

Interview Schedule

1. Demographic data including: Job title of participant; directorate; number of virtual clinics delivered and/or time period.

Interview questions

1. Please could you begin by telling me a little bit about the outpatient service you delivered prior COVID, such as the population of patients you were seeing and the purpose of the visit?
2. In response to the COVID pandemic, how is your outpatient service currently delivered? E.g. telephone; video.
 - Where are you conducting your virtual clinics e.g. at home
 - Do you have all technical equipment needed to carry out your virtual consultations?
 - What resources would have helped?
3. How would you describe your experience of virtual consultations so far?
 - What went well?
 - What could have been better?
 - How prepared did you feel to deliver virtual consultations?
4. Were you able to adequately perform a physical examination via video? (if appropriate)
5. What do you think are the benefits of virtual clinics to the patient?
6. What do you feel are the benefits to virtual clinics to clinicians?
7. Might video be better than telephone in some circumstances?
8. What other type of virtual clinics have you thought about that could be appropriate for your patients?
9. What could be improved or put in place to help sustain delivery of virtual clinics in this pathway longer term?
10. Would you consider changing the pathway for your patients to include virtual clinics as a standard practice?
11. Do any of your patients still have to attend the hospital for a procedure or diagnostic test?
12. What proportion of patients would benefit from a virtual clinic and do you have criteria for future stratification of F2F and virtual clinics?
13. How do you see your service in 5 years' time with regard to F2F and virtual clinics?