

## Staff experience of virtual appointments with young people (YP)

1. What staff group are you part of? (E.g. consultant/trainee/nurse) \_\_\_\_\_

2. Approximately how many non face-to-face appointments have you conducted?

	1-5 appointments	6-15 appointments	more than 16 appointments	None/Not applicable
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skype	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend Anywhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WhatsApp video call	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. For the majority of your cases, **where** have you been running non-face-to-face consultations (multiple selection available)?

- Home - using trust devise
- Home - using own devise
- Office/Trust Workspace
- Trust Clinic/Appointment Room
- Other (please specify)

4. Please answer questions 5-12 in light of your overall experiences with regard your pre-arranged consultations. Face-to-Face is part of this survey as a bench-mark.

In general, how well prepared (ready to talk, information to hand, ready with questions etc) do the patients/families appear to be?

	1 - Very poorly	2 - Ill prepared	3 - Average	4 - Well prepared	5 - Exceptionally prepared	Not Applicable
Face to Face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skype/other video format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend Anywhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. In general, did you have all the information/patient notes etc to hand?

	1 - No	2 - Enough but challenging	3 - Enough but OK	4 - Everything but challenging	5 - Everything and easy	Not Applicable
Face to Face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skype/other video format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend Anywhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 6. In general, how good was the connection i.e. could you hear/see?

	1 - Poor	2 - Adequate	3 - Average	4 - Good	5 - Exceptional	Not Applicable
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skype/other video format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend Anywhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 7. In general, how well could you access/use the technology (set-up, log-in and navigation etc)?

	1 - Impossible	2 - Challenging	3 - Neither easy or hard	4 - Easy with practice	5 - Exceptionally easy	Not Applicable
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skype/other video format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend Anywhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 8. In general, how well do you feel the patients/families can communicate their feelings, concerns and questions?

	1 - Not at all well	2 - Some, but challenging	3 - Mostly	4 - Well	5 - Much better than expected	Not Applicable
Face to Face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skype/other video format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend Anywhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. In general, how useful did the consultation feel?

	1 - Extremely Useless	2 - Useless	3 - Average	4 - Useful	5 - Exceptionally useful	Not Applicable
Face to Face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skype/other video format	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attend Anywhere	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. How have you managed cases in the context of existing or newly arising safeguarding concerns/risks? If this has occurred, please outline your process and the practical steps you have taken and types of issues that have arisen. *Please do not use names.*

11. If you would have normally spoken to the YP directly were you able to do this during the consultation to get the child's perspective?

- Yes - it worked well
- Yes - but it was not easy
- No because I normally wouldn't
- No - but I normally would and this is what stopped me...

12. Was it possible to talk to the YP privately where they were not overheard by others?

- Yes - it worked well
- Yes - but it was not easy
- No - but I didn't need to
- No - but I would have liked/needed to

13. If your consultation was individually with the young person, what risk management strategies were in place?

- Not relevant
- My consultation was independently with a young person and this is how we managed risk...

14. What impacts have you noticed on your time (select all applicable)?

- I have significantly reduced in-work travel time
- I have wasted time trying to contact people
- I have been able to complete more patient administration
- I have seen less patients
- I have seen more patients
- I have done less patient administration
- I have wasted time trying to make technologies work
- Other (please specify)

15. Have you had any difficulties arranging investigations following VC?
16. Were you able to arrange the test(s) locally or did the patient have to come to your hospital?
17. In an ideal world what would your top 3 improvements/necessities be for a VC?