

Young people's experience of virtual clinic (VC) consultations

Person completing survey (please tick)

Parent/carer only Parent/carer & young person together Young person only

Age of young person: years Gender: Diagnosis :

Was this your first appointment/follow up with this team? First Follow up (tick one)How was your most recent hospital appointment conducted? Telephone call Video call

How many virtual consultations have you had?

Technical Quality	Not at all	A little bit	Somewhat	Quite a bit	Very much
I could use the technology easily					
I could hear/see the doctor/nurse clearly					
The doctor/nurse could hear/see me clearly					
Session Quality	Not at all	A little bit	Somewhat	Quite a bit	Very much
I felt comfortable talking to the doctor/nurse					
I felt I was able to express my feelings/ questions/concerns effectively					
The doctor/nurse cared about my concerns					
The consultation felt useful					
The outcome of the consultation was clear					
The session was better than a face-to-face appointment					
Privacy	Not at all	A little bit	Somewhat	Quite a bit	Very much
I was able to find a quiet, private space for my consultation					
I was concerned that people around me could overhear my consultation					
I was able to talk to the doctor/nurse on my own (young person)					
Usefulness of virtual consultation (VC)	Not at all	A little bit	Somewhat	Quite a bit	Very much
VC improved my access to healthcare services					
VC improved my medical care					
VC saved me time traveling to a hospital					
VC saved me cost traveling to a hospital					

Satisfaction and Future Use	Not at all	A little bit	Somewhat	Quite a bit	Very much
I was satisfied with my virtual consultation					
I would be happy to have virtual appointments again in the future for my health care					

What do you feel are the main benefits of VC?

Is there anything that would put you off having VC rather than face to face appointments?

Is there anything that would improve you VC experience?