

Were your patients satisfied with eConsult?

100%

patients who were satisfied with the service

80%

patients who would recommend the eConsult service to family and friends

What were your patients' care outcomes after using eConsult?

60%

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

100%

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>"My GP 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

"Find it so much easier to use eConsult. Always get a great service."

"All good"

"Response to this eConsult was very quick, same day, and resulted in an appointment three days later. I was unable to attend as I tested positive for Covid before the appointment time."