

Were your patients satisfied with eConsult?

25%

patients who were satisfied with the service

25%

patients who would recommend the eConsult service to family and friends

What were your patients' care outcomes after using eConsult?

25%

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

50%

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?

50%

patients who said they were contacted by the stated response time

How did patients hear about eConsult?

25%	"I read about it"
75%	"From the GP practice website"



Patient satisfaction: comments

We ask patients to explain why they were or weren't happy with using the eConsult service.

"I think econsult is terrible, it informs you at times to end the consultation and phone 111, who in turn will send an ambulance to a chronic complaint that can be dealt with and should be by a GP. To avoid this the only option is to go back and change answers to no, it then looks like you dont have the complaints you need help for."

"Just prefer e consult find it saves time not having to visit the practice and still get same results."