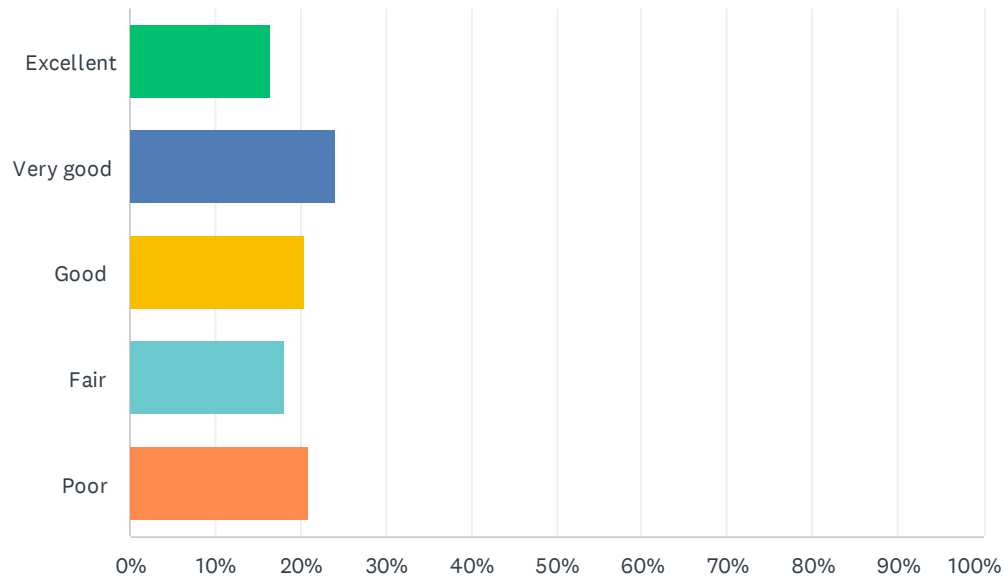


Q1 Overall, how would you rate the e-Consult service from the moment you submitted your health query via our website to the end of the process? Please note you are scoring the whole e-Consult service from the moment you submitted your online query up to and including seeing a clinician/receiving a satisfactory response to your query .

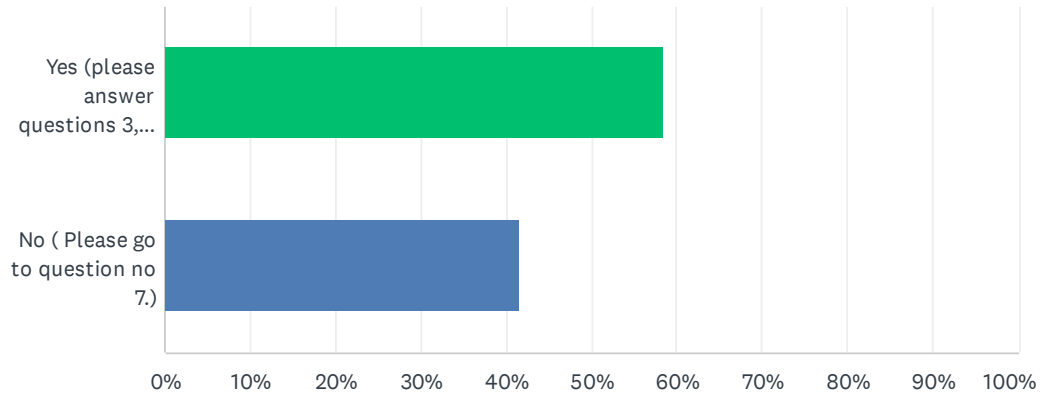
Answered: 244 Skipped: 6



ANSWER CHOICES	RESPONSES	
Excellent	16.39%	40
Very good	24.18%	59
Good	20.49%	50
Fair	18.03%	44
Poor	20.90%	51
TOTAL		244

Q2 Did your e-Consult request lead to booking of an appointment with clinician?

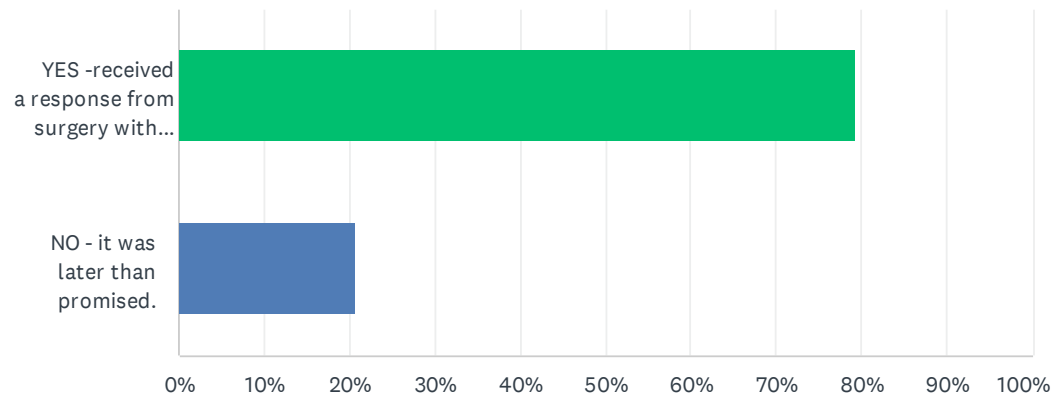
Answered: 245 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes (please answer questions 3, 4, 5 and 6 based on your recent encounter with our clinicians)	58.37%	143
No (Please go to question no 7.)	41.63%	102
TOTAL		245

Q3 Was your appointment with your GP/Advance Nurse Practitioner/Practice Nurse/Others/ booked within timeframe of 24/72 hours?

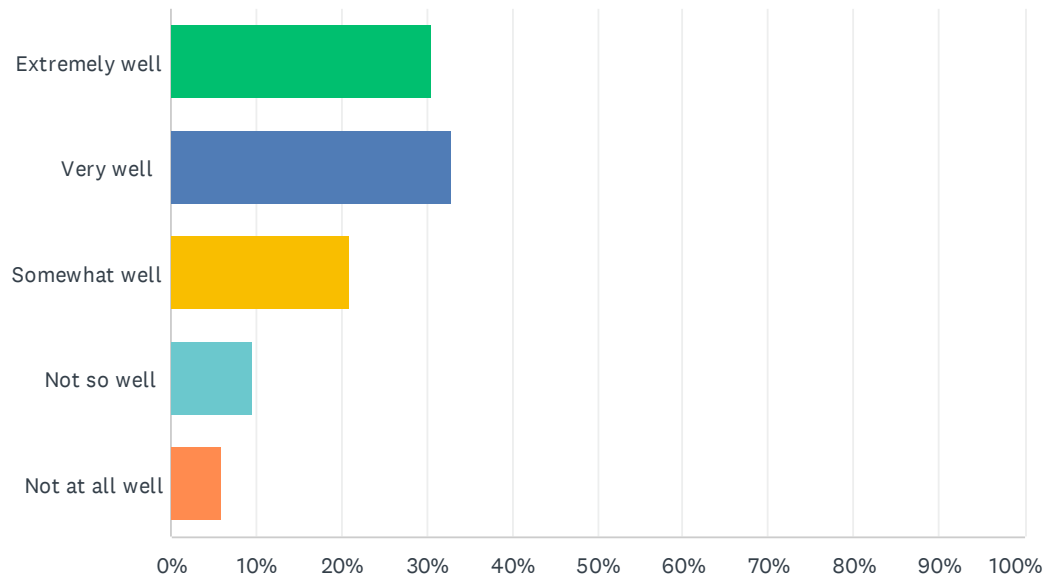
Answered: 170 Skipped: 80



ANSWER CHOICES	RESPONSES	
YES -received a response from surgery within 24-78 hours.	79.41%	135
NO - it was later than promised.	20.59%	35
TOTAL		170

Q4 How well did the Clinician listen to your needs?

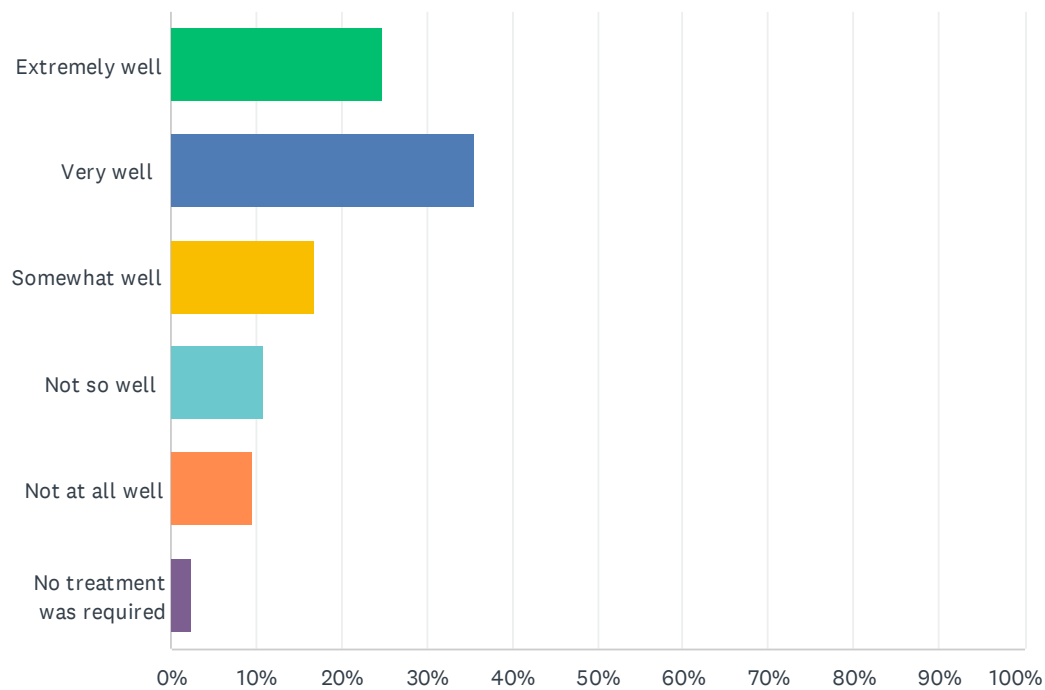
Answered: 167 Skipped: 83



ANSWER CHOICES	RESPONSES	
Extremely well	30.54%	51
Very well	32.93%	55
Somewhat well	20.96%	35
Not so well	9.58%	16
Not at all well	5.99%	10
TOTAL		167

Q5 How well did the Clinician explain your treatment options?

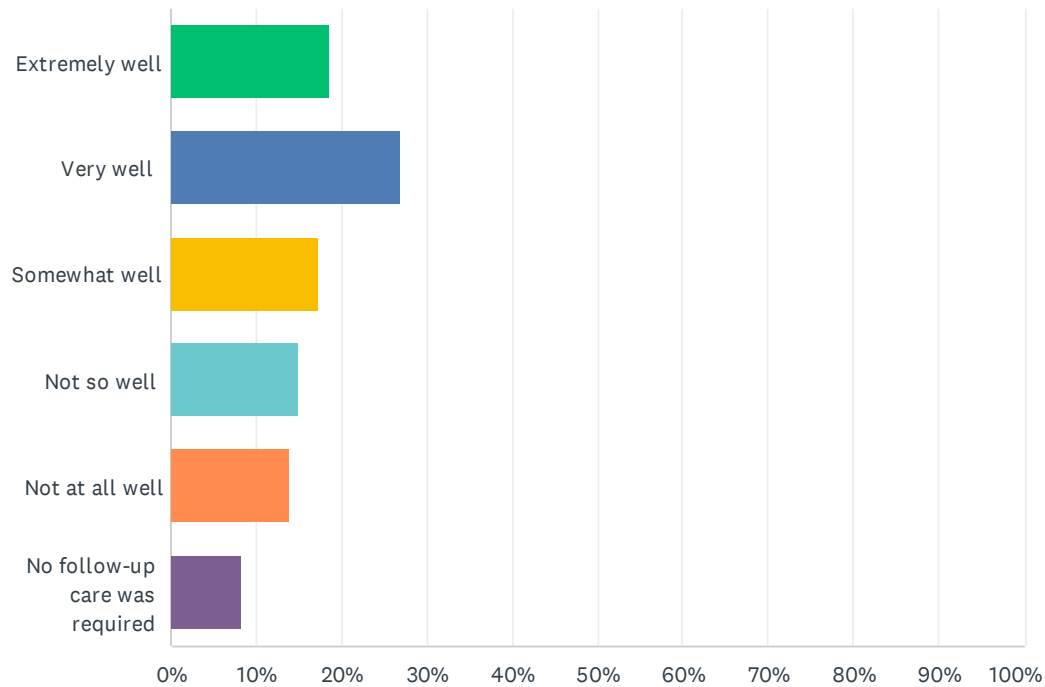
Answered: 166 Skipped: 84



ANSWER CHOICES	RESPONSES	
Extremely well	24.70%	41
Very well	35.54%	59
Somewhat well	16.87%	28
Not so well	10.84%	18
Not at all well	9.64%	16
No treatment was required	2.41%	4
TOTAL		166

Q6 How well did the Clinician explain your follow-up care?

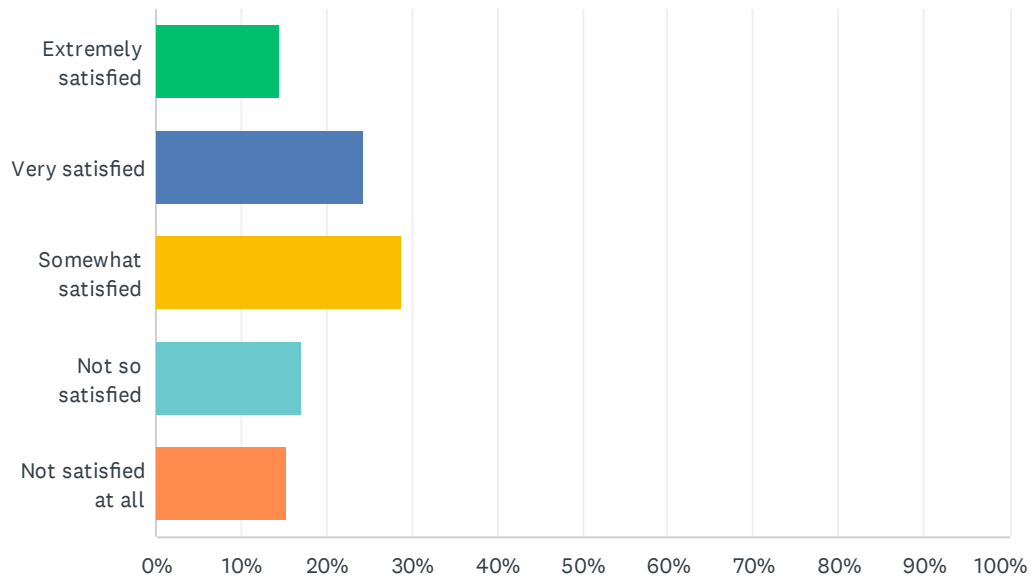
Answered: 167 Skipped: 83



ANSWER CHOICES	RESPONSES	
Extremely well	18.56%	31
Very well	26.95%	45
Somewhat well	17.37%	29
Not so well	14.97%	25
Not at all well	13.77%	23
No follow-up care was required	8.38%	14
TOTAL		167

Q7 Overall, how satisfied are you with your GP Surgery?

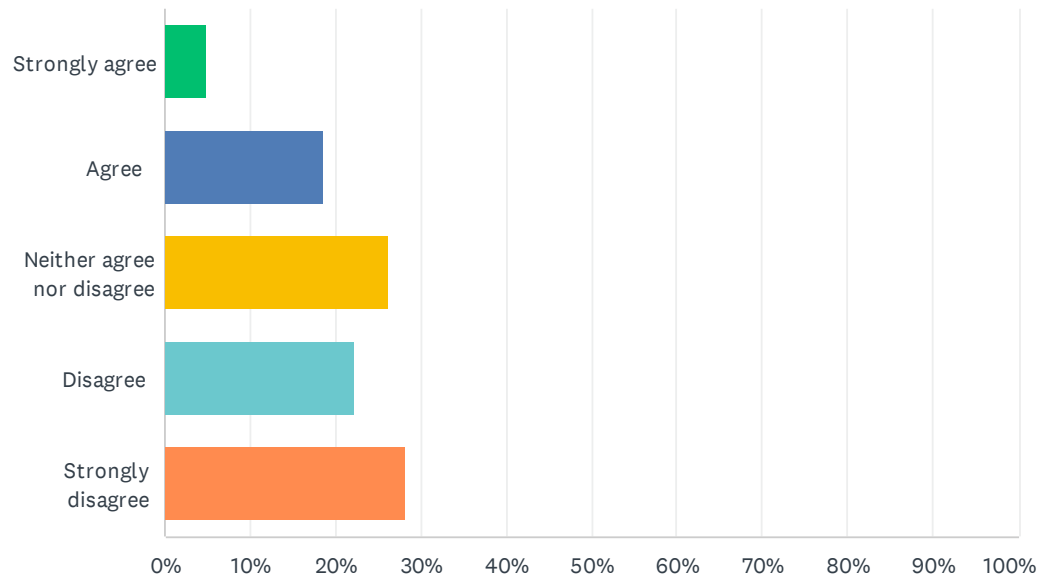
Answered: 247 Skipped: 3



ANSWER CHOICES	RESPONSES	
Extremely satisfied	14.57%	36
Very satisfied	24.29%	60
Somewhat satisfied	28.74%	71
Not so satisfied	17.00%	42
Not satisfied at all	15.38%	38
TOTAL		247

Q9 Do you agree if we move to a total triaging system, meaning all patients' queries are triaged via our e-Consult services ?

Answered: 248 Skipped: 2



ANSWER CHOICES	RESPONSES	
Strongly agree	4.84%	12
Agree	18.55%	46
Neither agree nor disagree	26.21%	65
Disagree	22.18%	55
Strongly disagree	28.23%	70
TOTAL		248