

Appendix 1: Phone Administered Survey Standardised Script

Patient satisfaction with phone consultations

Questions for phone format

Date and time of call: _____

Caller: _____

NHI: _____

Version of Q3 used: V1 / V2

Hello, I am a final year medical student working with Wellsouth and the Caversham Medical Centre. We are doing a survey of patients who had telephone appointments with their GP during the level four lockdown, to find out if people found telephone consults a satisfactory alternative to face to face appointments. I will not be asking about any personal medical details. The survey should take about five minutes, are you currently available to answer a few questions?

DECLINES TO PARTICIPATE

NOT AVAILABLE NOW:

That's fine, is there a time that would work better for you? _____ OK, I will try calling again later.

Thank you.

HESITANT OR TIME LIMITED:

If you would prefer to do this survey online, we can send a link via email. Your email address would be deleted by the end of the study. Is that a better option for you?

EMAIL PREFERRED:

Thank you, can you please tell me your email address?

(Repeat back to patient to confirm correct email address)

The link to the online survey will be sent to your email address. If you could complete it within the next few days, that would be wonderful. Thank you for your time.

AVAILABLE:

By answering the questions, you are consenting to participate in the survey, however you may withdraw at any time, with no disadvantage to yourself. The results of the survey will be put in a report for the Caversham Medical Centre and other local practices, but you will not be identified in this. The report may be published to guide decision making around telephone appointments in the future. This study has been approved by the University of Otago Human Ethics Committee. If any specific concerns relating to your medical condition do come up during this survey, I will

need to pass it on to your GP. I will let you know at the end of the survey if I think this should happen.

Q1	Was the need for the appointment related to COVID19? <i>(If multiple appointments, ask about the first one during level 4 lockdown)</i> No Yes	
Q2	Did you send a photo or video relating to your medical problem to your GP? No Yes	
[If yes])	How did you send it? Used a smartphone to take and send file E-mailed it from their computer Other	
Q3	I will now read a few statements comparing your phone consultation with your usual face-to-face consultations. Please answer YES, NO or NO DIFFERENCE, as best reflects your experience. <u><i>NB to researchers: ***EACH PATIENT GETS ASKED EITHER V1 OR V2. PLEASE ALTERNATE BETWEEN CONSECUTIVE PATIENTS***</i></u>	
	Version 1	Version 2
a) Time	The phone consultation saved time compared to a face-to-face consultation Y / N / no difference	The phone consultation took more time than to a face-to-face consultation Y / N / no difference
b) Disability	I have a disability that makes it harder for me to communicate over the phone than in person Y / N / not applicable	I have a disability that makes it easier for me to communicate over the phone than in person Y / N / not applicable

c) Convenience	The phone consultation was more convenient than a face-to-face consultation Y / N / no difference	The phone consultation was less convenient than a face-to-face consultation Y / N / no difference
d) Sensitive info	I feel less comfortable talking about sensitive personal information over the phone than in person Y / N / no difference	I feel more comfortable talking about sensitive personal information over the phone than in person Y / N / no difference
e) Wait time	It was a shorter wait for a phone appointment, as compared to a face-to-face appointment Y / N / no difference	It was a longer wait for a phone appointment, as compared to a face-to-face appointment Y / N / no difference
Thank you. I will now read a few more statements and would like you to answer YES or NO, as best reflects your experience.		
	Version 1	Version 2
f) Technical	Technical aspects such as sound quality or cell phone reception were a problem during the call Y / N	Technical aspects such as sound quality or cell phone reception were fine throughout the call Y / N
g) Certainty	I was confident about how phone consultations worked Y / N	I was uncertain about how phone consultations worked Y / N
h) Privacy	It was difficult to find a private space to take the call Y / N	It was easy to find a private space to take the call Y / N
i) Couldn't see	It was acceptable that the GP and I could not see each other Y / N	It was a problem that the GP and I could not see each other Y / N

Q4	How satisfied with the process of the phone consultation were you on a scale from 1 to 10, where 1 is least satisfied and 10 is most satisfied?
Q5	Why did you choose this number?
Q6	Assuming it is medically appropriate, how likely are you to recommend a friend to use phone consultations on a scale of 1 to 10, where 1 is not at all likely and 10 is very likely?

IF MEDICAL CONCERNS:

During the survey you brought up _____/a specific medical issue, that as a medical student I am not in a position to answer. I am obligated to pass this information on to one of the GPs at Caversham Medical Centre however it will be between you and your GP what happens from there. All the other information gathered during this survey will remain confidential and will be anonymised before we report any findings to Caversham Medical Centre.

FINISH: Thank you for answering these questions. Your answers will help the medical centre improve how telephone appointments are used in future. Enjoy the rest of your day.