



Video call fatigue - how do patients feel?



Objective:

We wanted to understand how changes to the way we delivered our out-patient services during Covid affected people with Cystic Fibrosis (pwCF) attending the West of Scotland Adult Cystic Fibrosis Unit. Listening to and learning from pwCF helps us to continuously review and improve the quality of our service.



Method:

The West of Scotland Adult CF Team worked with the NHS Greater Glasgow and Clyde Patient Experience Public Involvement (PEPI) Team to co-design the patient engagement approach. An online survey was developed to measure overall patient experience and capture feedback about virtual out-patient appointments in particular. Alternative formats were made available. Anonymity was an important factor so all survey analysis and reporting was managed by the PEPI Team to provide maximum confidentiality, transparency and confidence in the engagement process. The survey was carried out between March and April 2022.

Results:

58 people responded, representing an 18% return rate. Responses to questions about how people felt about virtual appointments indicated a high level of confidence, comfort with and understanding of the process. Questions about person-centred approaches such as feeling listened to and being treated with understanding and compassion scored particularly highly.

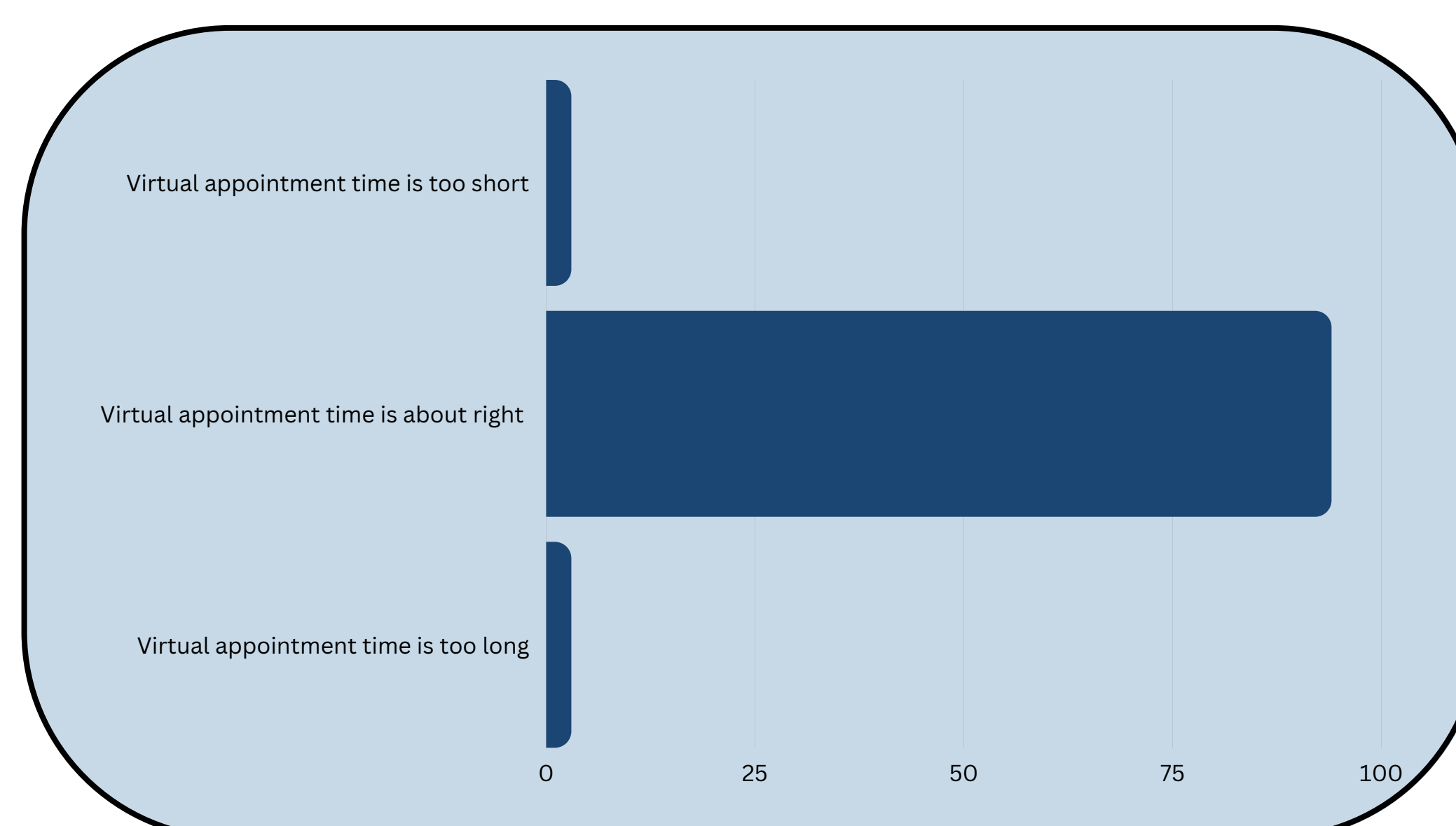
54 out of 58 people said they had a virtual appointment at some point in the last 12 months. 27 people said they had also had at least one face to face appointment; either for a scheduled Annual Review or as an emergency for an unforeseen issue or problem.

11 people indicated that they were concerned about not having a physical examination due to virtual appointments. In the open comments this mainly related to worries about losing valued close relationships with trusted team members. Most people told us that when their health was good and not much was changing regarding their care, they were happy to have virtual appointments.

We asked what model of appointments people would prefer going forward.

59% of people said they would prefer a blended approach of virtual appointments and face to face appointments as and when needed. 22% said they would prefer virtual appointments as the first option at all times and 19% said that face to face appointments would be their preference, wherever possible and practical.

Some people suggested that better use could be made of digital channels such as Youtube, social media and websites to communicate and share information.



Overall experience rating:



Virtual appointments with the team have allowed me to attend during my working hours without panicking about having too much time away, e.g. traveling from work time to the appointment

Excellent access to a wide ranging MDT and able to access team members rapidly both in person when needed, and virtually too

What matters most to me is having enough time to discuss treatments and being able to trust that members of the team will help me and take me seriously (which they always have!)

I find the virtual appointments otherwise very convenient for me and think they have a place in ongoing care beyond the pandemic, although I think annual reviews should be reinstated face to face with virtual for more routine things

Conclusion and next steps:

Throughout the engagement process people took the opportunity to highlight the extremely high standard of treatment, care and support provided by the team. This was also reflected by the consistently high level of satisfaction experienced and subsequently scored, and by feedback received in a follow-up online focus group. Engaging with pwCF using our service and involving them in the redesign and delivery of a new model of care will help mitigate any concerns regarding future virtual consultations. We will use the feedback received to improve and further develop our service.

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