

Were your patients satisfied with eConsult?

33%	patients who were satisfied with the service
33%	patients who would recommend the eConsult service to family and friends

What were your patients' care outcomes after using eConsult?

0%	patients who said their issue was completely resolved or improved seven days after using the service
33%	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?

patients who said they were contacted by the stated response time

How did patients hear about eConsult?

33%	"Other - Write In"
33%	"From an Internet search"
33%	"From the GP practice website"

66

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.

"I have written it in the previous reply. There doesn't seem to be any communication between the people there. About 5 months ago I requested a letter to access private healthcare and was told to see the practice physio and to do the exercises for another 6-12 weeks which I did but there was no follow up. Extremely disappointed. "

"Received 1 message that said someone would contact you and another saying nobody will contact you "