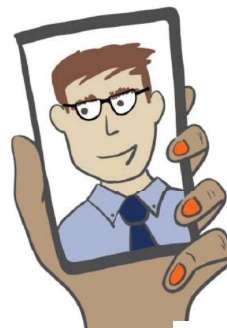




# The Doctor Will Zoom You Now: getting the most out of the virtual health and care experience.

## Insight report

Key findings from research June-July 2020



Supported by **PPL** and 



### 4. What people said



#### **Henry's experience**

Henry has struggled with scheduled phone call appointments with no time window, missed calls when no message is left, or a message with no number to call back.

He has had a number of phone call appointments during Covid-19. Often a phone call is arranged, but no specific time-frame is given. Once or twice he was not given the name of the person who will be calling. On a couple of occasions he has, despite sitting anxiously with his phone beside them, missed the call, other times the call hasn't arrived at all.

"It's surprisingly easy to miss a call, especially on modern phones that only ring a couple of times. Also, I am in a wheelchair and have mobility issues so it's difficult to take my phone everywhere with me, if you get my drift. The frustration is immense and often followed by frantic calls to hospital switchboards and multiple departments only to find an answering machine, or phone that rings out. The service rarely calls again, so I am left wondering what to do next. Anything that helps to put me in control helps. It's the not knowing that makes things unnerving."





### **Maria's Experience**

Maria had a physiotherapy appointment by telephone.

She was given a specific time and date, but with only two days warning, which was difficult because of work commitments.

The phone rang at the allotted time and the session was 30 minutes.

"I didn't know what to expect. The physio created space to ask about how I was doing. I felt heard and was able to ask questions. It was refreshing.

There was no physical contact and of course she couldn't see me, no visual, but we were able to conduct a shared examination.

A normal physio session would be in a crowded room, five minutes instructions, you practice the movement, they pop back after seeing other people and ask you how you are getting on, it's rushed.

I see about 15-20 health professionals a year and this is the most person-centred session I have had."



### **Salima's experience**

Salima had an issue with swollen red painful legs.

She phoned her GP and explained the problem to the receptionist.

A link was sent, via text, to her mobile phone and she was told that the GP would phone.

With her son's help, the woman was able to take part in a video call on the mobile phone, using the link sent by text.

The GP was able to examine her, identify Cellulitis which is a skin infection and prescribe antibiotics. The woman was asked to draw a line on her leg to track whether the condition was spreading further.

The GP called back two days later to check progress and new medications were given.

"I felt confident in the diagnosis but needed my son there to help me."



### Joyce's experience

Joyce was offered therapy by video call during Covid-19. A link arrived with the date and time for the session (from a no-reply email address). The message indicated that there would be a question form sent separately, when it didn't arrive the woman tried to contact the service to no avail.

She logged on just before the allotted time and was in a waiting room. At the allotted time nothing happened, so she logged off and looked at her emails to check that she had the correct details. She logged in and out of the waiting room a few times and eventually connected with the therapist ten minutes later.

The therapist said that there had been lots of technical difficulties and apologised for her poor broadband. The session took place, but there was a great deal of background noise throughout and it was difficult to hear everything.

"It will definitely take a bit of getting used to, but it's better than nothing. I don't think I said everything that I would have said in person, there's no relationship. I did like being in my own space though. It was better than travelling for an hour on the bus, being in a new building, taking time off work."

