

Virtual Communication Technologies - Patient Experience Survey Evaluation

About your appointment-

1. Was this your first appointment with this service?
Yes/No
2. Did you speak to a healthcare professional on the phone or via a video call?
Yes- Phone
Yes- video
3. Before the health professional called you, did you have any concerns about using the phone or video call to speak to them?
Yes/no
If yes, what were your concerns?

Was there any information you would have liked from the healthcare professional before the call that would have made you less concerned?

Do you have a safe/private room to discuss things with healthcare professionals whilst at home? Was this available?
3. Did you feel safe having your appointment over the phone/video call?
Yes/No
If no, what were the reasons for this?
4. What did you like about the phone/video call?
5. Was there anything you didn't like about phone/video call?
6. Did you feel that you got what you wanted from the phone/video call?
Yes/No
If not, why?
7. Did you find the appointment the phone/video call as useful as the sessions you have face-to-face with your health professional?
Yes/no
If no- what do you think made it less useful?
8. Did you feel that you could talk about the same things with the health professional on the phone/video as you would during a face to face appointment?
Yes/No
If 'no', what types of things did you feel you couldn't talk about?

Using the phone or video calling

9. Before the call, were you given enough information to help you to set up the call?
Yes/No
How long did it take to set up the call?
Less than 5 minutes
Between 5 and 10 minutes
Longer than 10 minutes
10. Did you have the right technology to be able to be part of this call?
Yes/No
If 'no' please tell us a bit more about this?
11. Did you find this process easy or difficult? How could the setting up of the phone/video call be improved?
12. Do you have any suggestions or ideas on how we could improve how we support you with your healthcare needs?

Text/SMS Messages
Online Apps
Phone Apps
Phone calls (telehealth)
13. Finally, is there anything else you would like to add?

Thank you for your time in completing this survey