

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

80%

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?

80%

patients who said they were contacted by the stated response time

How did patients hear about eConsult?

20%	<i>"Someone else from the GP practice told me about it"</i>
60%	<i>"From the GP practice website"</i>
20%	<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.

"Although I needed to go in to see a gp, this service could have saved the need to do so. For that reason, it's worth it. I also feel it made it easier to arrange an appointment because the surgery called me instead of me having to phone at a set time to get an appointment. "

"Withing half an hour of submitting my econsult..I had a phone call advising I needed a face to face the following morning."