

Patients' views on appointment changes during Covid-19

Written by Rona (nurse), Natalie and Susie (psychologists)

What we did

Paper questionnaires were sent to about 100 patients who had appointments over 2 weeks during August in 2020, 2021 and 2022.

Each year about ¼ of people sent the questionnaires back.

Why we did it

The Neurofibromatosis Service provides care to people with nerve tumours. Our patients have regular appointments with their specialist doctor. They often also see nurses, physiotherapists, psychologists, or our social worker.

Covid-19 had a big impact across the NHS. At the beginning face-to-face appointments were stopped and appointments took place by telephone or video. The NHS is getting back to normal but there are still some changes and new ways of working. We wanted to know what our patients thought about the changes.

What we found

We sent questionnaires to some of our patients in 2020, 2021 and 2022 to understand how people experienced appointments throughout Covid-19.

- Some people prefer video or telephone – some people prefer face-to-face
- Most people like to be able to choose
- Some people aren't confident with technology

We should:

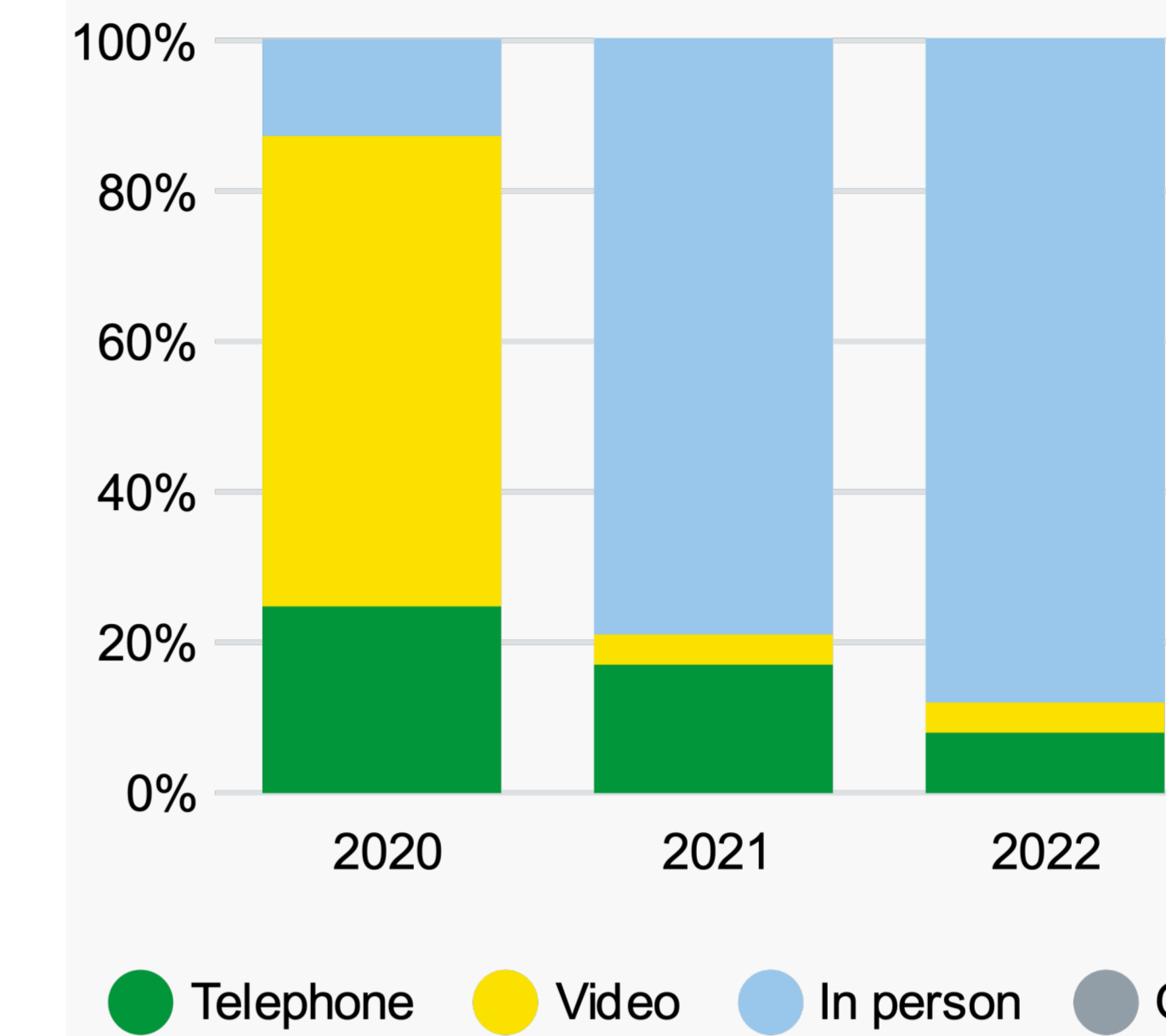
- Offer a choice
- Help people be more confident with technology

61%

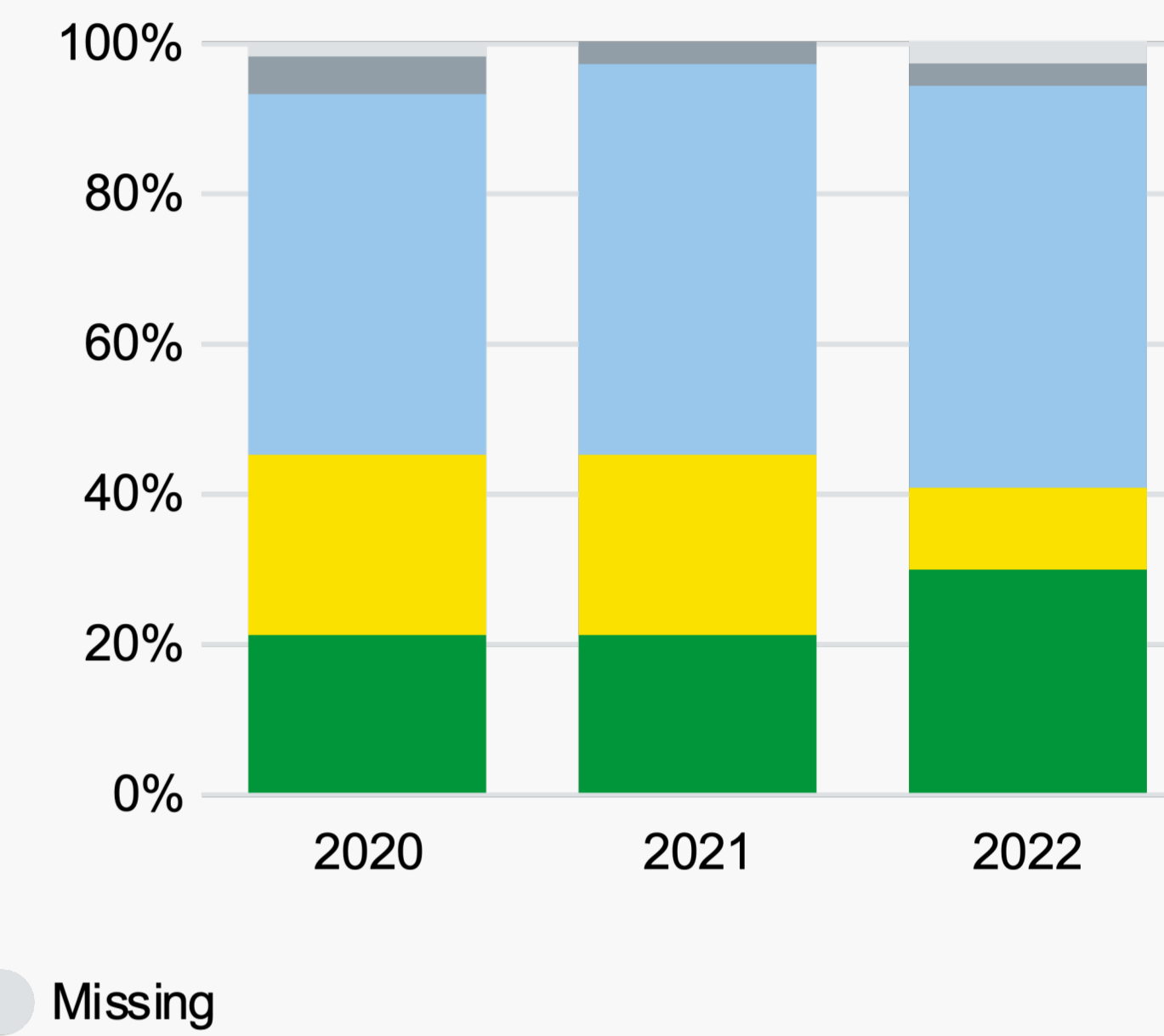
said they had access to and confidence with technology



What was your appointment?



What would you like your next one to be?



In 2020 most people had an appointment by telephone or video. In 2021 and 2022, this changed and less than ¼ people had an appointment by video or telephone.

In 2020 just over half of people wanted their next appointment to be remote (by telephone, video or another option). In 2021 and 2022 just under half wanted their next appointment to be remote. Over all three years the most popular choice was to have an appointment face-to-face.

Reason for choice

