**Flu Patient Satisfaction Audit 2020**

We send text messages to 200 patients who had attended our flu clinic at Woodmead Hall on Saturday 26th September asking for a mark between 1 (extremely likely) to 5 (don’t know) and any comments that they felt regarding their experience.

**We received the following responses from 118 patients:**

|  |  |  |
| --- | --- | --- |
| **How likely are you to recommend e-Consult?**  | **Score** | **%** |
| 1. (Extremely likely)
 |  88 | 75% |
| 1. (Likely)
 | 26 | 22% |
| 1. (Neither likely nor unlikely)

  | 4 | 3% |
| 1. (Extremely unlikely)
 | 0 | 0% |
| 1. (Don’t Know)
 | 0 | 0% |

**Positive Comments:**

**Negative Comments**

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