phone my gp and make an appointment "*

*"econsult very quick & efficient."*

*"Just prefer e consult feel it saves time for both myself and the practice."*

*"Worked efficiently and saved everyone time."*