**e-Consult Patient Satisfaction Audit 2020 - 2021**

During August – October 2020 we received and replied to 718 e-Consults & 602 between November – January 2021.

In total we sent 500 text messages to patients who had submitted an e-Consult between August – January 2021 asking for a score between 1 (extremely likely) to 5 (don’t know) and any comments.

**August – October 2020 – (718 e-Consults)**

**We received the following responses from 189 patients out of the 250 messages:**

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| --- | --- | --- |
| **How likely are you to recommend e-Consult?**  | **Score** | **%** |
| 1. (Extremely likely)
 | 98 | 52% |
| 1. (Likely)
 | 58 | 31% |
| 1. (Neither likely nor unlikely)
 | 19 | 10% |
| 1. (Extremely unlikely)
 | 12 | 6% |
| 1. (Don’t Know)
 | 2 | 1% |

**Comments:**

* Can’t fault it, quicker response than I expected
* Now that I am use to it, I think it is brilliant, can send an e-consult when I get home from work and usually get an email/phone call the next day.
* Brilliant, submitted an e-consult and got a reply within 1 hour & an appointment later that day.
* Thank you for a quick response.
* I hated it but now I can submit one quickly without too much fuss.
* Brilliant for ordering a renewal of a sick note
* Being able to add photos is welcoming improvement.
* The process was quick and easy and I received a response very quickly
* Saves time when the doctors rings you as they are already aware of your concern
* Excellent service, no waiting on the phone and sick note ready for collection by the end of that day.
* Works well for me and working full time
* Thank you for all you do.
* Lovely quick service.

|  |  |  |
| --- | --- | --- |
| **How likely are you to recommend e-Consult?**  | **Score** | **%** |
| 1. (Extremely likely)
 | 110 | 54% |
| 1. (Likely)
 | 71 | 35% |
| 1. (Neither likely nor unlikely)
 | 5 | 3% |
| 1. (Extremely unlikely)
 | 7 | 3% |
| 1. (Don’t Know)
 | 10 | 5% |

* Recently moved to Lyme Regis and the response time is excellent compared to my last surgery

**Negative Comments**

* Just listening to the phone message makes my illness worse!
* Not ideal being told to lower my pain score to be able to submit one
* Not great if you don’t have good Wi-Fi signal
* Econsult submitted and still waiting for a reply or a response from the manager
* Questions are repetitive

**November - January 2021- (602 e-Consults)**

**We received the following responses from 203 patients out of the 250 messages:**

**Comments:**

* On 2 occasions the self-help pages have saved myself and the doctor time.
* I like the new set up of a telephone triage if we can’t use the internet, didn’t think it was acceptable when we could only ring between 8 – 10 for a telephone triage. Thank you for changing this.
* It was simple and made it much easier for me to fit around work.
* This service is great, especially if it isn't urgent. Sorry to see the big fish had passed away.
* Online is the way to go and great to see GP surgeries are moving with the times.
* Very satisfied with the service I received
* It's a brilliant service and saves on appointments when they aren't always necessary.
* Great self-help pages
* Got to advertise going through the NHS app – saved me loads of time. Great addition.
* Thank you for all your help
* After working nights, I can submit an e-consult and reply before I have woken the next day. Definitely recommend it.
* Love it, keep up the great work & support you have done over the last 12 months
* Bosses hate you asking for time off and this saved me a disappointed boss!
* Submitted an e-consult and got a reply within 30 mins! Amazing
* Excellent service, no waiting on the phone and sick note emailed.
* Lovely quick service
* Thank you for the help & advice received
* E-consult submitted, advice and medication ready for collection by the end of the day. Thank you
* Saved me having to travel to the surgery
* Brilliant and no listening to that awful telephone message
* The process was quick and easy, and I received a response very quickly.
* Very satisfied. Very comprehensive.
* Happy with the service I received.
* 24 hours, 24/7 service
* Much better than waiting weeks for an appointment that you are not always sure you need.
* It was simple and made it much easier for me to fit around work.
* Just brilliant. Love it.

**Negative Comments**

* Surely taking details over the telephone is far easier for patients
* Confusing sign in as a guest or NHS log in
* How many times do I need to tell you how much I drink & smoke?
* Needs more work to the program, too many problems
* A pain score is a pain score – wouldn’t recommend asking patients to lower this.