

Patient experience of changes from face-to-face to remote appointments throughout Covid-19

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Summary

We administered questionnaires to groups of patients in August 2020, 2021 and 2022 to ask their experience of outpatient appointments throughout Covid-19.

People experienced pros and cons with remote appointments and would like a choice of modality.

We should:

- Increase patients' confidence in and access to technology
- Offer a choice of appointment modality where possible.

Introduction

The Neurofibromatosis (NF) Service cares for patients with nerve tumour predisposition syndromes. Attendance is typically face-to-face outpatient appointments to see consultant neurologists, clinical nurse specialists, physiotherapist, psychologists and a social worker.

In Spring 2020 Covid-19 forced a severe and rapid reduction in face-to-face appointments, with remote offered instead.

This study analyses patient experience of this, and reflects on findings in light of the NHS long-term plan (2019), which included a reduction in face-to-face appointments in favour of remote.

Methods

Paper questionnaires were sent to all patients with an appointment within the same 2-week period during August 2020, 2021, 2022.

Response rates were similar at 26% (32/122, 2020), 22% (23/106, 2021), and 25% (26/104, 2022).



Scan QR code for references, patient friendly version of this poster, and abstract, or go to www.bit.ly/3UV0x7p

Discussion

Patients report both pros and cons of remote appointments but still prefer (and are being offered) face-to-face the majority of the time.

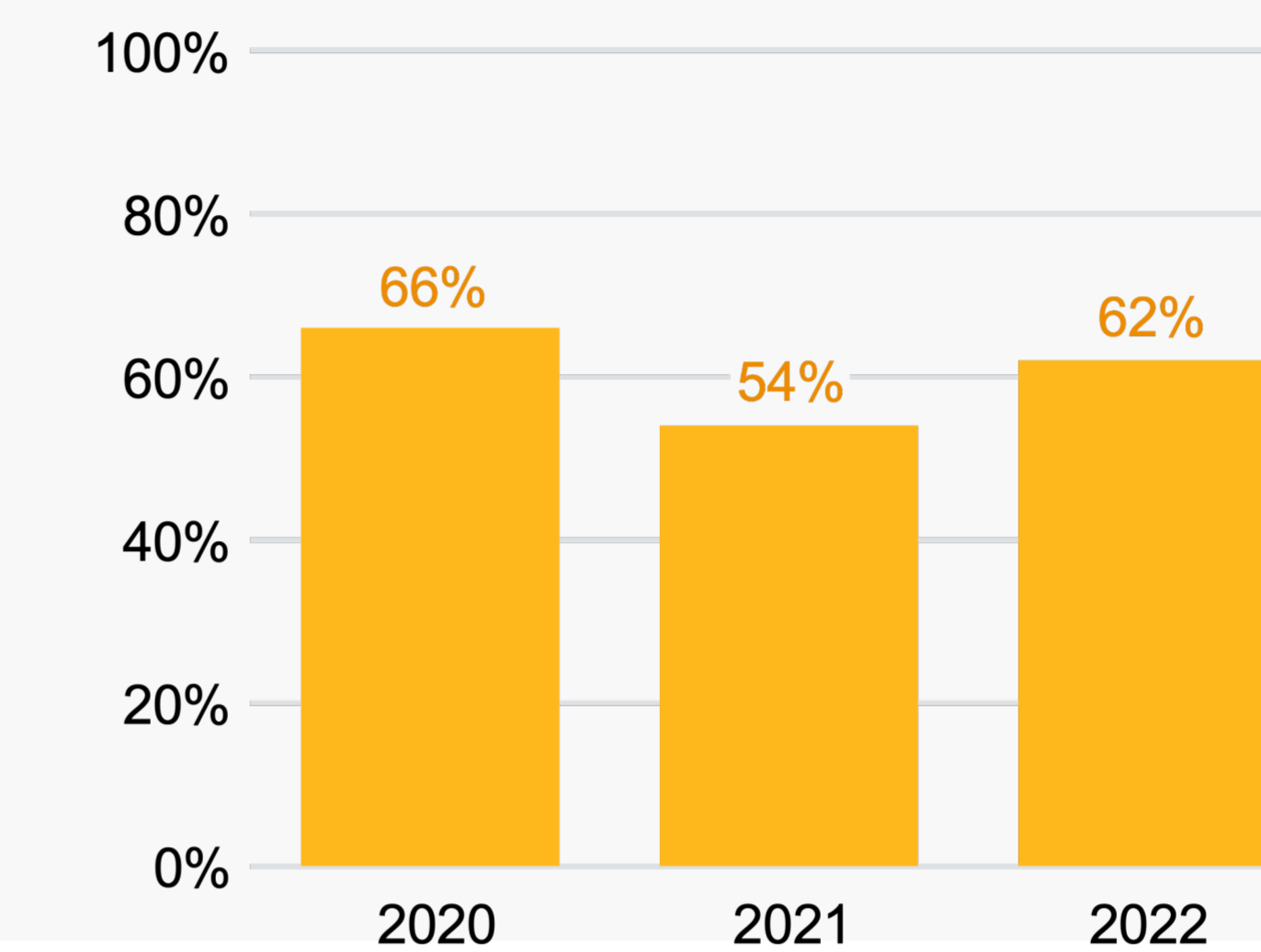
- **Pros:** reduces language barriers, easier to attend (time off work; childcare)
- **Cons:** no access to or confidence with technology; perceived negative impact on relationship with professional

Actions

- **Improve access to and confidence in technology**
- **Offer choice of modality**

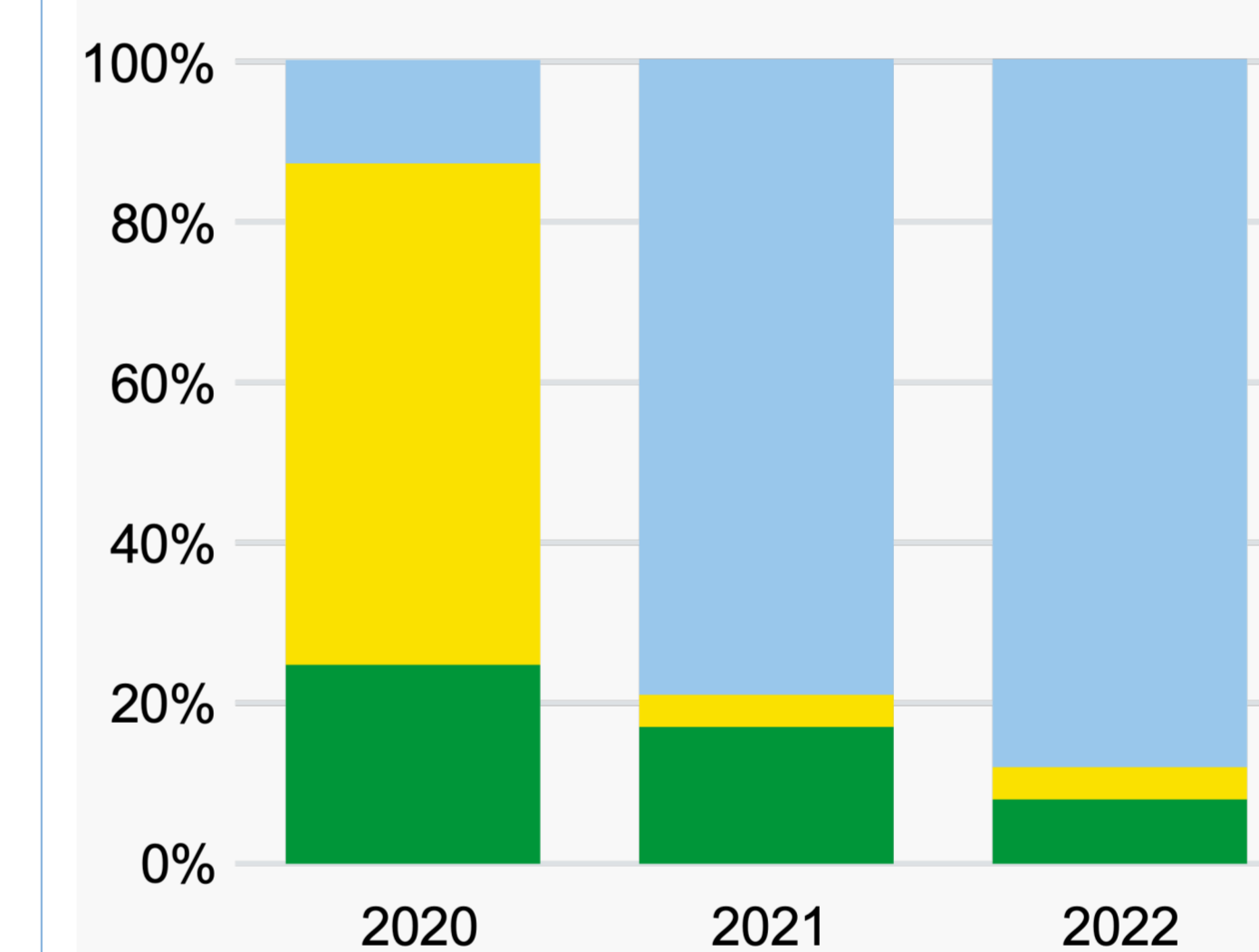
Despite recent increases in face-to-face activity these actions may lead to a natural reduction in face-to-face outpatient appointments in line with the NHS long-term plan.

Results

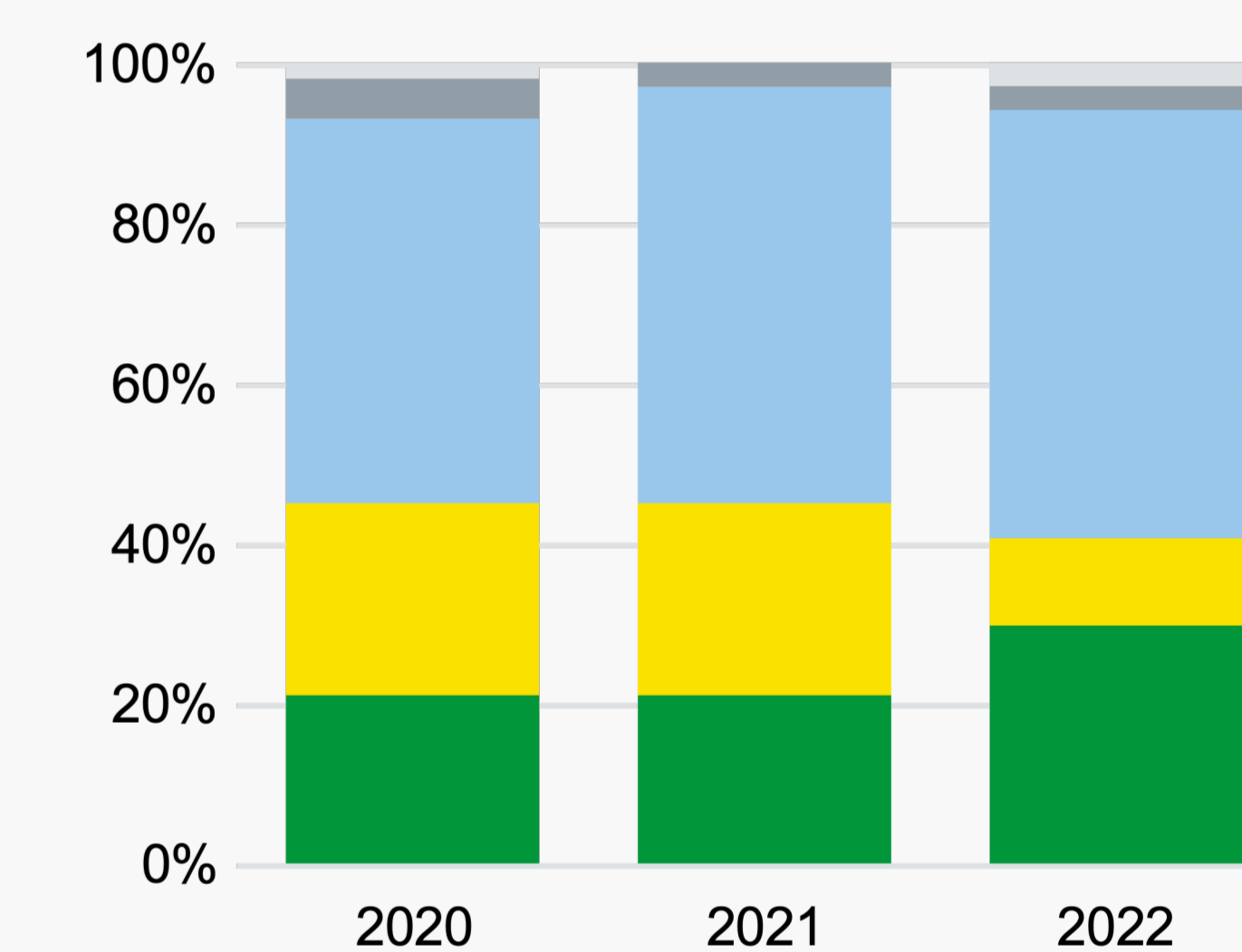


percentage of patients with regular access to and confidence in using technology needed for remote appointments

Method of contact



Preference for follow up



● Telephone ● Video ● In person ● Other ● Missing

Reason for preference (n)

