Were your patients satisfied with eConsult?

|  |  |
| --- | --- |
| 100%  | patients who were satisfied with the service  |
| 75%  | patients who would recommend the eConsult service to family and friends  |

What were your patients' care outcomes after using eConsult?

|  |  |
| --- | --- |
| 100%  | 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?

|  |  |
| --- | --- |
| 100%  | patients who said they were contacted by the stated response time  |

How did patients hear about eConsult?

|  |  |
| --- | --- |
| 50%  | *"My GP told me about it"*  |
| 50%  | *"From the GP practice website"*  |
| 25%  | *"Someone else from the GP practice told me about it"*  |