

# NHS appointments survey

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Start of Block: crash testing (delete section before distribution)

Q1.1

Beta-testing users: for your eyes only (Q1.1 will be deleted)

This survey requires context-dependent sampling design. This means a unique survey link should be assigned for NHS appointments in each target clinical service (or pathway / intervention group). This will aid analysis of response rates and enable context-specific interpretations and locally relevant ideas for quality improvement. We do not recommend convenience sampling (e.g., Trust-wide survey). See rationale [here](#).

Design principles   lay language   head-to-head comparison between virtual and in-person encounters   mutually relevant question items (for direct comparisons between staff and service user)   a targeted 7-day timeframe to ease recall burden for NHS staff   skip logic to mitigate survey burden   flow to sustain engagement

Note: If you click NEXT without responding to any question in a section, you'll encounter multiple skips and miss the content of many sections.

End of Block: crash testing (delete section before distribution)

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Start of Block: Context, consent, and instructions

Q2.1 This survey collects information on the quantity and quality of virtual NHS appointments in a mental health Trust. You received this survey because we are collecting feedback on [a clinical service]. Some questions are mutually relevant to NHS staff and service users so that we can make direct comparisons of both perspectives. The participation of everyone will help give an accurate picture of what has been happening in the week of [date range]. The data will be used for service evaluation or research. Ethics approval has been obtained from [institution].

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Q2.2 Informed consent

(a) Participation in this survey is strictly voluntary.

(b) If you (service user) do not want to participate, it will not affect your treatment or care.

- (c) During the survey, you can stop at any point without giving a reason.
- (d) The survey will not ask for your name or contact.
- (e) The identity of individual person will not be known.
- (f) Survey responses from any individual person will not be reported.
- (g) Survey responses will be combined to look at the general situation of different groups (e.g., clinic appointment vs group therapy).
- (h) We may share non-identifiable data with other researchers.
- (i) We will observe data protection regulations and policies in [institution].
- (j) The survey data will be stored in a secured server in [institution].

This survey will take about 7 - 14 minutes.

- I understood the list above and give consent for my survey responses to be used for service evaluation and research (1)
- No, I do not wish to participate in this survey (2)

*Skip To: End of Survey If Informed consent (a) Participation in this survey is strictly voluntary. (b) If you (service... = No, I do not wish to participate in this survey*

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Page Break

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Q2.3 I will be answering this survey as a...?

Service user (1)

Carer (2)

NHS staff (3)

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Page Break

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q2.4 Are you being interviewed by a staff member for this survey?

- No, I am answering this online survey on my own (1)
- Yes, I am interviewed on a video call (2)
- Yes, I am interviewed on a phone call (3)
- Yes, I am interviewed face-to-face (4)

End of Block: Context, consent, and instructions

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Start of Block: Quantity of use

Q3.1 In this section, we have questions about the type and quantity of NHS appointments you had in [clinical service] during [date range].

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Page Break

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q3.2 Did the NHS appointment with this clinical service take place as a... ?

- video call (1)
- phone call (2)
- visit at the hospital (or a place that is part of the Trust) (3)
- appointment was missed / cancelled (4)

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*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q3.3 Was the NHS appointment offered for the first time with this clinical service?

- Yes (1)
- No (2)
- Unsure (4)

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Page Break

*Display This Question:*

*If type of appt = phone call*

*Or type of appt = visit at the hospital (or a place that is part of the Trust)*

*Or type of appt = appointment was missed / cancelled*

Q3.4 Was the NHS appointment also offered as a video call?

Yes (1)

No (2)

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*Display This Question:*

*If type of appt = video call*

*Or type of appt = visit at the hospital (or a place that is part of the Trust)*

*Or type of appt = appointment was missed / cancelled*

Q3.5 Was the NHS appointment also offered as a phone call?

Yes (1)

No (2)

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*Display This Question:*

*If type of appt = video call*

*Or type of appt = phone call*

*Or type of appt = appointment was missed / cancelled*

Q3.6 Was the NHS appointment also offered as an actual visit at the hospital (or a place that is part of the Trust)?

Yes (1)

No (2)

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Page Break

Display This Question:

If I will be answering this survey as a...? = NHS staff



Q3.7 How many NHS appointments did you have in that particular week?

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Display This Question:

If I will be answering this survey as a...? = NHS staff

Q3.8 Were any NHS appointments in that particular week a contact with the clinical service for the first time?

Yes (4)

No (5)

Display This Question:

If first contact staff = Yes



Q3.9 How many NHS appointments in that particular week were contact with the clinical service for the first time?

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Page Break

Display This Question:

If I will be answering this survey as a...? = NHS staff

Q3.10 Were any NHS appointments cancelled or missed in that particular week?

Yes (4)

No (5)

Display This Question:

If cancelled / missed = Yes



Q3.11 How many NHS appointments were cancelled or missed in that particular week?

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Display This Question:

If cancelled / missed = Yes



Q3.12 How many cancelled or missed NHS appointments were contact with the clinical service for the first time?

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Display This Question:

If cancelled / missed = Yes



Q3.13 How many cancelled or missed NHS appointments had an offer of video call?

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Display This Question:

If cancelled / missed = Yes



Q3.14 How many cancelled or missed NHS appointments had an offer of phone call?

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Display This Question:

If cancelled / missed = Yes



Q3.15 How many cancelled or missed NHS appointments had an offer of an actual visit at the hospital (or a place that is part of the Trust)?

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Page Break

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Display This Question:

If I will be answering this survey as a...? = NHS staff

Q3.16 Did any NHS appointment take place as video calls?

Yes (4)

No (5)

Display This Question:

If any video = Yes



Q3.17 How many NHS appointments took place as video calls?

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Display This Question:

If any video = Yes



Q3.18 How many of these video call NHS appointments were a contact with the clinical service for the first time?

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Display This Question:

If any video = Yes



Q3.19 How many of these video call NHS appointments also had an offer of an actual visit at the hospital (or a place that is part of the Trust)?

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Page Break

Display This Question:

If I will be answering this survey as a...? = NHS staff

Q3.20 Did any NHS appointment take place as a phone call?

Yes (4)

No (5)

Display This Question:

If any phone = Yes



Q3.21 How many NHS appointments took place as a phone call?

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Display This Question:

If any phone = Yes



Q3.22 How many phone call NHS appointments were a contact with the clinical service for the first time?

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Display This Question:

If any phone = Yes



Q3.23 How many phone call NHS appointments also had an offer of video call?

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Display This Question:

If any phone = Yes



Q3.24 How many phone call NHS appointments also had an offer of an actual visit at the hospital (or a place that is part of the Trust)?

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Page Break

Q3.25 The next section will take about 1 - 2 mins. We have some questions about quality of the NHS appointments you had. Are you happy to continue?

Yes (1)

No (2)

*Skip To: End of Survey If The next section will take about 1 - 2 mins. We have some questions about quality of the NHS appo... = No*

**End of Block: Quantity of use**

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**Start of Block: Right care - therapeutic space: virtual vs visit**

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.1

What was your experience in being well-understood during a video call NHS appointment?

very easy (1)

quite easy (2)

not sure (3)

quite difficult (4)

very difficult (5)

---

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

#### Q4.2

In being well-understood during a video call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- video call is a lot easier for being well-understood (1)
- video call is slightly easier for being well-understood (2)
- not much difference between video call and actual visit (3)
- video call is slightly more difficult for being well-understood (4)
- video call is a lot more difficult for being well-understood (5)

---

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

#### Q4.3

What was your experience in being able to explain things during a video call NHS appointment?

- very easy (1)
- quite easy (2)
- not sure (3)
- quite difficult (4)
- very difficult (5)

---

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

#### Q4.4

In being able to explain things during a video call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- video call is a lot easier for explaining things (1)
- video call is slightly easier for explaining things (2)
- not much difference between video call and actual visit (3)
- video call is slightly more difficult for explaining things (4)
- video call is a lot more difficult for explaining things (5)

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*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

#### Q4.5

What was your experience in being able to understand the things said during a video call NHS appointment?

- very easy (1)
- quite easy (2)
- not sure (3)
- quite difficult (4)
- very difficult (5)

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*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

#### Q4.6

In being able to understand the things said during a video call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- video call is a lot easier for understanding the things said (1)
- video call is slightly easier for understanding the things said (2)
- not much difference between video call and actual visit (3)
- video call is slightly more difficult for understanding the things said (4)
- video call is a lot more difficult for understanding the things said (5)

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*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

#### Q4.7

Did you feel that you were able to decide on things together during a video call NHS appointment?

- yes, very well (1)
- yes, quite well (2)
- not sure (3)
- no, not quite well (4)
- no, not well at all (5)

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*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*



Q4.8

In being able to decide on things together during a video call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- video call is a lot better for making decisions together (1)
- video call is slightly better for making decisions together (2)
- not much difference between video call and actual visit (3)
- video call is slightly poorer making decisions together (4)
- video call is a lot poorer for making decisions together (5)

---

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.9

Did you feel that you were able to have a good discussion with each other during a video call NHS appointment?

- yes, very well (1)
- yes, quite well (2)
- not sure (3)
- no, not quite well (4)
- no, not well at all (5)

---

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.10

In being able to have a good discussion with each other during a video call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- video call is a lot better for having a good discussion (1)
- video call is slightly better for having a good discussion (2)
- not much difference between video call and actual visit (3)
- video call is slightly worse for having a good discussion (4)
- video call is a lot worse for having a good discussion (5)

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Page Break

*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.11 What was your experience in being well-understood during a phone call NHS appointment?

- very easy (1)
- quite easy (2)
- not sure (3)
- quite difficult (4)
- very difficult (5)

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*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.12 In being well-understood during a phone call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- phone call is a lot easier for being well-understood (1)
- phone call is slightly easier for being well-understood (2)
- not much difference between phone call and actual visit (3)
- phone call is slightly more difficult for being well-understood (4)
- phone call is a lot more difficult for being well-understood (5)

---

*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.13 What was your experience in being able to explain things during a phone call NHS appointment?

- very easy (1)
- quite easy (2)
- not sure (3)
- quite difficult (4)
- very difficult (5)

---

*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.14 In being able to explain things during a phone call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- phone call is a lot easier for explaining things (1)
- phone call is slightly easier for explaining things (2)
- not much difference between phone call and actual visit (3)
- phone call is slightly more difficult for explaining things (4)
- phone call is a lot more difficult for explaining things (5)

---

*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.15 What was your experience in being able to understand the things said during a phone call NHS appointment?

- very easy (1)
- quite easy (2)
- not sure (3)
- quite difficult (4)
- very difficult (5)

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*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.16 In being able to understand the things said during a phone call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- phone call is a lot easier for understanding the things said (1)
- phone call is slightly easier for understanding the things said (2)
- not much difference between phone call and actual visit (3)
- phone call is slightly more difficult for understanding the things said (4)
- phone call is a lot more difficult for understanding the things said (5)

---

*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.17 Did you feel that you were able to decide on things together during a phone call NHS appointment?

- yes, very well (1)
- yes, quite well (2)
- not sure (3)
- no, not quite well (4)
- no, not well at all (5)

---

*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.18 In being able to decide on things together during a phone call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- phone call is a lot better for talking about each other's concerns (1)
- phone call is slightly better for talking about each other's concerns (2)
- not much difference between phone call and actual visit (3)
- phone call is slightly poorer for talking about each other's concerns (4)
- phone call is a lot poorer for talking about each other's concerns (5)

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*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.19

Did you feel that you were able to have a good discussion with each other during a phone call NHS appointment?

- yes, very well (1)
- yes, quite well (2)
- not sure (3)
- no, not quite well (4)
- no, not well at all (5)

---

*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q4.20

In being able to have a good discussion with each other during a phone call NHS appointment, what was your experience compared to an actual visit at the hospital (or a place that is part of the Trust)?

- phone call is a lot better for understanding each other's ideas (1)
- phone call is slightly better for understanding each other's ideas (2)
- not much difference between phone call and actual visit (3)
- phone call is slightly poorer for understanding each other's ideas (4)
- phone call is a lot poorer for understanding each other's ideas (5)

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Page Break

*Display This Question:*

*If type of appt = visit at the hospital (or a place that is part of the Trust)*

Q4.21 Thinking about the NHS appointment you had at the hospital (or a place that is part of the Trust), could it be replaced by a video call appointment?

- a video call would be much better (1)
  - a video call would be better (2)
  - unsure (3)
  - a video call would not be better (4)
  - a video call would not be better at all (5)
- 

*Display This Question:*

*If type of appt = visit at the hospital (or a place that is part of the Trust)*

Q4.22 Thinking about the NHS appointment you had at the hospital (or a place that is part of the Trust), could it be replaced by a phone call appointment?

- a phone call would be much better (1)
  - a phone call would be better (2)
  - unsure (3)
  - a phone call would not be better (4)
  - a phone call would not be better at all (5)
- 

Page Break



*Display This Question:*

*If type of appt = appointment was missed / cancelled*

*And offered vc = No*

Q4.23 Thinking about the missed / cancelled NHS appointment, would you be more likely to attend if it was a video call appointment?

- I would be much more likely to attend (1)
- I would be more likely to attend (2)
- unsure (3)
- I would not be likely to attend (4)
- I would not be likely to attend at all (5)

---

*Display This Question:*

*If type of appt = appointment was missed / cancelled*

*And offered phone = No*

Q4.24 Thinking about the missed / cancelled NHS appointment, would you be more likely to attend if it was a phone call appointment?

- I would be much more likely to attend (1)
- I would be more likely to attend (2)
- unsure (3)
- I would not be likely to attend (4)
- I would not be likely to attend at all (5)

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*Display This Question:*

*If type of appt = appointment was missed / cancelled*

*And offered clinic = No*

Q4.25 Thinking about the missed / cancelled NHS appointment, would you be more likely to attend if it was an actual visit at the hospital (or a place that is part of the Trust)?

- I would be much more likely to attend (1)
- I would be more likely to attend (2)
- unsure (3)
- I would not be likely to attend (4)
- I would not be likely to attend at all (5)

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Page Break

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.26 For video call NHS appointment, is there a choice between options like Attend Anywhere, Microsoft Teams, Skype, or something else?

- yes (1)
  - no (2)
  - not sure (3)
- 

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.27 The video call app for NHS appointment works well

- I strongly agree (1)
  - I agree (2)
  - I am not sure (3)
  - I disagree (4)
  - I strongly disagree (5)
- 

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.28 The video call app for NHS appointment is easy to use

- I strongly agree (1)
- I agree (2)
- I am not sure (3)
- I disagree (4)
- I strongly disagree (5)

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*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.29 When in a video call NHS appointment, I could see the other person's face clearly

- I strongly agree (1)
- I agree (2)
- I am not sure (3)
- disagree (4)
- strongly disagree (5)

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*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.30 When in a video call NHS appointment, I could hear the other person clearly

- I strongly agree (1)
- I agree (2)
- I am not sure (3)
- I disagree (4)
- I strongly disagree (5)

---

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.31 The video stops working during a video call NHS appointment

- most of the time (1)
- often (2)
- sometimes (3)
- seldom (4)

---

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q4.32 The sound stops working during a video call NHS appointment

- most of the time (1)
- often (2)
- sometimes (3)
- seldom (4)

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Page Break

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Q4.33 The next section will take about 1 - 2 mins. We have some questions about XXX. Are you happy to continue?

Yes (1)

No (2)

*Skip To: End of Survey If The next section will take about 1 - 2 mins. We have some questions about XXX. Are you happy to c... = No*

**End of Block: Right care - therapeutic space: virtual vs visit**

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**Start of Block: Right time**

*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q5.1 For a video call NHS appointment, what was your experience in being able to have an appointment when one is needed?

very easy (4)

quite easy (5)

not sure (6)

quite difficult (7)

very difficult (8)

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*Display This Question:*

*If type of appt = video call*

*Or any video = Yes*

Q5.2 Compared to an actual visit at the hospital (or a place that is part of the Trust), what was your experience in being able to have a video call NHS appointment when one is needed?

- a lot easier to have a video call appointment when needed (4)
- a bit easier (5)
- not sure (6)
- a bit more difficult (7)
- a lot more difficult to have a video call appointment when needed (8)

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Page Break



*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q5.3 For a phone call NHS appointment, what was your experience in being able to have an appointment when one is needed?

- very easy (4)
- quite easy (5)
- not sure (6)
- quite difficult (7)
- very difficult (8)

---

*Display This Question:*

*If type of appt = phone call*

*Or any phone = Yes*

Q5.4 Compared to an actual visit at the hospital (or a place that is part of the Trust), what was your experience in being able to have a phone call NHS appointment when one is needed?

- a lot easier to have a phone call appointment when needed (4)
- a bit easier (5)
- not sure (6)
- a bit more difficult (7)
- a lot more difficult to have a phone call appointment when needed (8)

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*Display This Question:*

*If type of appt = visit at the hospital (or a place that is part of the Trust)*

*And offered vc = Yes*

Q5.5 You were offered a choice between an actual visit at the hospital (or a place that is part of the Trust), and a video call appointment. Which was an earlier appointment?

- video call appointment was earlier than actual appointment (4)
- actual appointment was earlier than video call appointment (6)
- both were for the same day (5)
- not sure (9)

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*Display This Question:*

*If type of appt = visit at the hospital (or a place that is part of the Trust)  
And offered phone = Yes*

Q5.6 You were offered a choice between an actual visit at the hospital (or a place that is part of the Trust), and a phone call appointment. Which was an earlier appointment?

- phone call appointment was earlier than actual appointment (4)
- actual appointment was earlier than phone call appointment (6)
- both were for the same day (5)
- not sure (9)

---

*Display This Question:*

*If type of appt = appointment was missed / cancelled  
And offered vc = Yes  
And offered clinic = Yes*

Q5.7 You were offered a choice between an actual visit at the hospital (or a place that is part of the Trust), and a video call appointment. Which was the earlier appointment?

- video call appointment was earlier than actual appointment (4)
- actual appointment was earlier than video call appointment (6)
- both were for the same day (5)
- not sure (9)

---

*Display This Question:*

*If type of appt = appointment was missed / cancelled*

*And offered phone = Yes*

*And offered clinic = Yes*

Q5.8 You were offered a choice between an actual visit at the hospital (or a place that is part of the Trust), and a phone call appointment. Which was the earlier appointment?

- phone call appointment was earlier than actual appointment (4)
- actual appointment was earlier than phone call appointment (6)
- both were for the same day (5)
- not sure (9)

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Page Break

Q5.9 The next section will take about 1 - 2 mins. We have some questions about XXX. Are you happy to continue?

- Yes (1)
- No (2)

*Skip To: End of Survey If The next section will take about 1 - 2 mins. We have some questions about XXX. Are you happy to c... = No*

**End of Block: Right time**

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**Start of Block: COVID-19 impact on NHS non-virtual appointments**

Q6.1 If you have to move around in public places during the COVID-19 pandemic, what do you feel?

- very worried (1)
  - quite worried (2)
  - unsure (3)
  - not worried (4)
  - not worried at all (5)
- 

Q6.2 If you have to visit the hospital (or a place that is part of the Trust) for an NHS appointment during the COVID-19 pandemic, what do you feel?

- very worried (1)
  - quite worried (2)
  - unsure (3)
  - not worried (4)
  - not worried at all (5)
-

Q6.3 Would wearing mask make it difficult to understand each other during an NHS appointment at the hospital (or a place that is part of the Trust)?

- wearing a mask would make it very difficult (1)
  - wearing a mask would make it difficult (2)
  - unsure (3)
  - wearing a mask would not make it difficult (4)
  - wearing a mask would not make it difficult at all (5)
- 

Q6.4 Would wearing mask make it difficult to talk to each other during an NHS appointment at the hospital (or a place that is part of the Trust)?

- wearing a mask would make it very difficult (1)
  - wearing a mask would make it difficult (2)
  - unsure (3)
  - wearing a mask would not make it difficult (4)
  - wearing a mask would not make it difficult at all (5)
-

Q6.5 Would wearing mask make it difficult to hear each other during an NHS appointment at the hospital (or a place that is part of the Trust)?

- wearing a mask would make it very difficult (1)
  - wearing a mask would make it difficult (2)
  - unsure (3)
  - wearing a mask would not make it difficult (4)
  - wearing a mask would not make it difficult at all (5)
- 

Q6.6 The next section will take about 1 - 2 mins. We have some questions about XXX. Are you happy to continue?

- Yes (1)
- No (2)

*Skip To: End of Survey If The next section will take about 1 - 2 mins. We have some questions about XXX. Are you happy to c... = No*

**End of Block: COVID-19 impact on NHS non-virtual appointments**

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**Start of Block: have & know the right things**

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q7.1 Do you make video calls using a mobile phone?

- Yes (1)
  - No (2)
  - No, because my mobile phone does not have a data plan and access to internet (3)
  - No, because I do not have a mobile phone that can make video call (4)
-

*Display This Question:*

*If type of appt = video call*

*And vid smartphone = Yes*

Q7.2 Did you use a mobile phone for your video call NHS appointment?

Yes (1)

No (2)

---

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q7.3 Do you make video calls using a computer (or laptop)?

Yes (1)

No (2)

No, because I do not have broadband connection for my computer at home (4)

No, because I do not have a computer at home (3)

---

*Display This Question:*

*If type of appt = video call*

*And vid computer = Yes*

Q7.4 Did you use a computer (or laptop) for your video call NHS appointment?

Yes (1)

No (2)

---

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q7.5 Is there anything that stops you from using the internet (or from making video calls)? This item is under construction

- Lack of knowledge/skills about how to use technology/video calls (1)
- Fears about using technology/video calls (e.g. concerns about privacy, security, scams or fraud) (2)
- Not interested in technology (3)
- Lack of device (4)
- Lack of access to the internet (5)
- Financial barriers (6)
- My disability (7)
- Something else (9)
- None of these (8)

---

Page Break



*Display This Question:*

*If vid smartphone = Yes*

*Or vid smartphone = No*

*Or vid computer = Yes*

*Or vid computer = No*

Q7.6 I need help to set up my device (mobile phone / computer / tablet) for a video call NHS appointment

Yes (1)

No (2)

---

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q7.7 I know who I can call in the Trust if I need help to set up my device (mobile phone / computer / tablet) for a video call NHS appointment

Yes (1)

No (2)

---

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*And I will be answering this survey as a...? = Carer*

Q7.8 I know someone who can help set up my device (mobile phone / computer / tablet) for a video call NHS appointment

Yes (1)

No (2)

---

Page Break

*Display This Question:*

*If I will be answering this survey as a...? = NHS staff*

Q7.9 When you are in the hospital (or a place that is part of the Trust), are you able to access stable broadband connection for making video call?

- most of the time (1)
  - often (2)
  - sometimes (3)
  - seldom (4)
- 

*Display This Question:*

*If I will be answering this survey as a...? = NHS staff*

Q7.10 When you are out of the hospital (or not in a place that is part of the Trust), are you able to access stable broadband connection for making video call?

- most of the time (1)
  - often (2)
  - sometimes (3)
  - seldom (4)
- 

*Display This Question:*

*If I will be answering this survey as a...? = NHS staff*

Q7.11 Do you experience technical problems in using the software provided by the Trust for video call NHS appointment?

- most of the time (1)
  - often (2)
  - sometimes (5)
  - seldom (3)
- 

*Display This Question:*

*If I will be answering this survey as a...? = NHS staff*

Q7.12 Do you experience technical problems in using the computer (or laptop) provided by the Trust for video call NHS appointment?

- most of the time (1)
  - often (5)
  - sometimes (2)
  - seldom (3)
- 

Q7.13 The next section will take about 1 - 2 mins. We have some questions about XXX. Are you happy to continue?

- Yes (1)
- No (2)

*Skip To: End of Survey If The next section will take about 1 - 2 mins. We have some questions about XXX. Are you happy to c... = No*

**End of Block: have & know the right things**

---

**Start of Block: Right place**

Q8.1 To make a video call NHS appointment, I can find a quiet place to talk and listen

- most of the time (1)
  - often (2)
  - sometimes (3)
  - mostly not (4)
- 

Q8.2 To make a video call NHS appointment, I can find a place where I don't need to worry that others can hear what I say

- most of the time (1)
  - often (2)
  - sometimes (3)
  - mostly not (4)
- 

Page Break

---

Q8.3 To make a phone call NHS appointment, I can find a quiet place to talk and listen

- most of the time (1)
  - often (2)
  - sometimes (3)
  - mostly not (4)
- 

Q8.4 To make a phone call NHS appointment, I can find a place where I don't need to worry that others can hear what I say

- most of the time (1)
- often (2)
- sometimes (3)
- mostly not (4)

End of Block: Right place

---

Start of Block: Respondent characteristics

Q9.1

This is the final section of the survey.

Here, we collect general information about who you are (e.g., age, gender).  
We do not report survey responses of any individual person.  
Instead, we will combine survey responses from everyone who are similar to you.  
This will help us understand the general experience of each group of people.

---

Q9.2 What is your age group?

- 80 or above (1)
  - 75 - 79 (2)
  - 70 - 74 (3)
  - 65 - 69 (4)
  - 60 - 64 (5)
  - 55 - 59 (6)
  - 50 - 54 (7)
  - 45 - 49 (8)
  - 40 - 44 (9)
  - 35 - 39 (10)
  - 30 - 34 (11)
  - 25 - 30 (12)
  - 20 - 24 (13)
  - below 20 (14)
- 

Q9.3 How would you describe your gender?

- female (1)
  - male (2)
  - I do not identify with the above (3)
  - I prefer not to say (4)
-

Q9.4 How would you describe your ethnic background?

- Asian or Asian British (Bangladeshi / Indian / Pakistani / other Asian background) (1)
  - Black or Black British (Caribbean / African / other Black background) (2)
  - White (British / Irish / Gypsy or Irish Traveller / other White background) (3)
  - Mixed (White & Black Caribbean / White & Black African / White & Asian / other mixed background) (4)
  - Other ethnic group (5)
- 

Q9.5 Do you have a disability in any of the following? (tick all that apply)

- seeing (1)
  - hearing (2)
  - talking (3)
  - other disability that can make it difficult to have video call NHS appointment (6)
  - other disability, but they do not make it difficult to have video call NHS appointment (7)
  - no, I do not have a disability (4)
- 

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q9.6 Do you have a stable housing situation?

- yes (1)
- no (2)
- I am not sure (3)
- I am homeless (4)

---

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q9.7 Do you live with family?

- yes (1)
- no (2)

---

*Display This Question:*

*If housing != I am homeless*



Q9.8 How many people are there in your household (including yourself) ?

---

---

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*



Q9.9 Do you have a stable work employment?

- yes (1)
  - no (2)
  - not sure (4)
- 

*Display This Question:*

*If I will be answering this survey as a...? = Service user*

*Or I will be answering this survey as a...? = Carer*

Q9.10 Do you have a regular income from work employment?

- yes (1)
- no (2)
- not sure (4)

**End of Block: Respondent characteristics**

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