



Isles of Scilly Remote Consultations Survey

What the Isles of Scilly have said about their experience of remote consultations

Contents

Introduction	3
Respondent and Demographics	5
Survey Questions and Results	6
Stories	10
Conclusion	12
Recommendations	14

Introduction

Introduction

Healthwatch Isles of Scilly is an independent, publicly-funded organisation. We have statutory duties and a remit to ensure health and social care services on the Isles of Scilly are the best they can be for people, now and in the future.

In response to the coronavirus pandemic, health and social care services have had to dramatically change the way they provide care. Healthwatch Isles of Scilly has been asking the community to share their experience of remote consultations during this time.

Listening to people's experiences during the pandemic, we will learn lessons for the future, inform local health and social care provision and provide feedback to Healthwatch England to inform national policy.

This report draws out some key results from a survey produced by Healthwatch Isles of Scilly. The survey ran for four weeks weeks in October 2020 and asked residents of the Isles of Scilly about their experiences of remote consultations.

Who we worked with to set up the survey

We ran the survey through our own website in order to obtain results for the Isles of Scilly. As there have been significant changes in the way that people have experienced medical appointments, we felt that it was important to know the experiences of our community in this area.

Introduction

Where we advertised

The survey was hosted on the Healthwatch Isles of Scilly website and advertised on the social media network, Facebook.

Who took part

11 people from the Isles of Scilly completed the survey. Respondents were predominantly female, between the ages of 25-79.

Key Findings

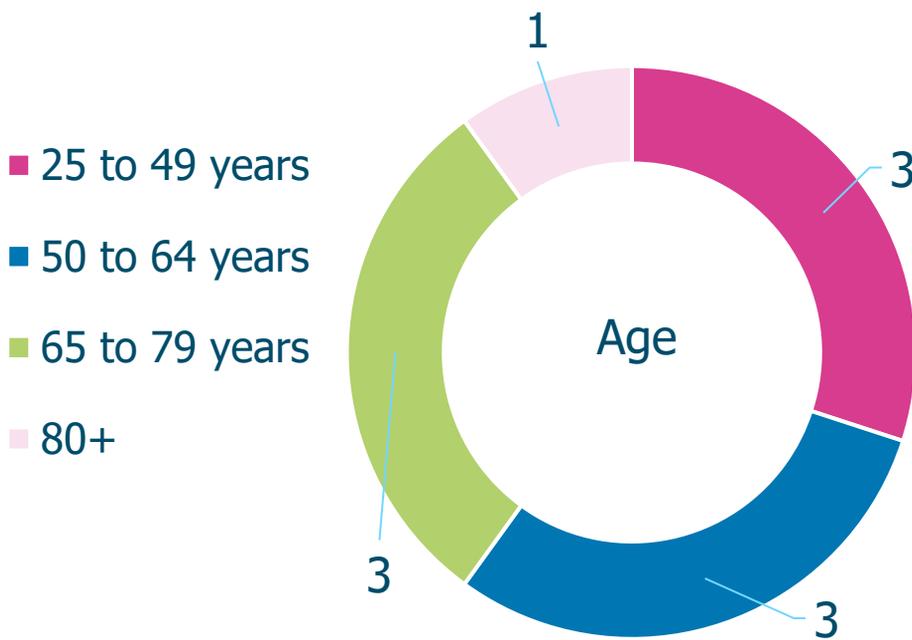
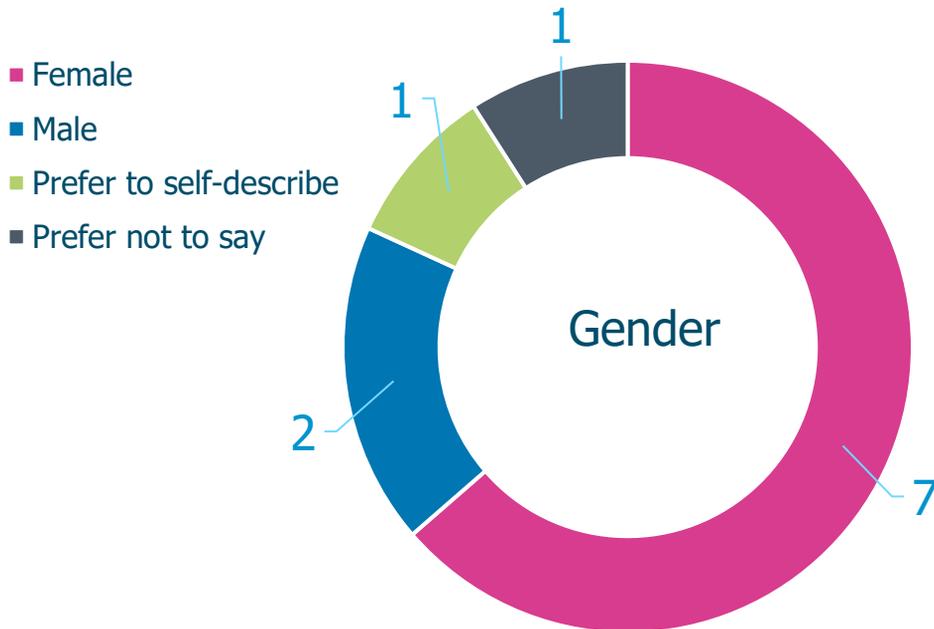
Out of 13 consultations, as one person had three different consultations, 76% had their consultation over the telephone.

81% had a remote consultation with a medical professional at St Mary's Health Centre.

Out of 13 consultations, as one person had three different consultations, 61% found their consultation useful.

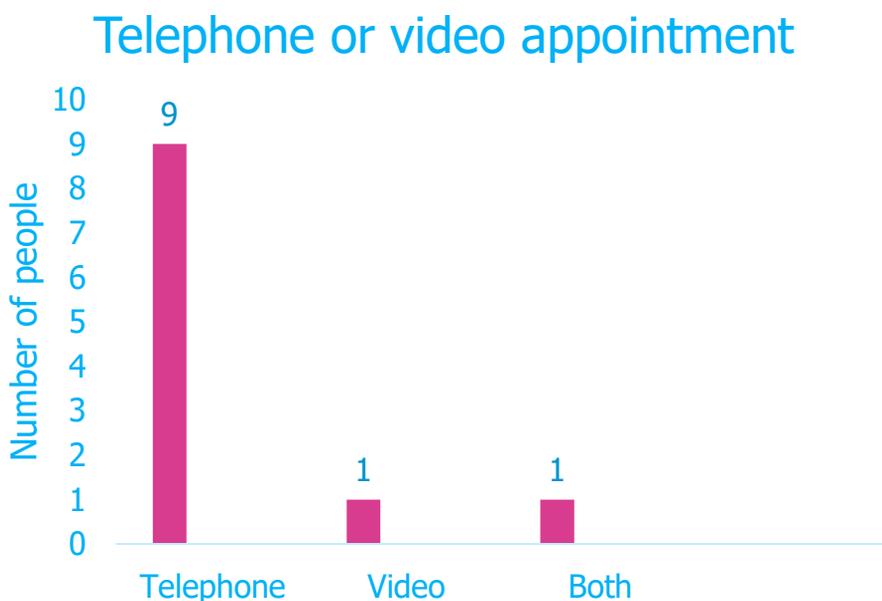
54% said that they would NOT have preferred a face to face appointment.

Respondent Demographics

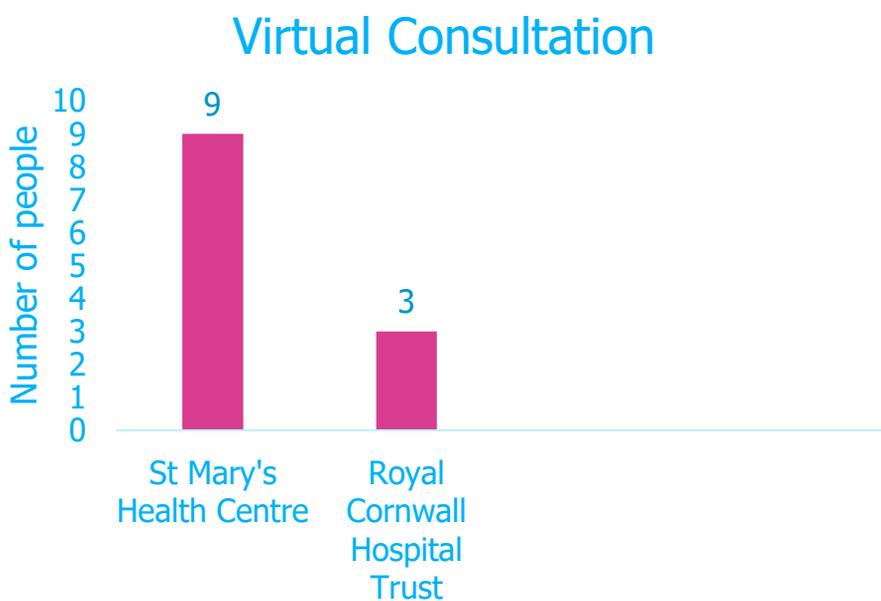


Results from the survey

Q1. Have you had a telephone or video or medical appointment?



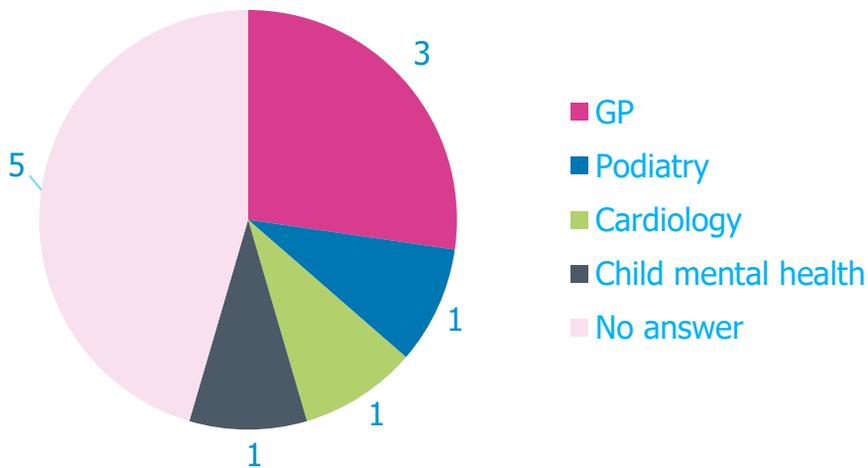
Q2. Who was your virtual consultation with?



Results from the survey

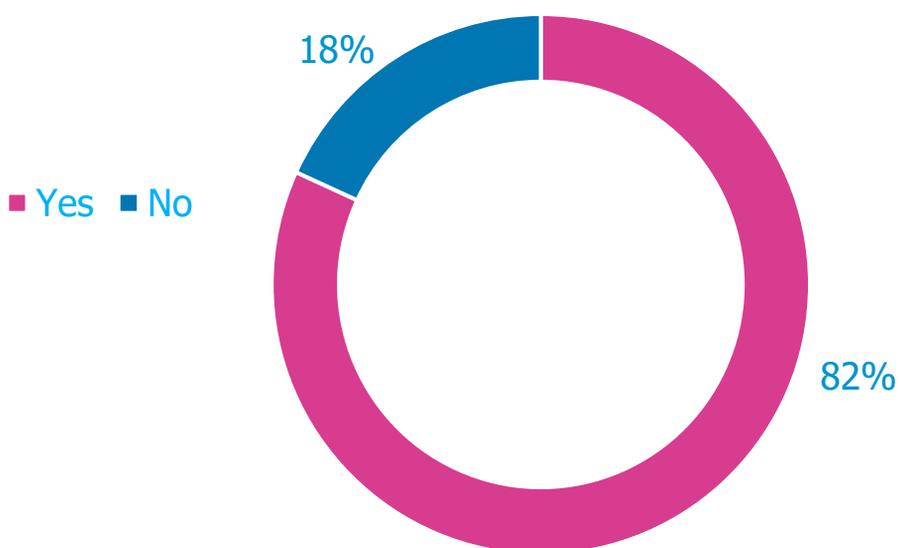
Q3. What specialist are was the appointment in?

Specialist area



Q4. Did you find your virtual consultation useful?

Did you find your virtual consultation useful?



Results from the survey

Where respondents were asked to give more information to explain their answer about whether they found their virtual consultation useful, 8 respondents gave an answer.

Of those who said yes, they did find it useful and had a telephone consultation, the reasons given were:

- The advice and treatment was helpful
- Needed a repeat prescription and had to speak to the doctor
- The phone call enabled the need to get a face to face appointment
- Was able to be prescribed antibiotics
- Achieved the aims of the appointment

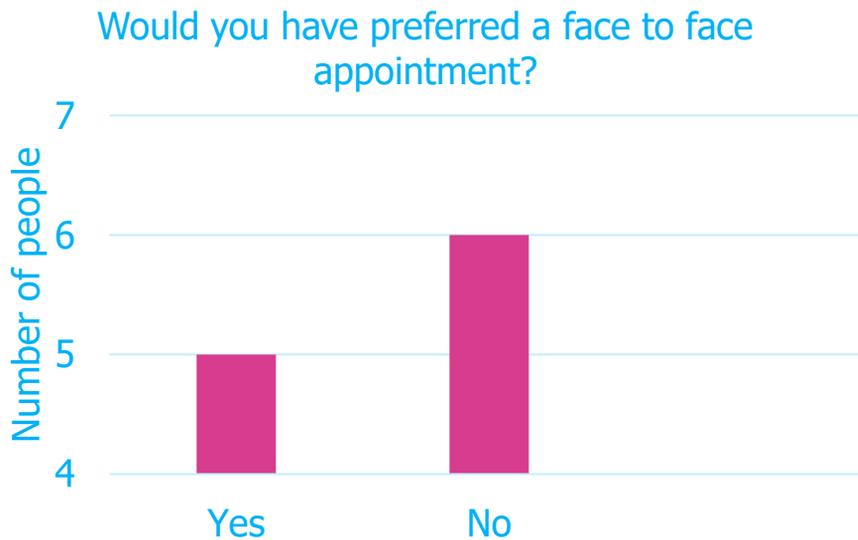
Of those who said yes, they did find it useful and had a video consultation, the reasons given were;

- The consultant was able to see whether there was a problem that needed further investigation
- It achieved the aims of the consultation

Those respondents who said that they did not find their virtual consultation useful, the reasons given were:

- Strong medication was given without a medical examination
- The telephone call was missed and they had to wait longer for their call

Q5. Would you have preferred a face to face appointment?



46% of respondents said that they would have preferred a face to face appointment. The reasons given for this were:

- Strong medication was given without an examination
- Issues with hearing so talking on the phone is difficult
- Need an exact appointment time
- You should be able to choose how you would like to see a doctor

Stories

What people told us about their overall experience of virtual consultations



Stories

"Very happy with this, and felt that should I have wished for a face to face appointment I could have had one."

Respondent 1

"Safest telephone first"

Respondent 2

"I have had phone consultations in the past and they have always been really useful, the service we receive over here is great. It would be nice to be given a more fixed idea of phone consultation appointment time."

Respondent 3

"In an ideal world the consultant would travel over to St Marys for the appointment, but we are not in an ideal world, so the alternative of a telephone appointment works."

Respondent 4

"Whilst the Covid situation is something to consider, I do not believe that not seeing patients is helping. Adhere to PPE, strictly timed appointment, etc and see patients!"

Respondent 5

Conclusion



Conclusion

Only eleven members of the community completed the survey, so it is difficult to draw any solid conclusions from the results.

It is pleasing that 82% of these found having a remote consultation was a useful experience.

81% of these consultations were by telephone and of these 80% of respondents found it a positive experience.

100% of people who had a video consultation found it a positive experience.

The two video consultations were with Royal Cornwall Hospital Trust.

There were a range of different specialist areas that remote consultations were happening in.

46% of respondents said that they would have preferred a face to face appointment, although 80% found the remote appointment useful.

From the stories the main theme was that people would like to choose the type of appointment that they have and be given a specific time that this happens.

Recommendations

From the survey the following recommendations have been made:

*For St Mary's Health Centre to give a specific time that they will telephone the patient.

*For patients to have a choice of whether the consultation is either by phone, video call, or face to face.

Contact us

Unit 1
Gleaner House
Buzza Street
St Mary's
Isles of Scilly
TR21 0HW

01720 432037

Email address: contact@healthwatchislesofscilly.co.uk

[Facebook.com/Healthwatch-Isles-of-Scilly](https://www.facebook.com/Healthwatch-Isles-of-Scilly)

Website: www.healthwatchislesofscilly.co.uk

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

Unit 1
Gleaner House
Buzza Street
St Mary's
Isles of Scilly
TR21 0HW

01720 432037

Email address: contact@healthwatchislesofscilly.co.uk

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Company number 8321886 Charity number 1152039

© Copyright Healthwatch Isles of Scilly 2020



Healthwatch Isles of Scilly
Unit 1, Gleaner House
Buzza Street
St Mary's
Isles of Scilly
TR21 0HW

www.healthwatchislesofscilly.co.uk

t: 01720 423037

e: contact@healthwatchislesofscilly.co.uk



 [Facebook.com/Healthwatch-Isles-of-Scilly](https://www.facebook.com/Healthwatch-Isles-of-Scilly)