

**Table 3:** Survey results for practicalities of phone consultation and comparison with face-to-face consultation.

Phone consultation practicalities		n*	% (95% CI)
Reason for consultation	COVID-19	16	15 (9–23)
	Other	92	85 (77–91)
Photo or video sent to GP during consultation	Yes	3	3 (1–8)
	No	105	97 (92–99)
Technical issues during the call <sup>#</sup>	Yes	7	7 (3–13)
	No	99	93 (87–97)
Understanding of how phone consultations worked <sup>^</sup>	Confident	86	80 (72–87)
	Uncertain	21	20 (13–28)
Ease to find a private place for virtual consultation <sup>+</sup>	Easy	103	96 (91–99)
	Difficult	4	4 (1–9)
Acceptability not being able to see the doctor during the consultation <sup>+</sup>	Acceptable	90	84 (76–90)
	Problem	17	17 (10–24)
Comparison to experience with face-to-face	Preference		
Shorter wait time for consultation appointment	Face to Face	11	10 (5–17)
	No difference	28	26 (18–35)
	Phone	69	64 (54–73)
Consultation took less time	Face to Face	11	10 (5–17)
	No difference	28	26 (18–35)
	Phone	69	64 (54–73)
Convenience of consultation <sup>^</sup>	Face to Face	27	25 (17–34)
	No difference	21	19 (12–28)
	Phone	60	56 (46–65)
Comfort disclosing of sensitive information <sup>^</sup>	Face to Face	34	31 (23–41)
	No difference	43	40 (31–50)
	Phone	31	29 (20–38)

\*108 total responses unless indicated; <sup>+</sup> 107 total responses; <sup>#</sup> 106 total responses; <sup>^</sup> Caution with interpretation as there was a significant difference in responses to this in different versions of the survey.