

Virtual Care Survey 2021

Measuring outpatient experiences

Development Report

July 2022

BUREAU OF HEALTH INFORMATION

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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.

The Virtual Care Survey is a new component of the program. 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 2020 survey did not ask participants about appointments with general practitioners (GPs). The results provided important baseline information for the monitoring and evaluation of the NSW Health Virtual Care Strategy. Please refer to the Virtual Care Survey 2020 development report available at bhi.nsw.gov.au for information about how this questionnaire was developed.

In 2021, BHI reviewed the Virtual Care Survey 2020 questionnaire to inform any content changes needed for the 2021 questionnaire. This development report summarises the changes to the Virtual Care Survey 2020 questionnaire for the 2021 questionnaire. The 2021 questionnaire again focuses on asking patients about virtual care appointments with NSW public hospitals. However, a module consisting of 11 questions about virtual care appointments with a GP was added.

Review of the Virtual Care Survey

The review of the Virtual Care Survey questionnaire included the following key steps:

1. Historical data review
2. Cognitive testing interviews
3. Addition of a new module.

Historical data review

BHI reviewed the Virtual Care Survey 2020 data to look at response patterns for each question. In particular, we reviewed non-response items (missing responses), non-specific responses (don't know/can't remember), ceiling and floor effects (responses where almost all patients were very positive or very negative, with little variation between hospitals), correlations between questions and any other sampling or analysis issues that have arisen in the previous survey. We also reviewed patient comments made in response to free-text questions to identify any topics important to patients that were not already covered in the survey.

As a result of this review, a specific question about the mode of accessing virtual care was reviewed and updated. We also aligned the questionnaire content with the latest Adult Admitted Patient Survey 2021, and adopted the new 'Standard for Sex, Gender, Variations of Sex Characteristics and Sexual Orientation Variables 2020', released by the Australian Bureau of Statistics in early 2021.

Cognitive testing

BHI completed cognitive testing with patients to ensure the questions and response options would be interpreted consistently and as intended, and to identify issues with question flow, skip logic and formatting. All participants were patients who had experiences of virtual healthcare with NSW public hospitals in the 12 months prior to testing. Interviews were held online via Microsoft Teams and typically lasted around 60 minutes. We conducted 15 cognitive interviews across two rounds. This process ensured we had a 'review and revise' period to apply changes to the draft questions and response options and re-test during the second round.

The interviews generated valuable insights that helped to refine the questionnaire. Participants gave detailed feedback, including on wording, perceived question value and interpretation, sequencing, skip logic, and suggestions for modifications. The questionnaire went through final revisions based on the findings of the cognitive testing.

Addition of a general practitioner module

In response to the COVID-19 pandemic, models of outpatient hospital and primary healthcare across NSW have increasingly involved a mix of in-person and virtual care. A module consisting of 11 questions about virtual care appointments with a general practitioner (GP) was added to the Virtual Care Survey 2021. Through this module, the 2021 survey will provide insights in relation to patients' virtual encounters with GPs, including their most recent virtual appointment and reflections over 12 months.

The purpose of the new module is to obtain feedback about patient experience, use and frequency of virtual care appointments with a GP, and the coordination of care between the hospital outpatient clinic and the GP.

This new reporting area will complement insights from the core section of the survey, regarding experiences with virtual care appointments with NSW public hospitals, and will help inform the NSW Health Virtual Care Strategy

The [Virtual Care Survey 2021 questionnaire](#) is available on the BHI website.

Overview of changes

A short summary of the amended questions and sections is outlined below. Details of these changes are explained in the following section. Changes to question numbers used in instructional text (e.g. 'Go to Q10') are not included.

New questionnaire content (in 2021 questionnaire)

- New section:
 - VIRTUAL CARE WITH A GENERAL PRACTITIONER (Q27–41).
- New questions:
 - Q48, Q49.

Modified questionnaire content (in 2021 questionnaire)

- Modified questions and/or response options:
 - Q1–12, Q15–19, Q22–23, Q25–26, Q43–44, Q46–47, Q50–51.
- Modified section headings:
 - VIRTUAL CARE WITH A HOSPITAL OUTPATIENT CLINIC
 - COMMENTS.

Deleted questionnaire content (from 2020 questionnaire)

- Deleted section headings and preambles:
 - CARE AND TREATMENT
 - MY OVERALL EXPERIENCE.

Details of changes

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q1–26	Q1–10	<p>VIRTUAL CARE WITH A HOSPITAL OUTPATIENT CLINIC</p> <p>Virtual care appointments are held over the telephone or by video call, using any form of communication or information technologies, rather than in person. For the questions in this section, please think about appointments with a <u>hospital outpatient clinic</u>, not with a general practitioner (GP).</p>	<p>Modified section heading and preamble</p> <p>Changed from: 'MY VIRTUAL CARE APPOINTMENT Virtual care refers to interactions with your healthcare professional(s) using any form of communication or information technologies, rather than in person. In this survey, we are interested in your experience of virtual care appointments with a hospital or outpatient centre, not with your general practitioner/family doctor. For the following questions, please think about your <u>most recent virtual care appointment</u>.'</p>	<p>'MY' was removed from all section headings to prevent confusion among patients with the service delivery platform called 'My Virtual Care' run by the Agency for Clinical Innovation.</p> <p>The preamble was modified to improve readability and ease of understanding in response to stakeholder feedback.</p>
Q1–9	N/A	For the following questions, please think about your <u>most recent</u> virtual care appointment.	Moved instruction	The instruction from the final sentence of the preamble was moved to its own box as it applies only to the first nine questions.

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q1	Q1	<p>What was the purpose of your <u>most recent</u> virtual care appointment with a <u>hospital outpatient clinic</u>?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Regular check-up • Initial/follow-up consultation • Request a prescription • Receive a test result • Medical diagnosis or advice • Treatment or therapy • Treatment or therapy review • Seek a referral • Other 	<p>Modified question and response options</p> <p>Added 'with a <u>hospital outpatient clinic</u>' to the question</p> <p>Response options changed from:</p> <ul style="list-style-type: none"> • Receive test results • Initial consultation • Follow-up consultation • Medical diagnosis or advice • Regular check-up • Treatment or therapy review • Treatment or therapy • Other 	<p>The question format was modified to emphasise that this question relates to a virtual care appointment with a <u>hospital outpatient clinic</u>.</p> <p>The response options were modified in response to stakeholder feedback.</p>
Q2	Q2	<p>Did the appointment time suit you?</p> <ul style="list-style-type: none"> • Yes • No • I didn't have an appointment arranged in advance 	<p>Modified question</p> <p>Changed from 'Were you able to get an appointment time that suited you?'</p>	<p>The question was modified in response to stakeholder feedback.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q3	Q3	<p>Who did you see during this appointment?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Doctor/specialist • Nurse • Midwife • Physiotherapist • Podiatrist • Radiographer (X-ray, ultrasound, MRI) • Dietician • Mental health professional • Occupational therapist • Social worker • Speech pathologist • Other health professional(s) 	<p>Modified question and response options</p> <p>Removed 'virtual' from 'Who did you see during this virtual care appointment?'</p> <p>'Midwife' added</p> <p>'Psychologist or counsellor' deleted</p> <p>Changed 'Other healthcare professional(s)' to 'Other health professional(s)'</p>	<p>The response options were modified in response to stakeholder feedback.</p>
Q4	Q4	<p>Had you seen the health professional(s) before, either in person or via telephone or video?</p> <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	<p>Modified question</p> <p>Changed from 'Had you seen this/these health professional(s) before, either in person or via telephone or video?'</p>	<p>The question was modified to improve readability.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	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 	<p>Modified question and response options</p> <p>Question wording changed from 'What kind of virtual care did you use at your <u>most recent</u> appointment?'</p> <p>Response options changed from:</p> <ul style="list-style-type: none"> • Telephone (landline or mobile), audio only • Online, with both video and audio (e.g. Skype or myVirtualCare) • Online, audio only • Other 	<p>The question and response options were modified in response to stakeholder feedback and to improve readability and ease of understanding.</p>
Q6	Q6	<p>Did you experience any problems with the connection or technology during this appointment?</p> <ul style="list-style-type: none"> • Yes • No 	<p>Modified question</p> <p>Removed 'virtual care' from 'Did you experience any problems with the connection or technology during this virtual care appointment?'</p>	<p>The question was modified to improve readability.</p>
Q7	Q7	<p>Did you receive technical support from staff to help you participate in your appointment?</p> <ul style="list-style-type: none"> • Yes • No, but I would have liked technical support • No, but I didn't need any technical support • Don't know/can't remember 	<p>Modified question and response option</p> <p>Removed 'virtual care' from 'Did you receive technical support from staff to help you participate in your virtual care appointment?'</p> <p>Response option changed from 'did not' to 'didn't'</p>	<p>The question was modified to improve readability.</p> <p>The response option was modified for consistency with other BHI patient questionnaires.</p>
Q8	Q8	<p>Was the health professional(s) adequately prepared for your appointment?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Modified question</p> <p>Removed 'most recent virtual care' from 'Was the health professional(s) adequately prepared for your most recent virtual care appointment?'</p>	<p>The question was modified to improve readability.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q9	Q9	<p>Were you adequately prepared for this virtual care appointment?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Modified question</p> <p>Removed 'virtual care' from 'Were you adequately prepared for this virtual care appointment?'</p>	<p>The question was modified to improve readability.</p>
Q10–18	N/A	<p>For the following questions, please think about the <u>care and treatment</u> at your <u>most recent</u> virtual care appointment with a hospital outpatient clinic.</p>	<p>New preamble</p>	<p>The preamble was added to improve readability and ease of understanding.</p>
Q10	Q11	<p>Thinking about the <u>care and treatment</u> at your <u>most recent</u> virtual care appointment, did the health professional(s) explain things in a way you could understand?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	<p>Modified question</p> <p>Underlined 'care and treatment' and 'most recent'</p>	<p>The question format was modified to emphasise that this question relates to the patient's most recent virtual care encounter.</p> <p>This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p>
Q11	Q12	<p>Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't want or need to be involved 	<p>Modified response option</p> <p>Changed 'did not' to 'didn't'</p>	<p>The response option was modified for consistency with other BHI patient questionnaires.</p> <p>This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q12	Q13	<p>Did the health professional(s) listen carefully to any views or concerns you had?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't have any views or concerns 	<p>Modified question</p> <p>Question wording changed from 'Did the health professional(s) listen carefully to any views and concerns you had about your care and treatment?'</p>	<p>The question was modified for consistency with other BHI patient questionnaires.</p> <p>This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p>
Q15	Q16	<p>Were you treated with respect and dignity during your appointment?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	<p>Modified question</p> <p>Removed 'virtual care' from 'Were you treated with respect and dignity during your virtual care appointment?'</p>	<p>The question was modified to improve readability.</p> <p>This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p>
Q16	Q17	<p>Did you have enough privacy during your appointment?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Modified question and response option</p> <p>Question wording changed from 'During your virtual care appointment, did you feel that your privacy was maintained?'</p> <p>Response option 'Don't know/can't remember' deleted</p>	<p>The question was modified in response to stakeholder feedback.</p> <p>This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p>
Q17	Q18	<p>During your appointment, 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 and response option</p> <p>Question wording changed from 'During your virtual care appointment, were you given enough information about how to manage your care between appointments?'</p> <p>Response option changed from 'I did not need this type of information' to 'Not applicable'</p>	<p>The question and response options were modified for consistency with other BHI patient questionnaires.</p> <p>This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q18	Q19	<p>Were you told who to contact if you were worried about your condition or treatment after your appointment?</p> <ul style="list-style-type: none"> • Yes • No • Not applicable 	<p>Modified question and response options</p> <p>Question wording changed from 'During your virtual care appointment, were you told who to contact if you were worried about your condition or treatment afterwards?'</p> <p>Response options 'I did not need this type of information' and 'Don't know/can't remember' were deleted</p> <p>Response option 'Not applicable' was added</p>	<p>The question and response option were modified in response to stakeholder feedback.</p> <p>This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p>
Q19–26	N/A	<p>For the following questions, please now think about <u>all your experiences</u> of virtual care with hospital outpatient clinics in the <u>past 12 months</u>.</p>	<p>New instruction</p>	
Q19	Q10	<p>How many virtual care appointments have you had with a hospital outpatient clinic in the <u>past 12 months</u>?</p> <ul style="list-style-type: none"> • 1 to 2 • 3 to 5 • More than 5 • Don't know/can't remember 	<p>Modified question</p> <p>Changed from 'How many virtual care appointments have you had in 2020 with a hospital or outpatient centre (not counting any appointments with your general practitioner/family doctor)?'</p>	<p>The question was modified to broaden the scope of the question beyond patients' experience during the calendar year only.</p>
Q22	Q22	<p>Did the care and treatment received through virtual care help you?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Modified response option</p> <p>Changed from 'No, not at all' to 'No'</p>	<p>The response option was modified for consistency with other BHI patient questionnaires.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q23	Q23	<p>Compared with in-person appointments, were your virtual care experiences...?</p> <ul style="list-style-type: none"> • Better • About the same • Not as good 	<p>Modified question</p> <p>Changed from 'Compared to in person appointments, was your virtual care experience...?'</p>	<p>The question wording was changed to account for the fact that respondents could have had more than one virtual care experience over the 12 months.</p>
Q25	Q25	<p>Thinking about your experiences of virtual care, 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 response options</p> <p>Changed 'I had timely access to healthcare' to 'I felt that I received the right care at the right time'</p> <p>'I felt that I received safe, high quality care' added</p> <p>'I was able to stay closer to home and/or my family' deleted</p> <p>'I was able to access a type of care that isn't available where I live' deleted</p> <p>Changed 'in person' to 'in-person'</p> <p>Changed 'child' to 'children' and 'dependant(s)' to 'dependants'</p> <p>Merged two previously separate response options to account for family and health professionals</p> <p>Underlined 'no'</p>	<p>The response options were modified to reduce and streamline the number of options available, and in response to stakeholder feedback.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q26	Q26	<p>Thinking about your experiences of virtual care, 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 response options</p> <p>'I found the process confusing/not well organised' added</p> <p>'I had concerns about the quality of the care and treatment I received' added</p> <p>Merged two previously separate response options to account for privacy and security of health information</p> <p>Changed 'healthcare professionals' to 'health professionals'</p> <p>Underlined 'no'</p>	<p>The response options were modified in response to stakeholder feedback.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q27–41	N/A	<p>VIRTUAL CARE WITH A GENERAL PRACTITIONER</p> <p>Virtual care appointments are held over the telephone or by video call, using any form of communication or information technologies, rather than in person.</p> <p>For the questions in this section, please now think about appointments with a <u>general practitioner (GP)</u>.</p>	New section and preamble	<p>This module was added to expand on previously published insights by BHI about patient experiences with virtual healthcare appointments, by telephone or video call, to include insights into experiences with GPs.</p> <p>Specifically, the purpose of this module is to obtain feedback about patient experience, use and frequency of virtual care appointments with a GP, and the coordination of care between the hospital outpatient clinic and the GP.</p> <p>Questions in this module were sourced from previous BHI surveys that included questions about virtual care appointments with a hospital outpatient clinic, and adapted for the GP context. The Australian Bureau of Statistics Household Impacts of COVID-19 Survey was also used as a reference.</p>
Q27	N/A	<p>In the <u>past 12 months</u>, how many <u>in-person appointments</u> have you had with a general practitioner (GP) for your own health?</p> <ul style="list-style-type: none"> • None • 1 to 2 • 3 to 5 • More than 5 • Don't know/can't remember 	New question	

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q28	N/A	In the <u>past 12 months</u> , how many <u>virtual care appointments</u> have you had with a GP for your own health? <ul style="list-style-type: none"> • None...Go to Q42 • 1 to 2 • 3 to 5 • More than 5 • Don't know/can't remember 	New question	
Q29–34	N/A	For the following questions, please think about your <u>most recent</u> virtual care appointment with a GP.	New instruction	
Q29	N/A	What was the purpose of your <u>most recent</u> virtual care appointment with a GP? Please X <u>all</u> the boxes that apply to you <ul style="list-style-type: none"> • Regular check-up • Initial/follow-up consultation • Request a prescription • Receive a test result • Medical diagnosis or advice • Treatment or therapy • Treatment or therapy review • Seek a referral • Other 	New question	

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q30	N/A	Was this appointment with your <u>regular</u> GP? <ul style="list-style-type: none"> • Yes • No • I don't have a regular GP • Don't know/can't remember 	New question	
Q31	N/A	How did you access your <u>most recent</u> virtual care appointment? <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 	New question	.
Q32	N/A	Was the GP adequately prepared for this appointment? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	New question	
Q33	N/A	Thinking about the care and treatment at your <u>most recent</u> virtual care appointment, did the GP explain things in a way you could understand? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	New question	

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q34	N/A	<p>During this appointment, 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 	New question	
Q35–41	N/A	<p>For the following questions, please now think about <u>all your experiences</u> of virtual care with GPs in the <u>past 12 months</u>.</p>	New instruction	
Q35	N/A	<p>Overall, how would you rate the virtual care you received from GPs in the <u>past 12 months</u>?</p> <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	New question	
Q36	N/A	<p>Did the care and treatment received through virtual care help you?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	New question	

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q37	N/A	Compared with in-person appointments, were your virtual care experiences...? <ul style="list-style-type: none"> • Better • About the same • Not as good 	New question	
Q38	N/A	If given the choice, would you use virtual care again? <ul style="list-style-type: none"> • Yes, definitely • Yes, in some circumstances • No • Don't know 	New question	
Q39	N/A	Did the opportunity to use virtual care help ensure that your care was well coordinated between the GP and the hospital outpatient clinic? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember • Not applicable 	New question	

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q40	N/A	<p>Thinking about your experiences of virtual care, 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 	New question	

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q41		<p>Thinking about your experiences of virtual care, 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 	New question	

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q43	Q28	<p>How do you describe your gender?</p> <p>Please X <u>one</u> option</p> <ul style="list-style-type: none"> • Man or male • Woman or female • Non-binary • Prefer to use a different term <p>Please specify below. [FREE TEXT]</p> <ul style="list-style-type: none"> • Prefer not to answer 	<p>Modified question and response options</p> <p>Question wording changed from 'What is your gender?'</p> <p>Response options changed from 'Male; Female'</p>	<p>The question and response options were modified to align with the Australian Bureau of Statistics standard for collecting data regarding a person's gender identity, available at abs.gov.au/statistics/standards/standard-sex-gender-variations-sex-characteristics-and-sexual-orientation-variables/2020#gender</p> <p>This question is necessary to support analysis of results.</p>
Q44	Q29	<p>What is the highest level of education you have <u>completed</u>?</p> <ul style="list-style-type: none"> • Less than Year 12 or equivalent • Completed Year 12 or equivalent • Trade or technical certificate or diploma • University degree • Postgraduate/higher degree 	<p>Modified question and response option</p> <p>Underlined 'completed' in question wording</p> <p>Changed 'Post graduate' to 'Postgraduate' in response options</p>	<p>The question format was modified to emphasise that this question relates to education completed.</p> <p>The response option was modified to align with the BHI style guide.</p> <p>This question is necessary to support analysis of results.</p>
Q46	Q31	<p>Which language do you mainly speak at home?</p> <ul style="list-style-type: none"> • English • A language other than English <p>What is that language? Please write below. [FREE TEXT]</p>	<p>Modified response option</p> <p>Added a free-text box for patients to enter their language other than English</p>	<p>The response option was modified for consistency with other BHI patient questionnaires.</p> <p>This question is necessary to support analysis of results.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q47	Q32	<p>Which, if any, of the following longstanding health conditions do you have (including age-related conditions)?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Deafness or severe hearing impairment • Blindness or severe vision impairment • A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease) • A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis) • An intellectual disability • A mental health condition (e.g. depression) • A neurological condition (e.g. Alzheimer's, Parkinson's) • <u>None</u> of these...Go to Q49 	<p>Modified question and response option</p> <p>Question wording changed from 'Do you have longstanding health conditions that cause you difficulty with your day-to-day activities?'</p> <p>Underlined 'None'</p>	<p>The question wording was changed to collect data on the prevalence of longstanding health conditions regardless of whether these conditions cause difficulties with day-to-day activities. A separate question (Q48) was added to ask about difficulties with day-to-day activities.</p> <p>The response option was modified for consistency with other BHI patient questionnaires.</p> <p>This question is necessary to support analysis of results.</p>
Q48	N/A	<p>Does this condition(s) cause you difficulties with your day-to-day activities?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>New question</p>	<p>This question was added to separately ask if the longstanding health conditions identified in Q47 cause any difficulties with day-to-day activities.</p> <p>This question is necessary to support analysis of results.</p>

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q49	N/A	<p>BHI would like your permission to link your questionnaire responses to other information from health records relating to you which are maintained by NSW Government and Commonwealth agencies (including your hospitalisations or health registry information). Linking to your health information will allow us to better understand how the care provided by health services is related to the health of their patients.</p> <p>Your information will be treated in the strictest confidence. BHI will not report any results that may identify you as an individual. Your questionnaire responses will not be accessible to the health professionals who cared for you.</p> <p>Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?</p> <ul style="list-style-type: none"> • Yes • No 	New question	This question is necessary to support analysis of results.
Q50–51	Q33–34	COMMENTS	<p>Modified heading</p> <p>Heading changed from 'YOUR COMMENTS' to 'COMMENTS'</p>	The heading was modified for consistency with other BHI patient questionnaires.
Q50	Q33	<p>What was the <u>best part</u> of your virtual care experience?</p> <p>Please don't include your name, address or any personal information about yourself or the health professionals who treated you.</p>	<p>Modified question</p> <p>Added instruction</p>	The instruction was added to reduce the amount of personal information that patients might disclose in the comments.

Question # 2021	Question # 2020	Updated question and section heading (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q51	Q34	<p>What <u>most needs improving</u> about your virtual care experience?</p> <p>Please don't include your name, address or any personal information about yourself or the health professionals who treated you.</p>	<p>Modified question</p> <p>Added instruction</p>	The instruction was added to reduce the amount of personal information that patients might disclose in the comments.

Deleted questions or sections (from the 2020 questionnaire)

Question # 2021	Question # 2020	Deleted section/question (as it appears in 2020 questionnaire)	Rationale
N/A	Q11–19	<p>CARE AND TREATMENT</p> <p>For the following questions, please think about your <u>most recent virtual care appointment</u>. In this survey, we are interested in your experience of virtual care appointments with a hospital or outpatient clinic, not with your general practitioner/family doctor.</p>	The section heading and preamble were deleted and replaced with an instruction.
N/A	Q20–26	<p>MY OVERALL EXPERIENCE</p> <p>For the following questions, please now think about <u>all of your experiences of virtual care</u> provided by a hospital or outpatient centre in 2020 (not with your general practitioner/family doctor).</p>	The section heading and preamble were deleted and replaced with an instruction.