



**In line with social distancing requirements, many of us are carrying our most of our appointments remotely, by video link or telephone. We'd like to know what your experience of this is, from a technical, clinical and personal point of view. This will help with improvements, but also with how we plan service delivery going forward. Please fill this out in regard to the one call that has stuck in your head today (for whatever reason). You can fill out multiple surveys to cover different consultations.**

1. What service line are you in?

- Adult Mental Health
- Adults Portsmouth
- Adults Southampton
- Primary Care, MSK, Pain & Podiatry
- Children & Families
- Special Care Dental
- Sexual Health

2. What team are you in?

3. Where did you conduct your remote consultations today?

- At home
- In my normal place of work
- At work but not with the colleagues I normally work with
- A mixture
- Other (please specify)

4. How were you connected?

- Mobile phone
- Networked on a Solent site
- VPN (eg at home)
- Other (please specify)

5. What platform/ media did you use?

- Telephone/ mobile phone
- Lync/ Skype
- Visionable
- Attend Anywhere
- AccuRx
- AirMid (System1 Video)
- Whatsapp video
- Zoom
- Facetime
- Other (please say)

6. In terms of the technology, how successful was the consultation?

- It was very easy to connect and stay on the call
- It was easy to connect but the call kept dropping signal or freezing
- It was quite hard to connect but once we got on it was fine
- It was quite difficult and we kept losing connection
- We had to give up and switch to another method
- It didn't work at all
- Can you tell us more about this?

7. How would you rate the effectiveness of the consultation?

- It was probably better than a face to face appointment
- It was as effective as face to face
- It wasn't as effective, but it worked well enough and we covered what we needed to.
- It wasn't effective enough
- It wasn't effective at all and we've had to reschedule
- It wasn't effective at all, but for now there is nothing else we can offer the patient/ service user
- Can you tell us more about your answer?

8. In terms of how you felt personally during the consultation.. how was the experience?

- I loved it - I'd like to do this a lot more
- It was okay - I'd be comfortable carrying on with this for some patients
- I don't like it but understand why it's necessary
- I didn't like it but in a different setting (for example clinic), it would be better
- I didn't like it at all
- Please can you say more about why you answered in this way?

9. How willing would you be to use remote consultation (either instead of, or alongside face to face appointments) in the future?

- Very willing, I prefer it
- I'd consider it
- I'd like a mix of both
- Not at all

10. If you have any other observations, ideas or comments, please leave them below.

11. Would you like to give us more in depth feedback about your experience? If so, please leave a contact email or phone number here. This will be done by a member of the research team, and your name won't be shared.