

**Supplementary file 8.****Positive and negative aspects of telephone consultations, according to service users**

<b>Positive aspects of telephone consultations</b>	<b>Count</b>
It was convenient	402
It was easy to use (technically)	323
I felt understood	254
I felt comfortable	236
It was easy to understand what was being said to me	223
I was confident about confidentiality	198
It felt safe	192
It was easy to hear what was being said to me	190
It was easy to talk about sensitive topics	173
I felt that there was enough time	163
It was easy to build a relationship with the mental health worker/s	138
None of the above	83
It was easy to involve my carer and others if needed	76
<b>Negative aspects of telephone consultations</b>	<b>Count</b>
It was difficult to build a relationship with the mental health worker/s	310
It was difficult to talk about sensitive topics	249
I felt less comfortable	215
I felt that there was too little time	193
I felt less understood	188
It was difficult to hear what was being said to me	133
It was difficult to understand what was being said to me	132
I was not confident about confidentiality	129
None of the above	124
It was hard to involve my carers and others if needed	100
It was less convenient	68
It felt unsafe	64
It was difficult to use (technically)	52

**Positive and negative aspects of video consultations, according to service users**

<b>Positive aspects of video consultations</b>	<b>Count</b>
It was convenient	357
I felt understood	231
I felt comfortable	220
It was easy to use (technically)	214
It was easy to understand what was being said to me	211
It was easy to hear what was being said to me	181
I felt that there was enough time	167
It felt safe	164
I was confident about confidentiality	162
It was easy to build a relationship with the mental health worker/s	155
It was easy to talk about sensitive topics	152
It was easy to involve my carer and others if needed	112
None of the above	53
<b>Negative aspects of video consultations</b>	<b>Count</b>
It was difficult to build a relationship with the mental health worker/s	186
It was difficult to talk about sensitive topics	184
I felt less comfortable	150
I felt less understood	114
It was difficult to hear what was being said to me	112
I was not confident about confidentiality	112
I felt that there was too little time	112
It was difficult to use (technically)	104
None of the above	83
It was difficult to understand what was being said to me	72
It was hard to involve my carers and others if needed	63
It felt unsafe	57
It was less convenient	49