



**In line with social distancing requirements, we are having to hold most of our appointments remotely, by video link or telephone. We'd like to know how well this is working for you, so that we can make ongoing improvements. Thank you for answering the questions below.**

1. What service/ team was your appointment with?

2. What age group do you (or the person the appointment was for) fall into?

- Under 5  5-11  12-17  18-24  25-34  35-44  45-54  55-64  65-74  75-84  85+

3. What sort of device did you use?

- Telephone  
 Smartphone  
 Tablet  
 Laptop  
 Desktop

4. If you used a video link, was this via:

- A link supplied by the service (Visionable, AttendAnywhere etc)  
 Zoom  
 Whatsapp video  
 Facetime  
 Other (please say)

5. How easy was it to connect to the call?

- It was very easy  
 It was okay  
 It was quite hard  
 It was really difficult

6. How would you rate your experience?

- I loved it
- I liked it
- It was okay
- It wasn't great
- I didn't like it at all

7. How did having the consultation remotely compare with face to face appointments?

- It's much better
- It's more or less the same
- I didn't like it, but understand why it's necessary
- I hated it

8. Was the appointment as effective as having a face to face appointment in the clinic or at home?

- Yes, we were able to do everything we needed to
- We were able to get most things done
- No, we've had to schedule a face to face appointment
- If it wasn't effective, please can you explain why?

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. What did you like about the consultation?

11. What was challenging or what didn't you like?

12. Would you like to give us more in depth feedback about your experience? If so, please leave a name and contact email or phone number here.