

Supplementary material S1: Telephone and video visits survey questions

Blurb: The Outpatient Transformation and EPIC team are keen to hear about your experience of telephone and video visits. Your feedback will be used to improve the way we work and understand how we can make the experience better for you.

1. Department
2. Job Role
3. Grade/Band
4. When using this visit type: (Please grade each of these visit types with a number from 1-5 where 1 = Always; 2 = Often; 3 = Sometimes; 4 = Rarely; 5 = Never)

	Face-to-face	Video	Telephone
I am able to take a medical history			
I am able to take a social history			
I am able to pick up on non-verbal cues			
I am able to ascertain relevant clinical signs			
I am able to make a diagnosis			
I am able to organise investigations			
I am able to start treatment			
I am able to teach or train patients			
I am able to be time efficient			
I am able to be flexible with appointment times			

5. Have you used the EPIC video visit functionality?

If answer question 5 yes

6. How many video visits have you conducted?
7. When considering video visits: [Strongly disagree (SD), Disagree (D), Neither Agree or Disagree (N), Agree (A), Strongly agree (SA)]

	SD	D	N	A	SA
I am satisfied with my experience of video visits					
Connecting with the patient through video visit is easy					
Requesting a video visit is easy					
I have the equipment that I need for video visits					
The video visit tip sheets provided sufficient training					
I always prefer telephone rather than video visits					
I have groups of patients that video visits work well with					
Video visits provide important visual/non-verbal cues					
It is easy to consult the patient					
It is easy to consult the parent					
I can demonstrate and teach patients through video visits					
It is easy to use video visits when working outside of the hospital					
It is easy to take patients notes in EPIC during the video visit					

It is easy for other GOSH members of the MDT to join the video visit					
I can provide limited clinical assessment through video visits					
Taking patient photos on video visits is easy					
The quality of the video visit images are good					
Video visit appointments are shorter than face-to-face appointments					
Video visit appointments are shorter than telephone appointments					
My patients have reported that they are satisfied with video visits					
I am able to have confidential conversations through video visits					
I can make clinical diagnostic decisions through video visits					
I have placed lab orders during a video visit					
I have placed imaging orders during a video visit					
I have changed medications during a video visit					
I can make treatment plans through video visits					
I have made referrals to other teams after a video visit					
I have scheduled an admission after a video visit					
I have placed a case request after a video visit					
I have requested video visit follow-up appointments for patients					
I would like functionality to document clinical signs (ht.wt.sats etc)					
I wish to take consent though video visits					
I wish to invite non-GOSH professionals to the video visit					
I wish to invite translators to the video visit					

8. Have you used any additional equipment or technology to enhance your video consultation?
 - a. If yes, please provide details
9. Are you likely to continue using video visits when we return to business as usual?
10. What additional functionality and/or improvements would maximise/encourage your use of video visits?

If answer question 5 No

11. *The reason(s) that I have not consulted using video visits are*
 - I am keen to do so, but this hasn't been a priority for me;
 - I do not have the information and/or equipment required;
 - Video visits are not appropriate for my patient caseload;
 - I requested for the appointment to be converted to a video visit but it wasn't;
 - I tried but I could not connect;
 - I am conducting telephone appointments instead;
 - I tried but the patient could not connect;
 - Other (free text)
12. What additional functionality and/or improvements would encourage your use of video visits?