

Richmond Surgery Patient Feedback

eConsult is an online electronic GP consultation tool for new GP consultation relating to medical issues. It is not for existing health checks or reviews, for submitting routine health information, for requesting repeat prescriptions, for querying existing medication or for acute/urgent medical issues that require urgent medical attention. Subject to your answers, eConsult may advise you on line that it is not appropriate to use eConsult for your issue.

eConsult automatically requests a patient's feedback once the service has been used. This is collated and reports are sent periodically to Richmond Surgery for our information. Below are some of the patient feedback comments that have been made, positives and negatives, since eConsult was made available at Richmond Surgery. We do review and take note of these comments and are informed that eConsult does the same.

- *It worked well, but the on-line form was long and repetitive, and I'm not sure the GP had seen it before telephoning*
- *It is quick to get help*
- *Anything that relieves the front line clinicians of 'trivial' consults and leaves them time for the more demanding work has to be a bonus.*
- *The advice given was to book a face to face, couldn't get a face to face appointment and was advised to use eConsult*
- *It was easy to use and saved me bothering a doctor as it was not life threatening*
- *Excellent advice Care and kindness from Richmond Surgery*
- *It gives you immediate peace of mind that the doctor will adhere to my request and will make the decision to either see me, phone me or give me medication. Although it achieved the result.*
- *Less time consuming*
- *It took rather a long time for me to explain my problem answering all the questions, a phone call would have been much much quicker.*
- *Had to do it twice because the first response wasn't helpful or fully explained. It was one line. My Dr took the trouble to respond properly.*
- *The consult service enabled me to contact my GP quickly when I realised I had jaundice. He acted promptly and efficiently.*
- *Answer was too brief, and made an assumption that is not correct*
- *No idea of time scale for the referral.*
- *I didn't need to waste the Dr's and my time to get the necessary appointment*
- *Fast and effective service for minor issues*
- *Really convenient, as appointments are hard to get and this also saved me lots of time.*
- *Nothing has happened. **Surgery comment: eConsults arrive with Richmond via the eConsult platform. It is not sent directly to us. If you have not heard anything, please contact the Surgery and query. It may be it never arrived due to an eConsult issue.***
- *Just absolutely excellent care and advice from Dr Lingham and Staff.*
- *The service is very efficient in directing me to an effect solution. Every time.*
- *I did the e-consult on a Thursday evening and I didn't hear from anyone until the following Monday afternoon.*

- Convenient and felt like I was taking less of the NHS time than if I'd seen a GP and then been referred.
- A prescription was sent to the pharmacy the same day. *Surgery comment: eConsult is NOT for repeat prescription requests, but if upon review of your eConsult a prescription is required, this is part of the consultation and will be arranged.*
- Very good, useful not wasting a face to face appointment
- I feel happy that a simple question was answered very quickly without the need to take up a whole appointment slot.
- It is a very lengthy form for completion
- I would like to have had a follow up suggestion/conversation/appointment as it was new medication for an ongoing condition ep is something other than blood tests
- It is a great service
- Seemed efficient process and responses were efficient
- Found the form very stressful to fill in, some questions totally irrelevant
- My particular issue was to find a replacement for medication. eConsult's questions were not generic enough. Initial response was that I should not have used the service for this type of issue. However, I did end up having to speak to the GP.
- Selfishly, it removes the need for a visit to the surgery. It guarantees a timely response; and more importantly (I presume) it frees up a doctor for more pressing needs.
- A quick and helpful response to my query
- Very clear questioning and resolved issue quickly.
- Saves me having to make an appointment and work around childcare/school runs etc but ensures that I am able to get advice from the doctor for something which I may have left/put off going about
- The eConsult half worked but there was no follow up to inform us that the Dr had issued a prescription.
- I received an answer to my problem without spending time either visiting the doctor or waiting in for a phone call. However I still feel in many circumstances I would still want a face to face consultation
- Useful not to have to book an appointment although there were a lot of questions to answer which may put me off using service if time is short
- Quick, easy, done in your own time
- The service worked well and is ideal for busy people who can't get to the surgery and hopefully will lessen the burden on the GPs a little.
- The response was quick and I was able to have diagnostic test (x ray) prior to seeing the GP
- It asked all the relevant questions allowed me to fill it out in my own time. Also very easy to use and has many benefits : if you unable to get an appointment, find it hard to get out an about to the doctors etc
- Very quick turnaround. Wouldn't be suitable for everything but worked well for what I needed it for on this occasion.
- It allowed my GP to take necessary action earlier than would have been the case without any contact until I could have spoken with my GP.