

## Appendix

### Primary qualitative analysis of telehealth survey questions

- What limitations have your patients experienced in the use of technology for telehealth?
- What place do you think telehealth will have in your practice for delivering patient care in the future?
- What is your impression of patients willingness to pay for telehealth services?
- Our recent survey responses have revealed low levels of ongoing use of telehealth since dropping down to Alert Level 1. Why do you think this has occurred?

### General GPPENZ survey questions for secondary analysis

Note: Those with \* not included in secondary analysis for this telehealth paper.

#### Survey 1

*Date: 8 May to 4 June 2020*

These questions relate to the last two months of the Covid-19 Pandemic in New Zealand.

- Can you describe how the Covid-19 pandemic has affected your feelings until now?\*
- What changes have you and your team made to how you practice in response to the Covid-19 pandemic?
- What opportunities have you experienced over this time?  
Including the use of virtual consultations and new technology.
- What challenges have you experienced over this time?
- What do you think has been successful so far?
- If you knew what you know now, what might you have done differently?\*
- Do you have any comments regarding the information you have received about Covid-19 and which sources you have found most reliable and useful?\*
- What has the practice you work in done to protect the health and wellbeing of staff? e.g. personal protective equipment (PPE), stress management, anxiety reduction.\*
- What effect has the Covid-19 pandemic had on staffing levels at your main practice?\*
- Do you have any comments on the overall health system response to the Covid-19 pandemic over the last few months?\*
- Do you have any further thoughts or comments?\*

#### Survey 2

*Date: 28 May to 18 June 2020*

These questions relate to the Covid-19 Pandemic in New Zealand.

- What are your impressions about non-Covid 19 related health conditions during this pandemic for your patients and your practice?
- What changes have you and your team made to support Māori, Pasifika and high health needs groups since the beginning of the Covid-19 pandemic?
- Have you had any significant events, incidents or near misses that have (or could have) caused harm to a patient, as a result of the Covid-19 pandemic?
- If yes, you can describe the event in the question below.  
Please describe any events:
- Since you completed the last GPPEC or GPPENZ survey, what changes have you and your team made to how you practice?  
Including changes associated with the move to Alert Level 2.
- What do you see are the issues for your practice as you move through the winter months?
- Do you have any further thoughts or comments?

**Survey 3***Date: 18 June to 9 July 2020*

These questions relate to Alert Level 1 during the Covid-19 Pandemic in New Zealand.

- Since the move to Alert Level 1, how have you been feeling about the Covid-19 pandemic?
- Since the move to Covid-19 Alert Level 1, what changes have you and your team made to how you practise?
- Please describe how respiratory and non-respiratory patients are currently streamed in your practice?
- Please include challenges this has posed.

These questions relate to the Covid-19 Pandemic in New Zealand.

- What changes have been made at your practice to the way prescriptions are managed, since the beginning of the Covid-19 pandemic until now?\*
- What experience have you and your patients had with access to and management from secondary care during the Covid-19 pandemic?
- What was the immediate and longer term financial impact of the Covid-19 pandemic on yourself and your practice?
- Do you have any further thoughts or comments?

**Survey 4***Date: 9th July to 30th July 2020*

These questions relate to the Covid-19 Pandemic in New Zealand.

- Do you have any comments about the personal and/or professional support you have received since the beginning of the Covid-19 pandemic? Please include whether it was helpful or not.
- What additional personal or professional support would you have liked to receive during the Covid-19 pandemic so far? \*
- In your patient interactions and consultations, what common issues have you observed about the financial effects of the Covid-19 pandemic on their healthcare?

These questions relate to the time since the move to Alert level 1 in the Covid-19 pandemic (12am 9th June 2020).

- Since Alert Level 1, what has the main practice you work in done to promote stress reduction or maintain psychological wellbeing for staff? \*
- Since the move to Alert level 1, do you have any comments regarding the clarity and consistency of information you have received, and which sources you have found the most useful? \*
- Now that we are in Alert Level 1, have staffing levels at your main practice returned to pre-Covid levels? If not, please comment on how it is different. \*

These questions relate to the change in Ministry of Health case definition for Covid-19 from Wednesday 24th June 2020.

- Since the most recent case definition change, what changes have you made to how you practice and access patient Covid-19 testing.
- Please include any challenges this has posed.
- Since the most recent case definition change, how are you managing patients with low risk respiratory illness, including any PPE you use?
- Do you have any further thoughts or comments?

## Survey 5

*Date: 6th August to 27th August 2020*

These questions relate to the Covid-19 Pandemic in New Zealand.

- From your experience during the Covid-19 pandemic, what learning, changes or innovations would you like to see embedded in future general practice, in your practice and or generally?
- Do you have any thoughts on if and how Māori, Pasifika and high needs health groups have been particularly affected over the last few months of the Covid-19 pandemic?
- In what ways have you and your team adapted to support Māori, Pasifika and high health needs groups since the beginning of the Covid-19 pandemic?
- Have you had any other significant events, incidents or near misses that have (or could have) caused harm to a patient, as a result of the Covid-19 pandemic?
- If yes, you can describe the event in the question below.  
Please describe any events:
- In the last month, have you been aware of any of your patients delaying seeking care, or presenting late due to the ongoing effects of the Covid-19 pandemic? If so, please describe further.
- How do you think the healthcare system should be organising surveillance testing for Covid-19 at this time (with no evidence of community transmission)? \*

These questions relate to a potential second wave of Covid-19 infections.

- In your main practice, do you feel adequately prepared for a potential second wave of Covid-19 community transmitted infections?
- If yes, how have you and your practice prepared?
- If 'maybe' or 'no', what do you feel you and your practice would need to do to be prepared?
- Have you considered and discussed as a practice how much PPE you would require to store for a potential second wave of Covid-19 infections? If so, please estimate this. \*
- What changes to General Practice funding would you like to see to help deal with a potential second wave of the Covid-19 pandemic?
- What do you believe the wider New Zealand healthcare system should be doing now to prepare for a second wave of Covid-19 in New Zealand?
- How concerned are you about a second lockdown as a consequence of uncontrolled community transmission of Covid-19, and the effect that a second lockdown would have on you, your practice and your patients? \*
- Do you have any further thoughts or comments? \*