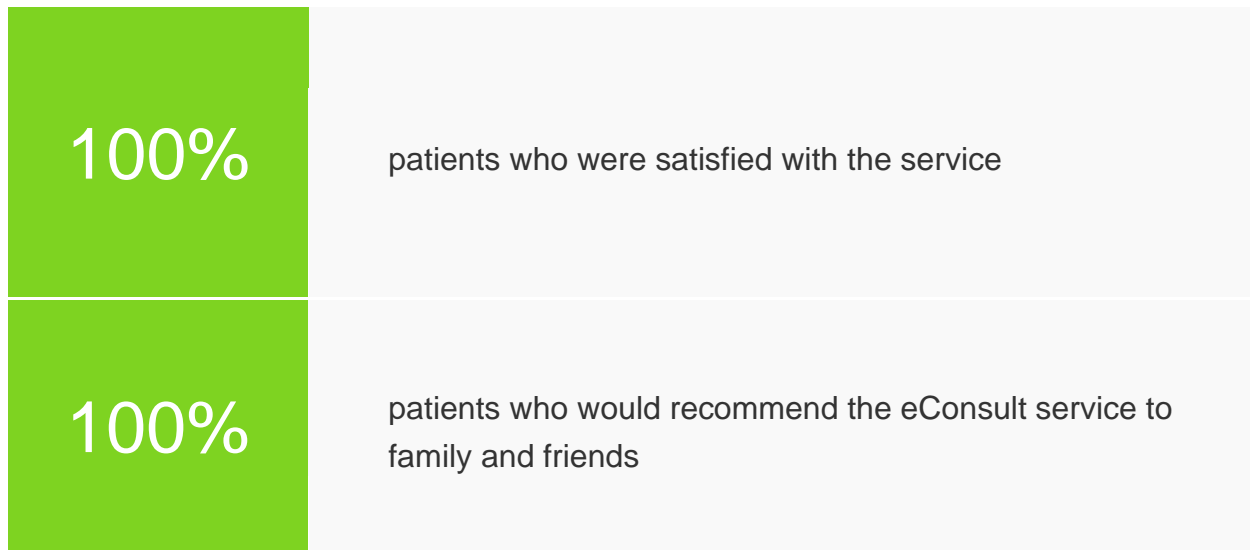
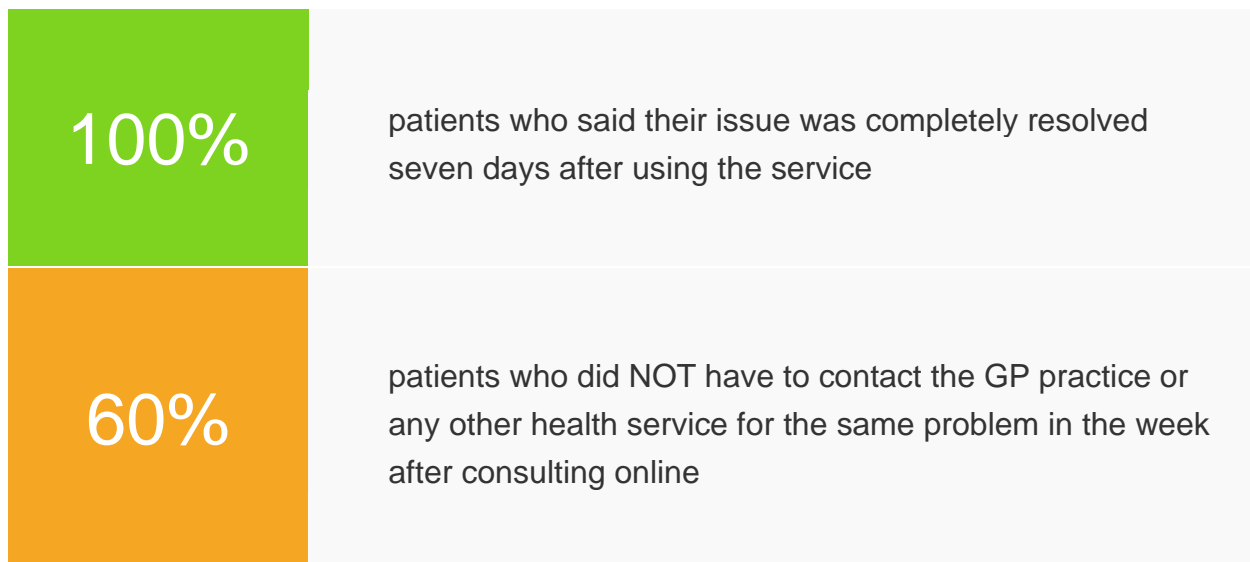


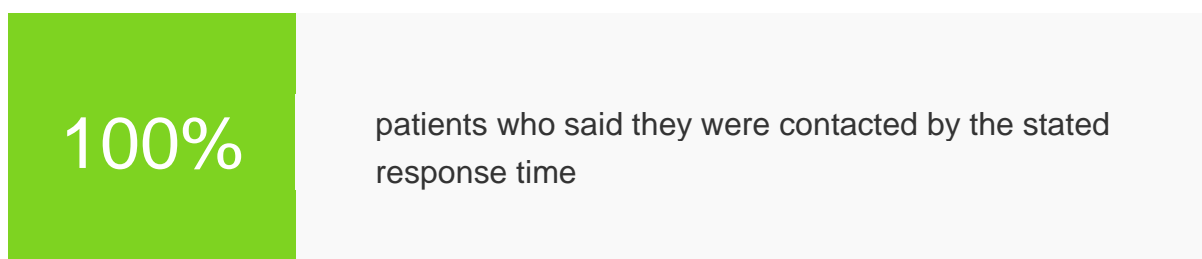
Were your patients satisfied with eConsult?



What were your patients' care outcomes after using eConsult?



Did patients say they were contacted in time?



How did patients hear about eConsult?

20%	"Other - Write In"
60%	"From the GP practice website"
20%	"Someone else from the GP practice told me about it"



Patient satisfaction: comments

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

"I'd rather use the service than taking up the time of the Doctors over a matter that can be resolved with photos and a description, i.e. spots and rash on face"

"Easy to do and over the phone is so much easier than booking face to face "

"Prefer e consult, just feel it's easier for me and an easy system to use."

"Just prefer to use e consultant find it very easy and time saving."

"Problem dealt with but I still required further action with GP practice which ended up with face to face visit that I was happy to do "