

Poll: Experiences of eConsult

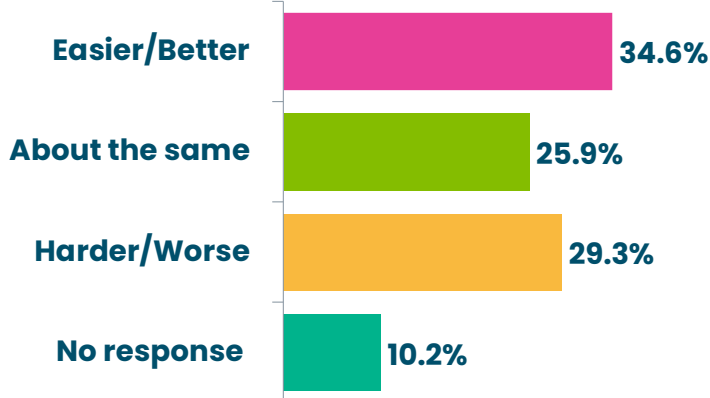
In June 2024, Healthwatch sought experiences of [eConsult](#) which is a free online platform that allows you to get help and advice from your NHS GP practice.

You can use it to let a GP know about any symptoms, ask a question or follow up about something, either for your own health or on behalf of someone you care for.

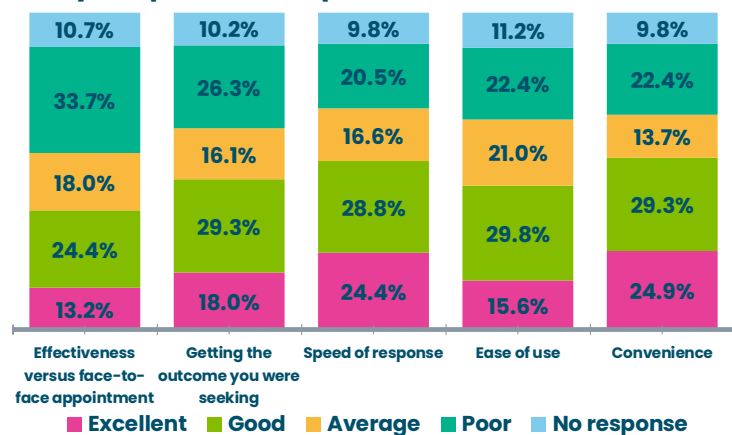
205 people from across Sussex shared their views with us:

- 34.6% told us eConsult made managing their health *Easier/Better*, but 29.3% said it made it *Harder/Worse* and 25.9% *About the same*.
- The feature most identified as *Excellent* (24.88%) was 'Convenience'. The feature most identified as *Poor* was 'Ease of Use' (20.98%).
- The most identified change respondents wanted is making eConsult quicker, simpler and easier for users to complete.

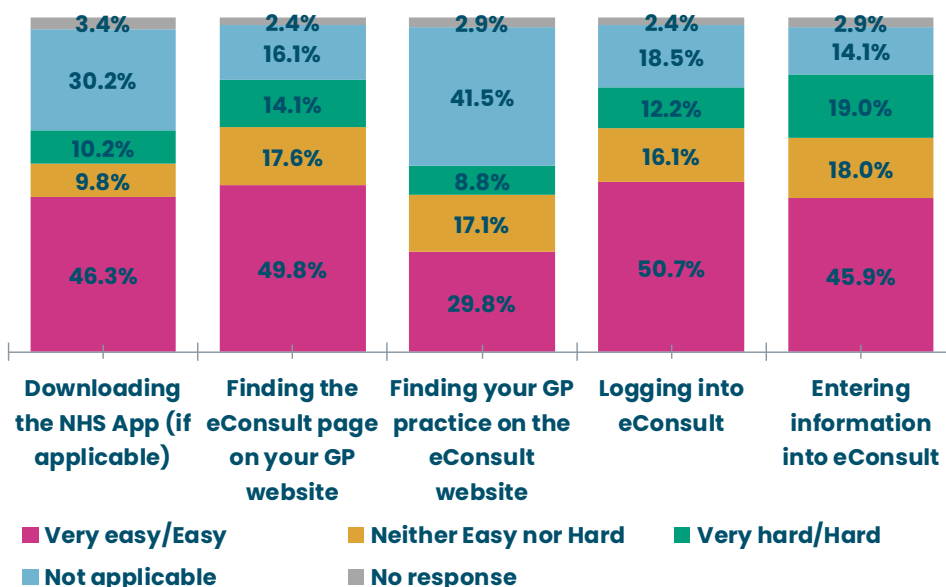
Has eConsult made your experience of managing your health and care:



Please rate the following based on your personal experience of eConsult:



Based on your personal experience of eConsult, how did you find the following:



Respondents to our poll told us they would like to see:

- **Modifying eConsult so it is quicker, simpler and easier for users to complete** with improved 'question flow' to minimise the number that need answering.

"It should be clearer they only want very little information at first and that there will be questions later to provide more details."

"Make it easier to just ask a simple question without having to go through 20 questions about your condition. E.g. I wanted to have an asthma prescription re-approved but I had to go through many questions about my asthma."

- **Increased and more consistent operating hours for eConsult** so patients and the public can use the platform at times that suit them, especially working people, rather than those of GP practices.

"GP only operates system at specific times, more useful if it was a 24/hour 7 days a week service."

"My surgery's eConsult is only open in a short window of time and only on weekdays, which I often miss which is very inconvenient."

- **Greater promotion of eConsult (and similar platforms)** so patients and the public can use it as an alternative to other forms of communication with GP practices.

"Ensure all GPs are signed up to these services before expecting the public to engage with them."

"Make it better known and accessible to everyone, especially older non techy people."

- **Ensure GP practice responses to eConsult are timely and effective** and minimise the amount of additional follow-up required by patients and practice staff.

"Couldn't find confirmation when reordering my repeat prescription, I had to phone my surgery to confirm."

"Make sure GP responds without having to ask again."

- **Improved support to help people use eConsult** by providing accessible and clear guidance that helps them use the tool effectively.

"Provide sessions to encourage the naysayers!"

"Improved navigation and explanation of how to use - maybe direct us to a YouTube video."

Tell us your experience

We always want to hear more about people's experiences of health and care services.

Share your story with your local Healthwatch:

Healthwatch Brighton & Hove

info@healthwatchbrightonandhove.co.uk or 01273 234 040

Healthwatch East Sussex

enquiries@healthwatcheastsussex.co.uk or 0333 101 4007

Healthwatch West Sussex

helpdesk@healthwatchwestsussex.co.uk or 0300 012 0122