

Virtual Communication Technologies Patient Experience Survey Evaluation

Introduction

As services move to reintroduce service to our patients, a number of alternative approaches to appointments have been introduced. This has included the use of both telephone and digital online appointments using systems such as Clinic.Co and Attend Anywhere.

In order to understand the impact of these new approaches it was agreed that a patient experience survey be offered to patients or carers after their appointment to gather qualitative data regarding experiences of using telehealth technologies, and for this data to be shared with services so that they are able to continually review and adapt provision to meet patient and carer needs and to inform new models of working.

This survey was also in alignment with the Telehealth Staff Survey which was undertaken in May and June and aims to bring alongside the voice our patients and their experience of using these technologies.

The survey was co-designed with a number of patients and carers; there is also a specific survey in place for people with Learning Disabilities. This survey is being undertaken by our Learning Disability Services. The survey aims to capture the impact of the appointment from both a communicative and therapeutic perspective. It also asks patients preferences for future use as well as capturing demographic data to enable to identify if any there are any variations in experience from specific groups. The survey builds on the work undertaken by Healthwatch for the LLR CCG's to understand the impact of the Covid 19 pandemic on our patients and carers with a particular focus on how patients and carers have interacted with their healthcare professionals during this time.

Methodology

Services have been invited to take part in the survey voluntarily. Once a service has signed up to be involved the health professional who undertakes the appointment invites the patient or carer to take part in the survey to provide feedback about their experience. If consent is provided this information is noted on the patient record and then the patient details are sent over to the Patient Advice and Liaison Service (PALS) who then allocate the survey.

Each service has set up an agreed reporting process so they are able to regularly receive reports on the feedback provided.

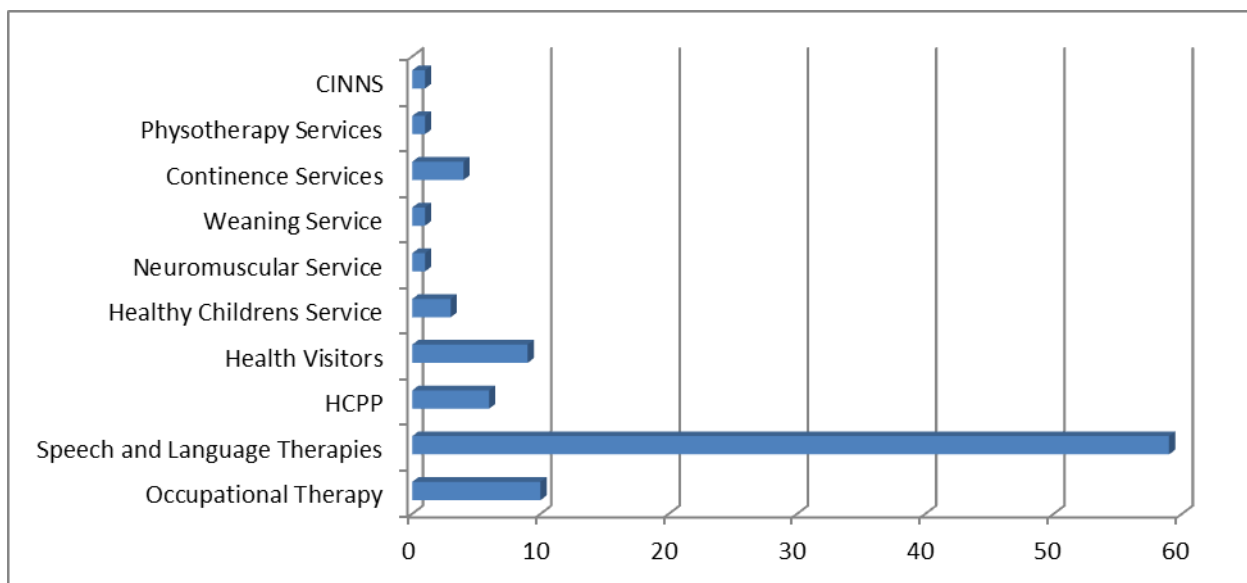
The following graphs and narratives provide and over of the feedback received to date (from May 2020 to the current day). The survey is still live and there are a number of new services who are looking to commence the survey as their services come back on line and the offer of virtual appointments become available.

Most surveys have been undertaken from services within our FYPC Directorate and these include, Children’s Occupational Therapy; Speech and Language Therapies; Health Visitors and HCPP. Surveys have commenced with Community Health Services from Continence and CINNS. No surveys have been undertaken within Directorate of Mental Health Services, although discussions are in place to commence surveys in September 2020.

Findings to date

From May 2020 to 4th September 2020 127 surveys have been carried out, however due to early issues with the recording of the patient data 92 completed surveys have valid data and this report will cover these 92 completed surveys.

Breakdown of surveys by service



Of those who were interviewed, there was a 50/50 split of those who were having their first appointment via virtual communications (telephone or online) and those who had used this method for previous appointments.

53% of those surveyed had their appointment via telephone with 47% having used an online platform.

19% (n=18) has reported that they had been contacted prior to their appointment by a member of the service to have an opportunity to discuss any concerns that they may have had in accessing their appointment. Of those concerns raised one responded said “Mum was concerned about how XXX would assist her daughter without actual visualisation as the concern was in regards to her chewing.” Another said that they were worried about how they would get their views across to the therapist.

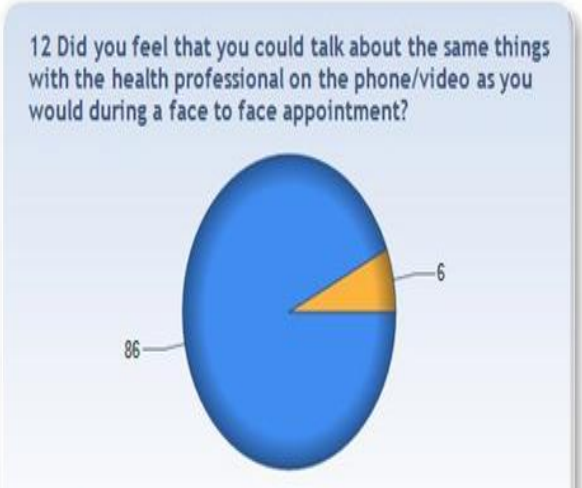
For those who had spoken to a member of staff prior to their appointment felt that this was helpful to talk through how the process would work and this was welcomed. Some parents who were interviewed also added that it was great to know that they could access support via this route and to speak to someone about their child. When



When asked if they felt that they got what they wanted from their appointment 93% of respondents said that they did get what they wanted.

For those who didn't, most felt that they would have preferred a face to face appointment. For a couple of respondents there were issues with the connectivity for the appointment and so they felt that this impacted on what they wanted and confidence in the appointment.

93% of those surveyed said that they could talk about the same things on their virtual appointment as they would have done if the appointment had been carried out face to face. However this reduced to 78% when participants were asked if they found their virtual appointment as useful as a face to face appointment. The reasons provided for this included not being able to physically show the person on the phone something you may want them to see to so you can have that reassurance; for people who English is not the 1st language, it is more harder over the phone then face to face.



In terms of setting up the call or online appointment 87% of respondents reported that it took under 5 minutes to set up their appointment with %5 reporting a timescale of between 5 and 10 minutes and 8% taking over 10 minutes. 98% of those who responded said that they had the equipment to allow them to attend their appointment either via telephone or online.

We asked if the participant found the process of an online or telephone appointment useful of which 87% said yes.

Finally we asked participants if they had any suggestions or ideas on how we could improve how we support them with their healthcare needs 39% (n=38) felt that there was nothing more we could do to support them. Of those 61% who made suggestions these are listed in Appendix 2.

Appendix 3 sets out the participant demographics.

Next Steps

The survey will continue to run alongside and be available to all services that are bringing back their services online. Planning is also underway to look at how we can attach the survey onto the back on appointments delivered using Attend Anywhere and this will also include the re-introduction of the new Friends and Family Test questions.

Alison Kirk
Head of Patient Experience and Involvement

September 2020

Appendix 1

What I liked about my virtual appointment	What I didn't like about my virtual appointment
<p>Therapist was very friendly and very helpful and felt like they would be the parents/ patients voice when attending the virtual walk round at school. Patient no longer need OT but school requested their input</p> <p>We didn't have all of the waiting time in the meeting room; it felt a lot quicker than normal, and more convenient. The physio could not see the movement of my daughter as well face to face as not physically together, it may be the assessment is as good as being face to face</p> <p>The OT can see baby and how she is progressing. have an idea - connection better than describing what going on</p> <p>It was more convenient as I didn't have to take time out of my day to travel to the venue, particularly as I already have older children so felt confident my child was doing well</p> <p>Satisfied, did not have to travel</p> <p>Found it very helpful, as if we were face to face</p> <p>Quick and over quickly, no travel</p> <p>Friendly and asked all the questions. Also asked about her</p>	<p>Because there was more than one health professional at the meeting, they were wearing masks, which made the speech a bit muffled</p> <p>Connection</p> <p>Missing the interaction</p> <p>Nothing about the call however could not turn the camera around</p> <p>No - never the same as face to face but it is what it is due to current situation</p> <p>The call took a long while</p> <p>Would rather be face to face</p> <p>Face to face would be better for my son to engage as he is autistic.</p> <p>Hard to do video call with a hyper autistic child. Video call was not working properly and could not hear each other. Son got upset when the SALT could not hear what he was saying</p>

<p>sister.</p> <p>Being connected during this time of covid-19</p> <p>That it was a phone call and could be any time of the day so we didn't have to find child care to attend the appointment. Therapist was very clear and gave all the information we needed. It was just as good as having face to face</p> <p>The therapist didn't have to come to the house, which is better in this current situation to have a video call then no appointment</p> <p>It was nice to know that they have not forgotten about her son and they are still there and able to continue helping him</p> <p>It was handy to speak to daughter on video rather than over the phone. The therapist showed different object and toys to explain and keep daughters attention</p> <p>One to one, she listened to me calmly and to what I had to say</p> <p>Could still carry on during the lockdown</p> <p>It was good for the times we are going through as you cannot do it face-face, but appointment can still go ahead.</p> <p>Nice been in your own home, not having to wait around, and no travelling, appointment held at home, is much easier.</p> <p>Not having to go hospital, because of to call covid 19, more comfortable of your home.</p>	<p>Slow Internet connection and trying to get 4 year old engaged over video call is harder. When allowed prefers face to face sessions.</p> <p>Initially some glitches in set up.</p> <p>Found it hard for the child to engage - Really wanted her to see him drink but he refused to drink.</p> <p>Would have preferred a video call rather than a phone call so XXXX could observe her be seeing her daughter chewing.</p> <p>I was a bit worried the information would not be clear for my son, that he would not be able to pick up some of what was going on, and wondering if the volume would work well. XX made everything very clear, and I was fine with everything.</p> <p>No she was very good and I am happy with her</p> <p>It kept cutting off 5 times plus child would not engage as we were using an iPhone. We was not aware that we could use a laptop for the call and that would of been better</p> <p>Didn't get the therapy expected</p> <p>Son speaks very quietly and therapist could not hear him so mum had to repeat everything</p> <p>No but video call would of been better to see daughter</p> <p>I had a few technical issues.</p>
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As the service was on hold and we had to wait a while for the appointment, it was good to get the phone call, at least we had a phone call and that got things moving, and the problem was been attended to.

Much better quality

Was in the comfort of my home

Was very helpful
Straight forward convenient and clear process

Was able to speak freely without my child

Did not have to leave the home during the lock down

Just general check-up. Only had 1 appointment before this call. Not spoken to anyone since covid-19 so was nice to have a call to know how things have been going

Due to coronavirus situation - had opportunity to get some kind of advice

In your own home comfort involving no travel and being connected during this time.

Video call was much better than phone call as you can see expression and more informative.

Convenient and safe during the current times

Nice to keep in touch and check in to see how things was going.

<p>Been difficult to have face to face during this covid</p> <p>Convenient and not having to take the day off and go anywhere</p> <p>The fact that she did not have to worry to go out and worry about her daughter's safety in terms of touching things. Felt safe having appointment at home in the current climate.</p> <p>She explained everything really well. Very informative.</p> <p>Safe and informative</p> <p>It was more accessible, it was easier to arrange, and I found it easier having the appointment at home, in these times.</p> <p>She explained everything to my son, which was very good. After the interview she sent the pictures she promised.</p> <p>Liked time it was held.</p> <p>Great with engagement with my child and really friendly</p> <p>Very good idea, so easy & no stress of travel & parking</p> <p>Everything I wanted to ask the staff member she gave me clear information which I understood</p> <p>Because of Covid-19 I don't want my child to be going outside so happy with phone calls and felt I got what I needed from the call</p> <p>Prevented having to go in and risk Covid</p>	
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Nice to see the person instead of telephone but would of been better to see face to face but this is the best method to use during this pandemic

Convenient and safe to do at home and easier

XXX was lovely and reassuring. Like that I could get my points across and worried that it would be an issue but it wasn't

Able to connect with XXXXX whilst not having to go to office or health centre, with both children

It was nice to see face to face during pandemic, getting the same information as you would as a face to face

It is similar to face to face really good substitute

Being at home and could do appointment on the phone. not difficult. very useful

Appendix 2

Do you have any suggestions or ideas on how we could improve how we support you with your healthcare needs?

We asked participants if they could suggest other forms of appointment delivery from a pre-selected choice of approaches which is set out below.

Text/SMS Messages	Online Apps	Phone Apps	Phone calls (telehealth)
46	7	14	25

Finally do you have any final comments, feedback or ideas you would like to share with us?

Found it better to have phone calls as able to continue with their day to day activities and not having to wait to be called in the room or attend hospital etc.

For the older generation it might be good to send things via email as they do not have the understanding of technology

It was very good and was able to see how little one is handling things. Only the connection was not good, we lost each other 4 times.

A text message reminder a day or so beforehand would be good

I would like a reminder by text

If I had prior notice I would have been better prepared

She is amazing and we grateful to have her as our HV.

Really happy with the phone call and it was very good and clear.

I would prefer Video call just so son can see therapist and also be more involved

Very helpful and not sure how it could be improved

Keep up the good work

There is a delay in getting the new work through

The staff do fantastic work.

When you go to a face-face appointment you can forget what you have been told, because there is so much information to take in. At home you seem to remember more.

I would have prefer video/link

I.T. was a better experience than previous sessions

Would prefer face to face appointments

Text message reminding parents of the appointment would be great.

Any interaction with my child via video link

While the lock down is in force I would prefer Video calls

Nice to be called for a catch up

Therapist did not know that they could not hear and family missed out on information

In the current situation video call is great way to be connected but going forward when face to face is allowed would prefer that for a 4 year old child.

For now the video calls are great but would prefer face to face as the child may engage better.

It was great and would do it again

Would have preferred a video call that way XXXX could have tried to see daughter chewing but all the information provided was sufficient for now.

Would still prefer face to face appointment in the future.

The H.P was lovely, and setup for the meeting was easier than I expected.

Just to know what toys to have in advance would have helped.

I would think it would good to have the option to do on a video call as well as phone call

No - but I am happy to carry on with phone calls and maybe information with phone apps to help

No - XXXXXX was very professional and nice and the care given was good standard. The way she spoke to daughter was good

Pretty spot on and straight forward and gained answers to what I asked

We use to get sheets after we attend the appointment so would be nice to have sheet on what to do at home however overall it went really well.

App with generic hints and tips - pronunciation of words for kids which they struggle with

Video called worked really well and daughter really engaged with XXXXX. XXXXX plays game and was amazing like we was in the same room as her

Got told 2 weeks ago that there would be an appointment and to wait for the text or letter, however did not receive anything so had to call up to see if appointment is still going ahead

Would have been easier to have documents online to download quickly. Better than a phone call

Very useful and could see child and he liked it

Appendix 3

Participant demographic breakdown

Male		Female					
11		80					
No religion	Buddhist	Christian (including Church of England, Catholic, Protestant, and other Christian denominations)	Hindu	Muslim	Sikh	Other	Would prefer not to say
24	2	37	5	15	2	1	5
Heterosexual / straight				Would prefer not to say			
83				6			

<input type="checkbox"/> English / Welsh / Scottish / Northern Irish / British	Irish	Any other White background, Please complete box below to complete which ethnic group
58	1	1

White and Black Caribbean	White and Black African	Any other Mixed / multiple ethnic background, please complete box below with which ethnic group
1	2	1

Indian	Pakistani	Bangladeshi	Any other Asian Background, please complete box below if selected this option
12	1	2	5

African
3

Arab
1