

Isabel Hospice Telephone and Video Consultations

To help improve our service, we would like to obtain your feedback regarding your experience of consultations via telephone and video link. If you would like to share your experience, please fill in our short survey. Thank you!

1. During the pandemic, how have we kept in touch with you?

- Telephone
- Video
- Both

2. Which healthcare professional have you had a telephone or video consultation with? (please select all that apply)

- Clinical Nurse Specialist
- Counsellor
- Doctor
- Hospice at Home Nurse
- Therapist or Nurse from Living Well Services

3. Were you satisfied with the care/treatment that you were given during your consultation?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

Please tell us a little bit more about this

REGISTERED OFFICE:

Head Office, 61 Bridge Road East,
Welwyn Garden City, AL7 1JR

t. 01707 382500

f. 0843 290 5771

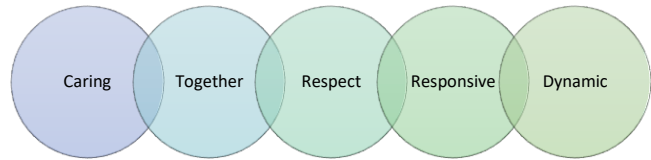
e. enquiries@isabelhospice.org.uk

f Isabel Hospice **t @isabelhospice**

www.isabelhospice.org.uk

Registered Company No. (England & Wales) 3056823

Registered Charity No. 1046826



4. What did you feel was positive about your telephone/video consultation in comparison to a regular face to face meeting?

5. What did you feel were the drawbacks to having a telephone/video consultation in comparison to a regular face to face meeting?

6. Did you experience any IT issues whilst using telephone or video consultations?

7. Would you be happy to have further telephone/video consultations in the future?

- Yes a blend of telephone and video consultations
- Yes a blend of telephone/video consultations together with face to face meetings
- Yes but only telephone consultations
- Yes but only video consultations

Please tell us a little bit more about this

8. What advice would you give to our healthcare professionals to help improve telephone/video consultations?

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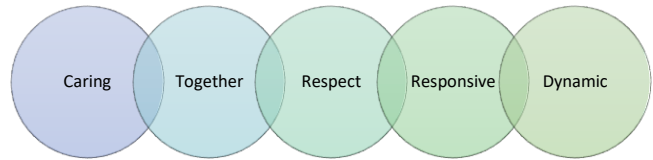
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9. Have you felt supported by Isabel Hospice during this pandemic?

- Yes
- No
- Don't know

Please tell us a little bit more about this

10. If there is anything else you would like to tell us about your experience with telephone and video consultations, please do so here

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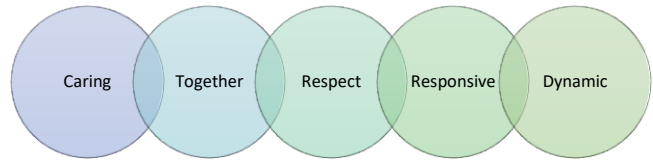
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