

Virtual Care Survey 2022

Measuring outpatient experiences

Development Report

February 2023

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Please note that there is the potential for minor revisions of this report.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

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The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.

Background

The Bureau of Health Information (BHI) is the statutory agency responsible for reporting on the performance of the NSW public health system.

BHI manages the NSW Patient Survey Program on behalf of NSW Health. Every year this statewide program gives thousands of patients the opportunity to provide feedback about their experiences of care in the healthcare system and subsequent outcomes, using evidence-based, validated survey instruments.

The program provides essential system-wide intelligence about patient experience to strengthen accountability and support improvement. It is the only statewide data asset that delivers robust and representative comparative patient experience information at hospital, local health district (LHD) and state level. It plays a distinct and complementary role alongside current and emergent real-time feedback from patients about their experiences, which can inform day-to-day local improvement.

Virtual care appointments are held over the telephone or by video call, using any form of communication or information technologies, rather than in person. In 2020, in partnership with the NSW Ministry of Health, BHI developed the Virtual Care Survey 2020 to collect information about adult patients' experiences of virtual care outpatient appointments with NSW public hospitals. The results provided important baseline information for the monitoring and evaluation of the NSW Health Virtual Care Strategy.

In 2021, BHI reviewed the Virtual Care Survey and a module consisting of 11 questions about virtual care appointments with a general practitioner (GP) was added. The purpose of the module was to obtain feedback about people's use and frequency of, and experiences with, virtual care appointments with a GP. It also asked about experiences of care coordination between hospital outpatient clinics and GPs.

In 2022, some minor amendments were made to the questionnaire, as outlined in the following section.

The final Virtual Care Survey 2022 questionnaire is available on the BHI website at bhi.nsw.gov.au/nsw_patient_survey_program/virtual-care-survey

Overview of changes

A short summary of the amended questions and sections is outlined below. Details of these changes are explained in the following table.

Modified questionnaire content (in 2022 questionnaire)

- Modified questions and/or response options:
 - Q5, Q31, Q34, Q36–38, Q40–41.

Details of changes

Question # 2021	Question # 2022	Updated question and section heading (as it appears in 2022 questionnaire)	Change from 2021	Rationale
Q5	Q5	<p>How did you access your <u>most recent</u> virtual care appointment?</p> <ul style="list-style-type: none"> • Telephone, audio only (mobile or landline) • Online, with video (e.g. Skype, Zoom. On any device including computer, tablet or smartphone) • Online, audio only (on any device including computer, tablet or smartphone) • Other Please write below 	<p>Addition of free-text field</p> <p>Added a free-text box for the 'Other' response option</p>	<p>The free-text field was added to the 'Other' response option to collect further information around other modes of access used by patients.</p>
Q31	Q31	<p>How did you access your <u>most recent</u> virtual care appointment with the GP?</p> <ul style="list-style-type: none"> • Telephone, audio only (mobile or landline) • Online, with video (e.g. Skype, Zoom. On any device including computer, tablet or smartphone) • Online, audio only (on any device including computer, tablet or smartphone) • Other Please write below 	<p>Modified question wording and addition of free-text field</p> <p>'...with the GP' was added to the question wording</p> <p>Added a free-text box for the 'Other' response option</p>	<p>The question wording was amended to improve clarity and differentiate results for patients completing the core questions and GP modules, for reporting purposes.</p> <p>The free-text field was added to the 'Other' response option to collect further information around other modes of access used by patients.</p>

Question # 2021	Question # 2022	Updated question and section heading (as it appears in 2022 questionnaire)	Change from 2021	Rationale
Q34	Q34	<p>During this appointment with the GP, were you given enough information about how to manage your care at home?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	<p>Modified question wording</p> <p>'...with the GP' was added to the question wording</p>	<p>The question wording was amended to improve clarity and differentiate results for patients completing the core questions and GP modules, for reporting purposes.</p>
Q36	Q36	<p>Did the care and treatment received from GPs through virtual care help you?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Modified question wording</p> <p>'...from GPs' was added to the question wording</p>	<p>The question wording was amended to improve clarity and differentiate results for patients completing the core questions and GP modules, for reporting purposes.</p>
Q37	Q37	<p>Compared with in-person appointments, were your virtual care experiences with GPs...?</p> <ul style="list-style-type: none"> • Better • About the same • Not as good 	<p>Modified question wording</p> <p>'...with GPs' was added to the question wording</p>	<p>The question wording was amended to improve clarity and differentiate results for patients completing the core questions and GP modules, for reporting purposes.</p>
Q38	Q38	<p>If given the choice, would you use virtual care with GPs again?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, in some circumstances • No • Don't know 	<p>Modified question wording</p> <p>'...with GPs' was added to the question wording</p>	<p>The question wording was amended to improve clarity and differentiate results for patients completing the core questions and GP modules, for reporting purposes.</p>

Question # 2021	Question # 2022	Updated question and section heading (as it appears in 2022 questionnaire)	Change from 2021	Rationale
Q40	Q40	<p>Thinking about your experiences of virtual care with GPs, what have been the benefits for you?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • I thought it was convenient • I saved time • I saved money • I felt that I received the right care at the right time • I felt that I received safe, high quality care • I felt at ease being in my own home/ surroundings • I didn't have to take as much time off work as I would have with an in-person appointment • I didn't need to arrange care for children or dependants • I was able to have others join the appointment (my family, other members of my healthcare team) • I thought it benefitted me in other ways • I had <u>no</u> benefits 	<p>Modified question wording</p> <p>'...with GPs' was added to the question wording</p>	<p>The question wording was amended to improve clarity and differentiate results for patients completing the core questions and GP modules, for reporting purposes.</p>

Question # 2021	Question # 2022	Updated question and section heading (as it appears in 2022 questionnaire)	Change from 2021	Rationale
Q41	Q41	<p>Thinking about your experiences of virtual care with GPs, what have been the challenges for you?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • I would have been more comfortable talking in person • I had to wait too long for the appointment to start • I found the process confusing/not well organised • I had concerns about the quality of the care and treatment I received • I had concerns about privacy/the security of my health information • I had issues with the technology • The health professional(s) had issues with the technology • I had issues with the quality of the connection • I had other challenges • I had <u>no</u> challenges 	<p>Modified question wording</p> <p>'...with GPs' was added to the question wording</p>	<p>The question wording was amended to improve clarity and differentiate results for patients completing the core questions and GP modules, for reporting purposes.</p>