

TECHNOLOGY ENABLED CARE

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CYMRU

NHS Wales Video Consultation Service
Phase 2a Evaluation

Health Board Quantitative Data

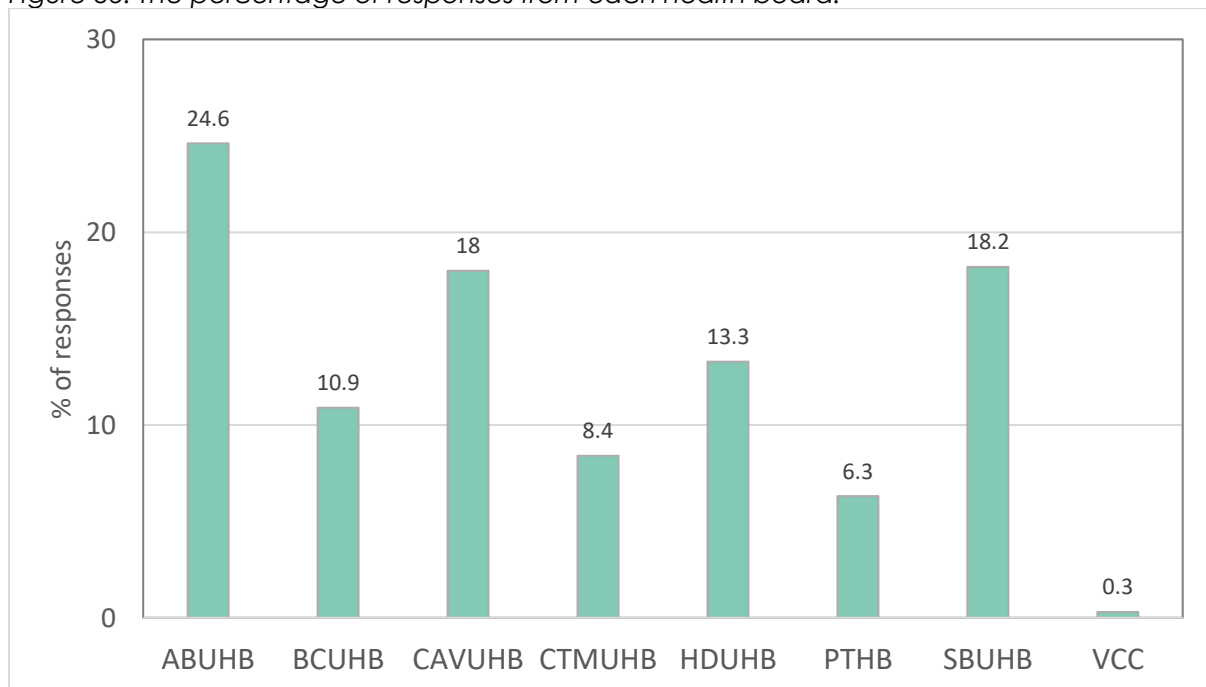
Introduction

The phase 2a data is based on 22,978 ‘live’ end of video consultation surveys. The survey participants include 8,694 NHS Wales clinicians and 14,384 NHS Wales patients. This data was captured between 1st September 2020 and 28th February 2021. This section will consider the Phase 2a data broken down by local Health Boards across Wales, as well as one local Trust. These include:

- Aneurin Bevan University Health Board (ABUHB),
- Betsi Cadwaladr University Health Board (BCUHB),
- Cardiff and Vale University Health Board (CAVUHB),
- Cwm Taf Morgannwg University Health Board (CTMUHB),
- Hywel Dda University Health Board (HDUHB),
- Powys Teaching Health Board (PTHB),
- Swansea Bay University Health Board (SBUHB),
- Velindre Cancer Centre (VCC).

Figure 53 reminds readers of the percentage of respondents from each local Health Board.

Figure 53. The percentage of responses from each health board.



VC Quality Ratings and Face-To-Face Prevention

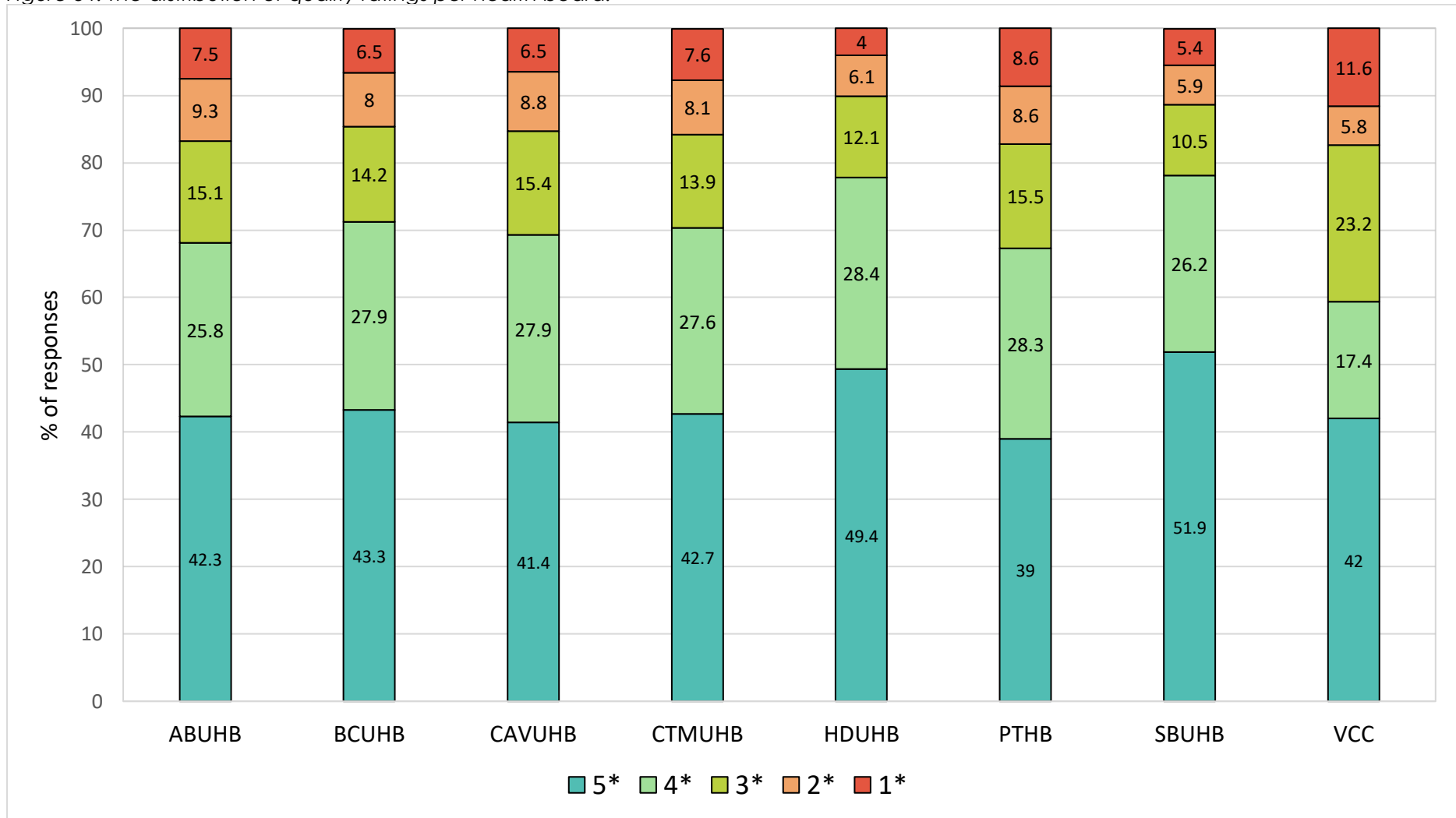
Figure 54 demonstrates the distributions of quality ratings for each local health board. It would seem that SBUHB and HDUHB were most positive in their responses for the quality of VC, and PTHB was most negative. However, all health boards were fairly similar in their responses, and there were only small differences between them.

Additionally, information on the prevention of face-to-face is displayed in Table 74. Face-to-face prevention was also similar across health boards.

Table 74. The percentage of face-to-face prevention in each health board.

Prevention of FTF	ABUHB	BCUHB	CAVUHB	CTMUHB	HDUHB	PTHB	SBUHB	VCC
Yes	69.7	72.7	70.5	67.3	69.3	68.3	68.8	75.8
No	21.3	18.7	20.9	22.7	21.9	20.7	20.8	21.2
Unable to say	9.0	8.6	8.6	9.9	8.8	11.0	10.4	3.0
Total Responses	5275	2327	3851	1807	2871	1349	3909	66

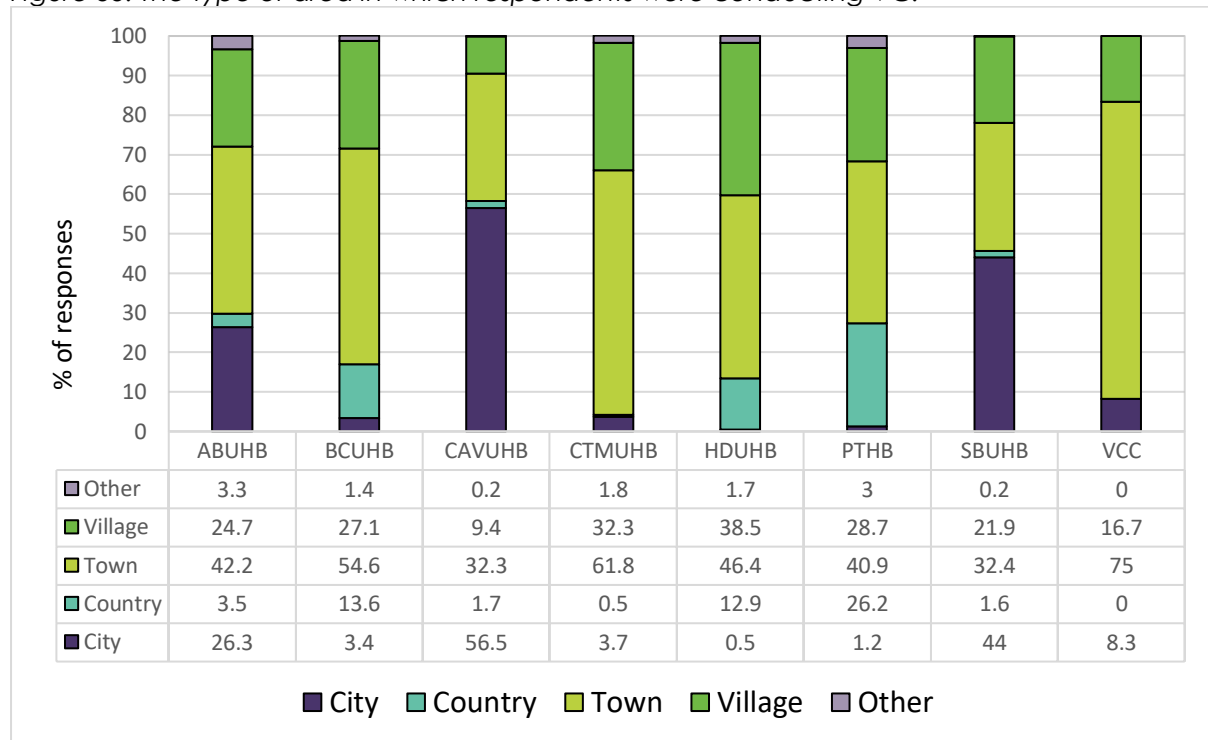
Figure 54. The distribution of quality ratings per health board.



Type of Area

The most common type of area in which respondents were conducting VC in CAVUHB and SBUHB were cities. For the remaining, the majority were from towns or villages. PTHB also had a larger proportion of responses for countryside when compared with the other health boards. This is displayed in Figure 55.

Figure 55. The type of area in which respondents were conducting VC.



Minutes Saved

Table 75 demonstrates the total number of minutes saved, one-way, from travel per health board due to the use of VC.

Table 75. The total travel minutes saved (one-way), as well as the mean minutes (standard deviations) for each health board.

Minutes Saved	ABUHB	BCUHB	CAVUHB	CTMUHB	HDUHB	PTHB	SBUHB	VCC
Total Minutes Saved	106262.5	43785.0	83221.0	36733.0	73427.5	27514.2	83204.0	1726.0
Mean Minutes Saved (SD) - one way	29.05 (19.61)	30.94 (24.60)	30.00 (21.48)	27.83 (18.52)	33.35 (26.18)	32.37 (29.13)	26.08 (18.26)	38.36 (19.05)
Average Two-way journey in minutes, per person	58.1	61.8	60.0	55.6	66.7	64.7	52.1	76.7
Total Responses	3658	1415	2774	1320	2202	850	3190	45

Please note: These original figures are based on the request for a 'one-way' calculation of travel. Therefore, to account for a return journey this has been calculated as an average total, per person in each Health Board or Trust.

Patient Demographics

Information regarding patients' age and gender in each health board is displayed in Figure 56 and Figure 57.

Figure 56. The percentage of patients in each age group across the health boards.

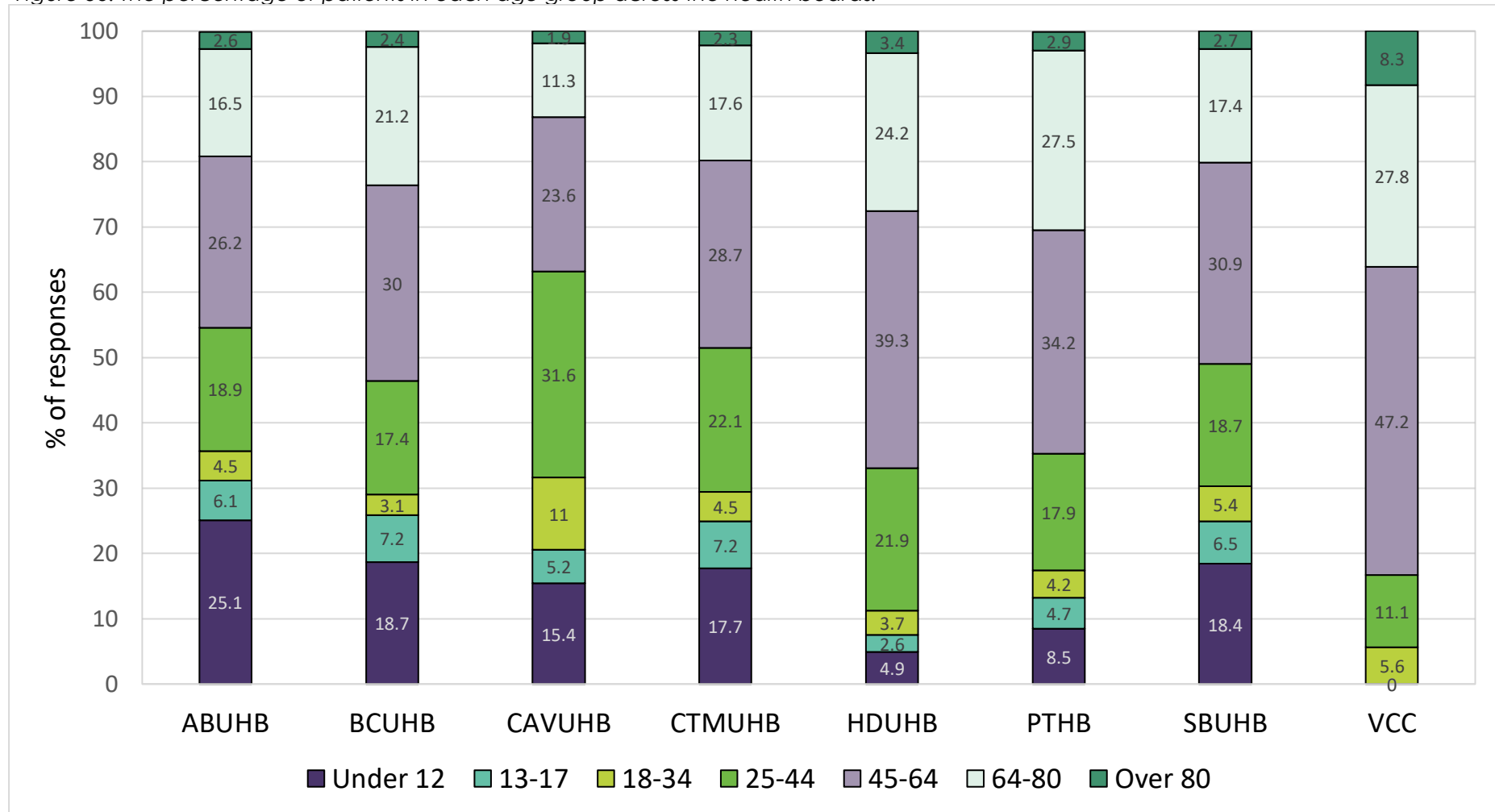
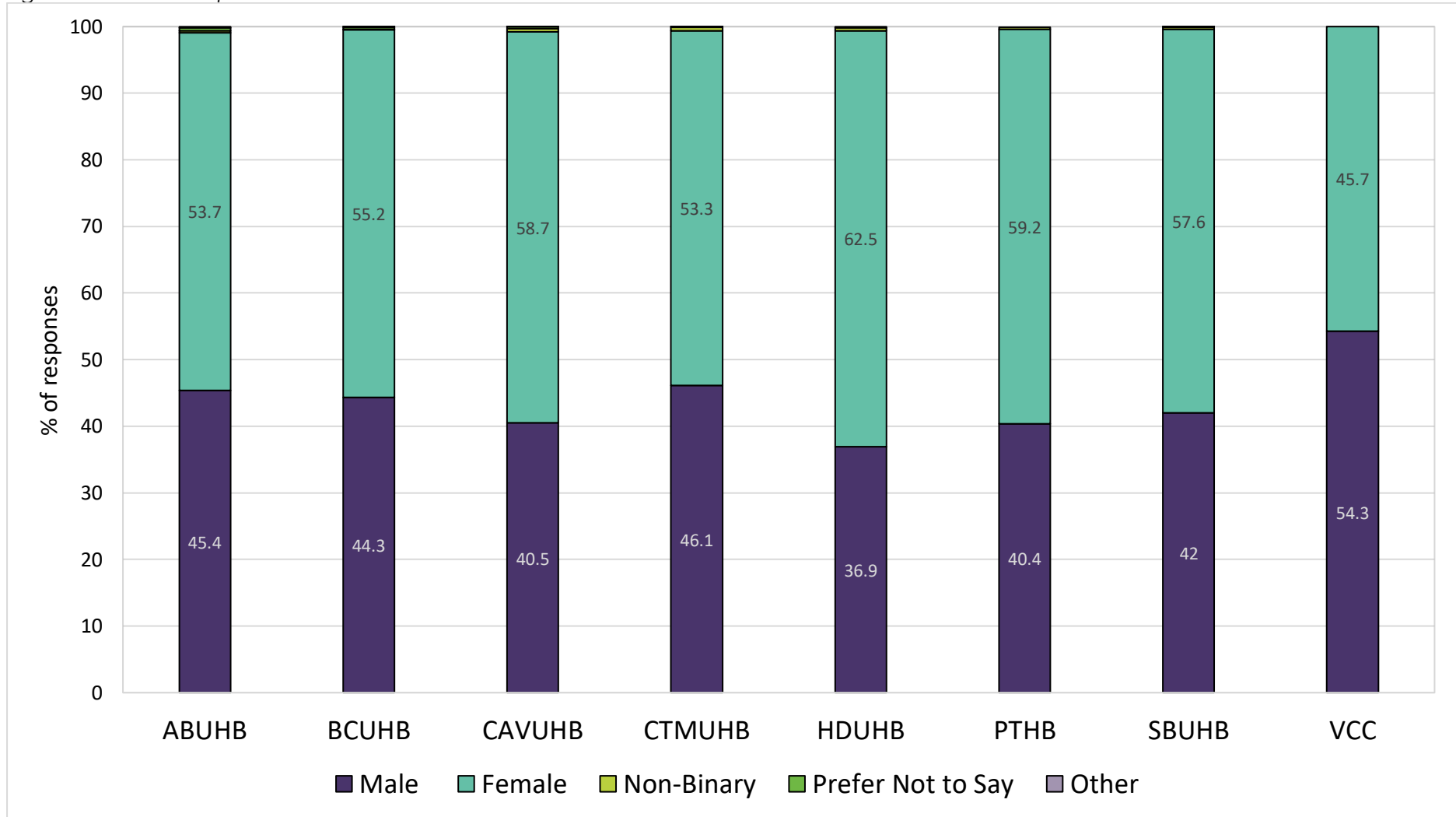


Figure 57. Gender of patients in each health board.



Previous and Future Use of VC

Figure 58 displays the number of times that patients had used VC prior to their consultation per health board. All local health boards had similar responses, with the majority of patients having only use VC once, the day of their appointment.

Figure 58. The distribution of responses for patients' previous use of VC.

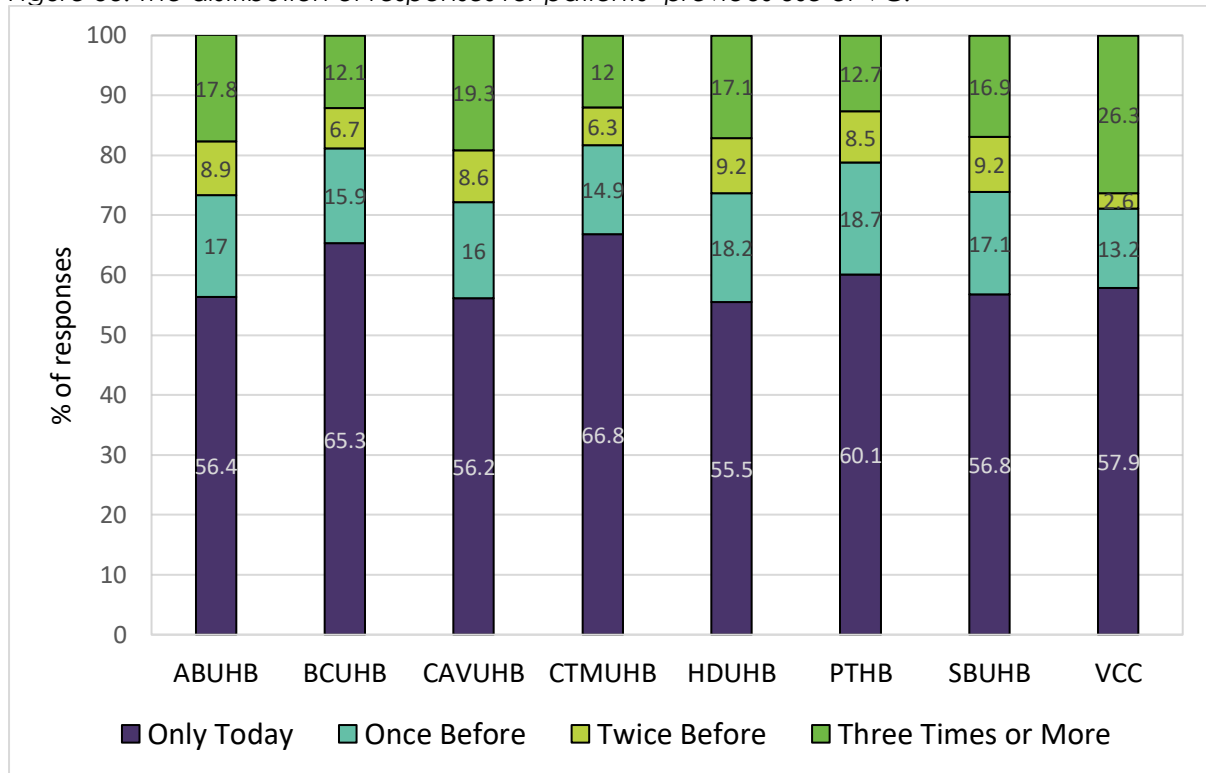


Table 76 also demonstrates patients' future use of VC, which is whether or not they would use VC again. The responses were similar, once again, across health boards, with more than 90% in all stating they would use VC in the future.

Table 76. The percentage of responses for whether or not patients would use VC again in the future.

Future Use of VC	ABUHB	BCUHB	CAVUHB	CTMUHB	HDUHB	PTHB	SBUHB	VCC
Yes	90.2	91	90.9	90.1	93.1	93.1	90.9	93.9
No	0.9	1.3	1	1	0.4	0.5	0.7	3
Maybe	8.9	7.7	8.1	8.9	6.5	6.3	8.4	3
Total Responses	2124	879	1502	704	1517	552	1942	33

The Choice to Use VC

Across the health boards, the majority of patients stated that they were informed by their service of the choice to do a VC (over 60% of patients in all health boards) (Table 77).

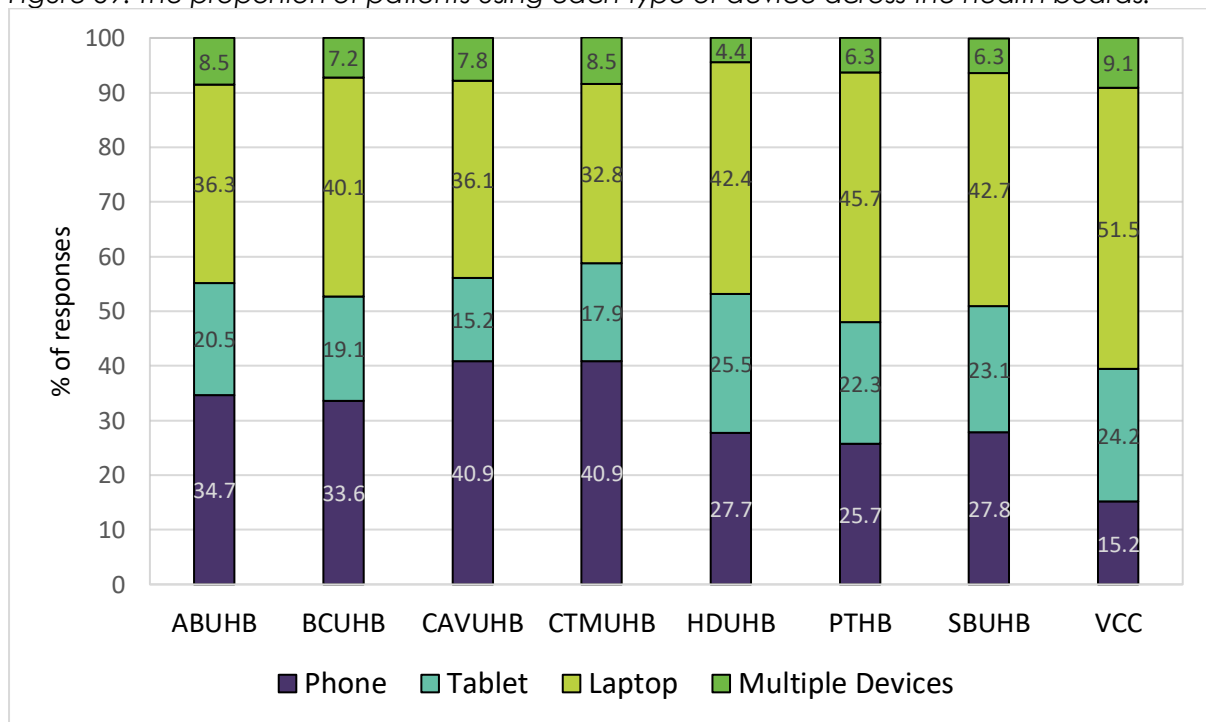
Table 77. The proportion of responses for whose choice it was to use VC per health board.

Choice	ABUHB	BCUHB	CAVUHB	CTMUHB	HDUHB	PTHB	SBUHB	VCC
Given the Choice	18.8	20.2	20.1	20.3	23.7	23	20.1	19.4
Informed by Service	63.9	67.7	65.2	67.6	63.8	64.1	64.4	77.8
Only Option	15.4	10.4	13.2	10	11.1	10.8	14.4	2.8
Unknown	2	1.7	1.5	2.1	1.4	2	1.2	0
Total Responses	3295	1274	2423	1159	2069	738	2793	36

Patients' Devices

The type of devices being used by patients in each health board is demonstrated in Figure 59. Phones were most commonly used in CAVUHB and CTMUHB, and laptops in the remaining health boards. There were small proportions of patients across the sample who had used more than one device during their consultation.

Figure 59. The proportion of patients using each type of device across the health boards.



Benefits & Challenges of VC

The tables below (78-109) show the percentages of the ratings for the potential benefits and challenges of VC in each different Health Board/Trust, according to clinicians and patients separately.

Key for Benefits & Challenges

Green – Highest rated scores (darker > lighter as numbers reduce)

Red – Lowest rated scores (darker > lighter as numbers reduce)

ABUHB Challenges

Table 78: Patient Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues with Safe Space	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone
Not at all	82.9	86.2	83.9	74.2	96.5	85.2	86.9	53.1
A little	10.3	8.4	9.5	16.7	2.3	10.6	7.4	19
Some	4.8	3.7	4.4	5.5	0.9	2.9	3.3	13.6
A lot	2	1.6	2.2	3.6	0.4	1.3	2.4	14.3
Total Responses	3189	3160	3188	3196	3123	3161	2614	2795

Table 79: Clinician Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues on Patients side	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone	Patient's Preference for FTF
Not at all	75.5	68.3	58.4	61	62	97.4	77.6	54.3	56.9
Quite Relevant	8.7	11.6	15.9	13	14.2	1.8	14.9	18	18.7
Very Relevant	8.3	10.4	11.8	10.7	12.6	0.7	5.6	15.9	14.4
Very Relevant	7.5	9.6	13.9	15.3	11.1	0.2	1.9	11.8	10
Total Responses	1764	1744	1807	1786	1762	1653	1698	1733	1622

ABUHB Benefits

Table 80: Patient Benefits of VC	Saved Time & Preparation	Saved Travel & Parking	Saved Environment	Saved Taking Time Off	Saved Money	Improved Access to Care	Improved Convenience	Improved Family Involvement	Lowered Risk of Infection	Lowered Stress & Anxiety
Not at all	2.3	1.8	1.9	5.2	5.5	3.4	2.7	5.5	1.2	5.4
Not	1.5	2	1.2	5.8	5.5	2.8	2.4	5.1	0.9	5.6
Quite	10.3	5.4	7.2	8.9	9.6	8.8	8.5	10.3	4.6	14.3
Beneficial	25.5	16.3	18.7	18.6	17.3	23	19.7	21.3	14.2	21.8
Very beneficial	60.4	74.4	71	61.6	62.1	62	66.7	57.7	79.2	52.9
Total Responses	3199	2994	3014	2445	2347	2930	3127	2311	3157	2913

Table 81: Clinician Benefits of VC	More Efficient use of time/space	Saved Travel & Parking	Saved Environment	Increased Access to Care	Reduced Wait Times	Reduced DNA	Improved Family Involvement	Lowered Infection Rates
Not at all	0.9	1.5	1.2	1.7	3.4	3.1	3.8	0.3
Not	6.4	1.7	3.4	11.4	15.5	15.7	14.4	0.6
Quite	23.6	14.4	13.1	19.6	14.6	23.8	23.4	5.4
Beneficial	31.7	32.7	34.9	32.3	28.2	26.5	28.2	10
Very beneficial	37.4	49.6	47.4	34.9	38.3	31	30.2	83.7
Total Responses	1911	1891	1887	1878	1659	1737	1673	1895

BCUHB Challenges

Table 82: Patient Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues with Safe Space	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone
Not at all	83.2	87.7	83.1	71.9	97.1	84	86.5	52.9
A little	10.9	8.3	11.6	17.7	2	12.2	6.9	19.9
Some	4	2.9	3.2	6.2	0.6	2.7	3.7	13.7
A lot	1.8	1.1	2	4.2	0.2	1.1	2.9	13.5
Total Responses	1247	1223	1246	1240	1221	1233	1009	1075

Table 83: Clinician Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues on Patients side	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone	Patient's Preference for FTF
Not at all	74.9	75.9	69.7	64.2	68.2	92	85.6	68.5	73.7
Quite	6.4	9.6	10.8	10.3	10.7	5.6	7.6	13	13
Relevant	9.6	7.1	9.5	9.9	11.2	1.5	4.2	10.5	7.4
Very Relevant	9.1	7.5	9.9	15.6	10	0.9	2.7	8.1	5.9
Total Responses	926	907	932	923	914	872	867	856	813

BCUHB Benefits

Table 84: Patient Benefits of VC	Saved Time & Preparation	Saved Travel & Parking	Saved Environment	Saved Taking Time Off	Saved Money	Improved Access to Care	Improved Convenience	Improved Family Involvement	Lowered Risk of Infection	Lowered Stress & Anxiety
Not at all	1.6	0.9	1.1	4.2	3.3	2.2	1.4	4.3	1.1	4.3
Not Quite	1.9	1.9	1.3	7.1	6.3	2.7	2.8	8.7	1.1	6.9
Beneficial	9.5	5.2	6.8	9.7	9.8	10.4	8.7	10	4.4	15.5
Very beneficial	25.1	14.4	17.8	16.2	16.5	22.9	19	21.3	13.1	22.3
Very beneficial	61.9	77.5	73.1	62.7	64.1	61.7	68.1	55.7	80.4	51
Total Responses	1230	1167	1183	896	909	1129	1213	839	1222	1125

Table 85: Clinician Benefits of VC	More Efficient use of time/space	Saved Travel & Parking	Saved Environment	Increased Access to Care	Reduced Wait Times	Reduced DNA	Improved Family Involvement	Lowered Infection Rates
Not at all	1.5	2.3	2	2.1	4.6	6.3	4.9	1.1
Not Quite	6.2	2.1	4.9	7.5	15.6	15.6	14.6	0.6
Beneficial	14.8	5.3	8.4	14.8	11	13.4	15.9	3.2
Very beneficial	24	24.1	22.8	24	20.7	19.7	19.5	13.6
Very beneficial	53.6	66.5	61.9	51.6	48.1	45.1	45	81.6
Total Responses	1030	1014	1014	1008	951	950	855	1030

CAVUHB Challenges

Table 86: Patient Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues with Safe Space	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone
Not at all	82.4	83.1	80.5	70.4	95.8	86.8	87.5	53.2
A little	11.6	11.4	11.9	18.8	3	10	7.5	20.3
Some	4.2	3.4	4.3	6.5	0.9	2.3	2.7	14.4
A lot	1.8	2.1	3.4	4.3	0.3	0.9	2.3	12.1
Total Responses	2351	2331	2353	2362	2321	2316	1973	2072

Table 87: Clinician Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues on Patients side	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone	Patient's Preference for FTF
Not at all	75.5	72.8	63.6	62.8	67.3	91.1	83.9	69.5	76.5
Quite	7.8	10.6	13.2	12.4	11.3	5.8	8.4	11.8	10.3
Relevant	8	8.2	11	10.4	11.7	2.3	3.8	12.3	7.1
Very Relevant	8.7	8.4	12.2	14.4	9.6	0.9	3.9	6.4	6.1
Total Responses	1292	1297	1320	1300	1306	1269	1268	1287	1226

CAVUHB Benefits

Table 88: Patient Benefits of VC	Saved Time & Preparation	Saved Travel & Parking	Saved Environment	Saved Taking Time Off	Saved Money	Improved Access to Care	Improved Convenience	Improved Family Involvement	Lowered Risk of Infection	Lowered Stress & Anxiety
Not at all	1.9	1.1	1.3	4.1	5	2.4	1.5	5.8	0.9	4.8
Not Quite	1.7	1	1.1	4.8	4.1	2.4	2.1	6.3	0.6	6.1
Beneficial	8.8	5	5.7	8.6	9.9	9.6	8.1	10.2	4	15.7
Very beneficial	22.7	14.2	17.4	16.3	15.9	21.5	18.8	17	13	22.1
Very beneficial	64.9	78.7	74.6	66.2	65.2	64.1	69.5	60.7	81.5	51.4
Total Responses	2338	2239	2272	1863	1714	2152	2346	1547	2322	2176

Table 89: Clinician Benefits of VC	More Efficient use of time/space	Saved Travel & Parking	Saved Environment	Increased Access to Care	Reduced Wait Times	Reduced DNA	Improved Family Involvement	Lowered Infection Rates
Not at all	3.1	3.1	3.5	3.3	6.4	4.9	8.8	2.4
Not Quite	6.5	5.4	7.9	7.5	12.4	16.9	18.5	2.4
Beneficial	14	9.2	10.5	15.5	14.6	19.7	16.4	6.2
Very beneficial	28.7	24.6	25.5	28.7	24.9	23.2	24.3	19.3
Very beneficial	47.6	57.7	52.5	45	41.7	35.3	32	69.7
Total Responses	1371	1356	1346	1339	1255	1296	1119	1381

CTMUHB Challenges

Table 90: Patient Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues with Safe Space	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone
Not at all	81	85.2	82.6	67.6	97.5	85.2	85.4	49.4
A little	12.8	9.4	10	18.4	1.5	10.9	7.8	21.1
Some	4.3	4.3	4.6	8	0.6	2.4	4	15.2
A lot	1.9	1.1	2.7	6	0.4	1.5	2.8	14.4
Total Responses	1111	1112	1124	1128	1090	1098	936	1015

Table 91: Clinician Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues on Patients side	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone	Patient's Preference for FTF
Not at all	77.1	70.5	64	64.5	65.3	91.3	82.6	61.4	68.5
Quite	7.2	11.4	13.8	9.2	13.7	5.8	9.9	10.4	10.6
Relevant	6.1	8.9	8.4	9.3	9.8	1.9	5.1	17.2	13
Very Relevant	9.7	9.3	13.8	17	11.2	1.1	2.4	11	7.8
Total Responses	559	572	586	578	562	538	533	546	537

CTMUHB Benefits

Table 92: Patient Benefits of VC	Saved Time & Preparation	Saved Travel & Parking	Saved Environment	Saved Taking Time Off	Saved Money	Improved Access to Care	Improved Convenience	Improved Family Involvement	Lowered Risk of Infection	Lowered Stress & Anxiety
Not at all	1.6	0.8	0.7	3.3	3.5	1.9	2.1	4.6	0.7	4.3
Not Quite	1.7	1.9	1	5.7	3.5	2.9	2.6	5	0.4	5.8
Beneficial	8.2	4.4	5	9.5	9.9	9.4	7.3	9	3.2	13.5
Very beneficial	25.1	15.6	17.4	17.7	19.7	20.9	19.5	20.2	13.6	21.9
Very beneficial	63.4	77.3	75.9	63.7	63.3	65.2	68.5	61.2	82	54.6
Total Responses	1119	1063	1082	880	818	1048	1112	807	1114	1033

Table 93: Clinician Benefits of VC	More Efficient use of time/space	Saved Travel & Parking	Saved Environment	Increased Access to Care	Reduced Wait Times	Reduced DNA	Improved Family Involvement	Lowered Infection Rates
Not at all	2.1	3.2	3.8	3.8	5.4	8.8	8.5	1.6
Not Quite	11.7	7.4	11.1	15	18.3	20.3	21.7	1
Beneficial	18.9	13.8	18.1	16.3	13.9	23.3	23.9	5.3
Very beneficial	24.1	22.9	24.6	19.5	19	18.7	17.3	19.4
Very beneficial	43.2	52.7	42.4	45.4	43.4	28.9	28.6	72.7
Total Responses	609	564	585	601	569	557	531	620

HDUHB Challenges

Table 94: Patient Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues with Safe Space	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone
Not at all	83.2	85.5	83.2	78.2	96.7	84.5	87.6	58.6
A little	10.5	9.9	10.6	13.7	2.1	10.8	7.8	19.5
Some	4.7	3	3.6	4.8	1	3.6	3.2	12.2
A lot	1.5	1.6	2.5	3.2	0.2	1.2	1.4	9.7
Total Responses	2004	1975	2015	2001	1968	1981	1704	1789

Table 95: Clinician Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues on Patients side	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone	Patient's Preference for FTF
Not at all	83.9	76.7	68.7	69	71.4	96.8	91.5	79.6	84.1
Quite	5.6	9.9	11.3	9.1	10.4	2.6	4.5	10	7.5
Relevant	4.1	6.2	10.2	9.3	8.9	0.3	1.1	6.5	5
Very Relevant	6.4	7.2	9.8	12.6	9.3	0.3	2.9	3.8	3.4
Total Responses	683	678	693	681	689	654	650	657	643

HDUHB Benefits

Table 96: Patient Benefits of VC	Saved Time & Preparation	Saved Travel & Parking	Saved Environment	Saved Taking Time Off	Saved Money	Improved Access to Care	Improved Convenience	Improved Family Involvement	Lowered Risk of Infection	Lowered Stress & Anxiety
Not at all	1.1	1	1	3.1	3.1	1.7	1.5	4.2	0.8	3.8
Not Quite	1	1.7	1.1	5.1	4.2	2.3	2.5	6.5	0.7	6.7
Beneficial	8.8	5.2	6.5	8.3	8.9	9.6	7.9	11	3.6	13.7
Very beneficial	24.6	13.7	16.6	18.1	19.2	21.6	18	18.6	12.8	21.6
Total Responses	64.3	78.5	74.7	65.3	64.5	64.7	70.1	59.8	82.1	54.2
	2005	1919	1944	1407	1466	1872	1976	1239	1979	1815

Table 97: Clinician Benefits of VC	More Efficient use of time/space	Saved Travel & Parking	Saved Environment	Increased Access to Care	Reduced Wait Times	Reduced DNA	Improved Family Involvement	Lowered Infection Rates
Not at all	1.2	0.7	2.2	3.3	6.3	7.6	18	1.2
Not Quite	3.8	2.1	4.3	2.6	4.4	5.3	10.5	0.5
Beneficial	7.6	7	6.5	9.2	9	12.3	10.3	2.6
Very beneficial	18.8	14.8	14.4	18.3	21.5	24.8	15.4	12.6
Total Responses	68.6	75.4	72.6	66.7	58.7	50.1	45.8	83
	739	716	722	732	697	701	506	737

PTHB Challenges

Table 98: Patient Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues with Safe Space	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone
Not at all	80.1	78.5	79.3	65.7	96	85	87	54.1
A little	12.8	15	13.1	20.7	3.3	11	9.6	20.8
Some	5.8	4.6	2.9	9.1	0.6	3	2.4	12.3
A lot	1.3	1.9	2.6	4.5	0.1	1	1	12.9
Total Responses	712	699	715	711	693	702	593	636

Table 99: Clinician Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues on Patients side	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone	Patient's Preference for FTF
Not at all	79	77.7	66.9	63.3	74	95.5	82.4	72.7	79.5
Quite	4.3	8.2	9.3	10.7	8.2	2.3	8.5	11.6	6.5
Relevant	6.1	6	8.6	8.4	7.8	1.4	5.3	8.6	9.1
Very Relevant	9.7	8	15.2	17.6	10	0.8	3.8	7.2	4.9
Total Responses	556	547	559	561	538	511	505	501	493

PTHB Benefits

Table 100: Patient Benefits of VC	Saved Time & Preparation	Saved Travel & Parking	Saved Environment	Saved Taking Time Off	Saved Money	Improved Access to Care	Improved Convenience	Improved Family Involvement	Lowered Risk of Infection	Lowered Stress & Anxiety
Not at all	1.4	1	1.3	3.6	4.2	2	1.8	6.6	0.4	5.2
Not	1.3	1.3	1	4.7	4	3.2	1.8	8.5	0.6	6.3
Quite	10.6	4.9	7.1	10.5	10.1	10.6	8.7	10.5	3.9	17.4
Beneficial	28.2	16.7	17.2	18.3	19.3	26.1	21.1	18.8	14.6	18.8
Very beneficial	58.5	76.1	73.4	63	62.3	58.1	66.6	55.6	80.5	52.4
Total Responses	714	678	692	535	523	652	703	468	712	655

Table 101: Clinician Benefits of VC	More Efficient use of time/space	Saved Travel & Parking	Saved Environment	Increased Access to Care	Reduced Wait Times	Reduced DNA	Improved Family Involvement	Lowered Infection Rates
Not at all	7.7	6.6	7.6	4.9	8.9	16	13.8	1.2
Not	6.8	2.4	4.2	7.7	9.9	10.7	8.5	0.3
Quite	11.4	11.3	15.1	18.4	18.1	16.8	17.9	9.4
Beneficial	21.9	17.9	18.1	22.1	18.4	17.7	20.2	18.1
Very beneficial	52.2	61.8	54.9	46.8	44.7	38.8	39.6	71.1
Total Responses	588	591	590	587	548	549	485	598

SBUHB Challenges

Table 102: Patient Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues with Safe Space	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone
Not at all	84.8	86.9	83	75.5	87.4	86.6	88.7	56.5
A little	9.6	8.8	12	15	2	9.7	7.2	19.7
Some	4.1	3.1	3.5	5.3	0.5	2.4	2.5	12.7
A lot	1.5	1.1	1.5	4.3	0.2	1.4	1.6	11.1
Total Responses	2687	2657	2692	2689	2645	2661	2275	2420

Table 103: Clinician Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues on Patients side	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone	Patient's Preference for FTF
Not at all	82.1	78.1	71.9	66.9	72.4	95.1	86	65.1	71.1
Quite Relevant	6	7.9	10.4	9.4	11	2.7	8.9	12.8	13.5
Very Relevant	4.1	6.5	5.8	7.8	6.9	1.5	3.4	12	8.7
Very Relevant	7.8	7.5	12	15.9	9.8	0.7	1.7	10.2	6.6
Total Responses	998	1001	1020	1016	1003	957	958	993	938

SBUHB Benefits

Table 104: Patient Benefits of VC	Saved Time & Preparation	Saved Travel & Parking	Saved Environment	Saved Taking Time Off	Saved Money	Improved Access to Care	Improved Convenience	Improved Family Involvement	Lowered Risk of Infection	Lowered Stress & Anxiety
Not at all	1.9	1.4	1.1	5	4.3	2.8	2.1	5.2	1.1	4.9
Not Quite	1.4	1.4	1.4	6.4	5.1	2.3	2	5	0.9	5.5
Beneficial	8.6	4.6	5.8	8.6	10.2	9	7.3	9.5	4	15
Very beneficial	24.4	15	18.1	17.7	18.3	22.6	19	21.6	13.9	22.4
Total Responses	63.7	77.6	73.6	62.2	62.2	63.3	69.6	58.7	80.1	52.2
Total Responses	2711	2599	2623	2012	1926	2521	2669	1831	2693	2439

Table 105: Clinician Benefits of VC	More Efficient use of time/space	Saved Travel & Parking	Saved Environment	Increased Access to Care	Reduced Wait Times	Reduced DNA	Improved Family Involvement	Lowered Infection Rates
Not at all	2.8	1.7	3.4	4.8	8.3	8.4	8.8	1.8
Not Quite	5.2	2	3.5	8.1	9.3	9.2	11.2	1
Beneficial	15.2	10.2	14.5	15.3	9.2	14.1	16.4	6.3
Very beneficial	24.1	18.2	17.6	18.8	20.1	20.8	18.2	12.7
Total Responses	52.6	67.9	61	53	53.1	47.4	45.4	78.2
Total Responses	1057	1057	1043	1005	915	919	855	1085

VCC Challenges

Table 106: Patient Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues with Safe Space	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone
Not at all	94.3	88.6	94.1	60	100	83.3	85.7	64.7
A little	2.9	5.7	2.9	25.7	0	16.7	10.7	26.5
Some	2.9	2.9	2.9	6.8	0	0	3.6	5.9
A lot	0	2.9	0	5.7	0	0	0	2.9
Total Responses	35	35	34	35	36	36	28	24

Table 107: Clinician Challenges with VC	Issues with Device	Issues with Internet	Issues with Visuals	Issues with Audio	Issues on Patients side	Lack of Confidence	Not Suitable for Clinical Needs	Preference for FTF or Phone	Patient's Preference for FTF
Not at all	95.2	62.5	60	47.8	70.8	95	81	90.9	89.5
Quite Relevant	0	16.7	16	21.7	8.3	0	9.5	4.5	0
Very Relevant	0	8.3	4	4.3	8.3	5	9.5	4.5	10.5
Very Relevant	4.8	12.5	20	26.1	12.5	0	0	0	0
Total Responses	21	24	25	23	24	20	21	22	19

VCC Benefits

Table 108: Patient Benefits of VC	Saved Time & Preparation	Saved Travel & Parking	Saved Environment	Saved Taking Time Off	Saved Money	Improved Access to Care	Improved Convenience	Improved Family Involvement	Lowered Risk of Infection	Lowered Stress & Anxiety
Not at all	5.6	3	2.9	8.3	8.3	6.3	8.8	12.5	2.9	8.8
Not	2.8	0	0	4.2	4.3	0	2.9	0	0	5.9
Quite	2.8	0	5.7	0	0	9.4	11.8	8.3	0	17.6
Beneficial	25	18.2	17.1	8.3	25	21.9	14.7	12.5	11.8	11.8
Very beneficial	63.9	78.8	74.3	79.2	62.5	62.5	61.8	66.7	85.3	55.9
Total Responses	36	33	35	24	24	32	34	24	34	34

Table 109: Clinician Benefits of VC	More Efficient use of time/space	Saved Travel & Parking	Saved Environment	Increased Access to Care	Reduced Wait Times	Reduced DNA	Improved Family Involvement	Lowered Infection Rates
Not at all	10.7	7.4	7.1	10	14.3	22.2	13	0
Not	10.7	3.7	3.6	5	23.8	11.1	8.7	0
Quite	7.1	7.4	7.1	20	9.5	0	4.3	7.4
Beneficial	7.1	11.1	17.9	20	4.8	11.1	8.7	3.7
Very beneficial	64.3	70.4	64.3	45	47.6	55.6	65.2	88.9
Total Responses	28	27	28	20	21	18	23	27

“Able To” Statements

The responses to the “Able To” statements in each Health Board are displayed in Figures 60-67.

Figure 60 and Figure 61. The proportion of responses for each “Able To” Statement in ABUHB (Figure 60) and BCUHB (Figure 61).

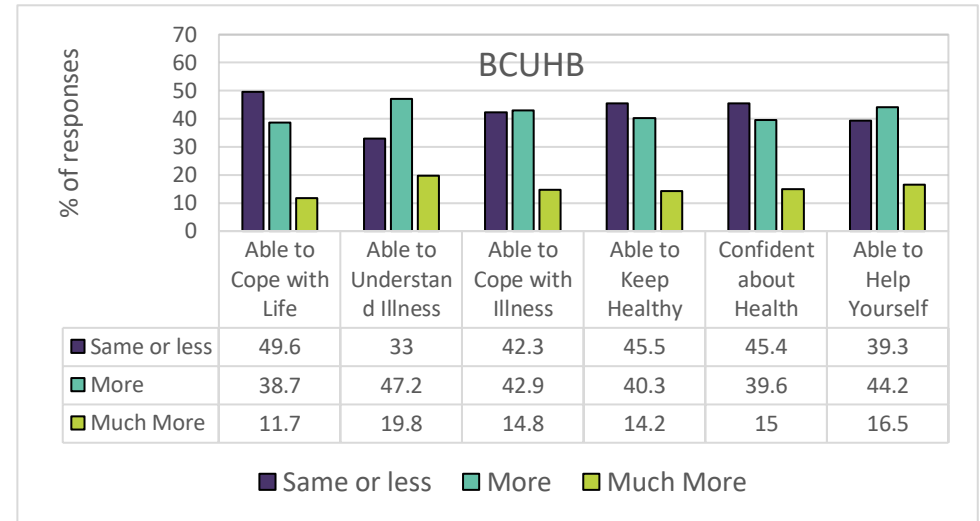
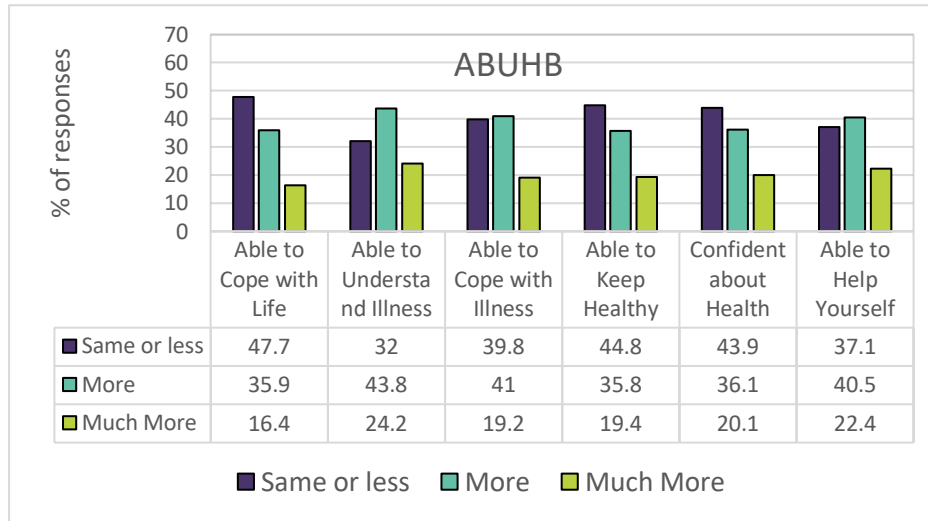


Figure 62 and Figure 63. The proportion of responses for each “Able To” Statement in CAVUHB (Figure 62) and CTMUHB (Figure 63).

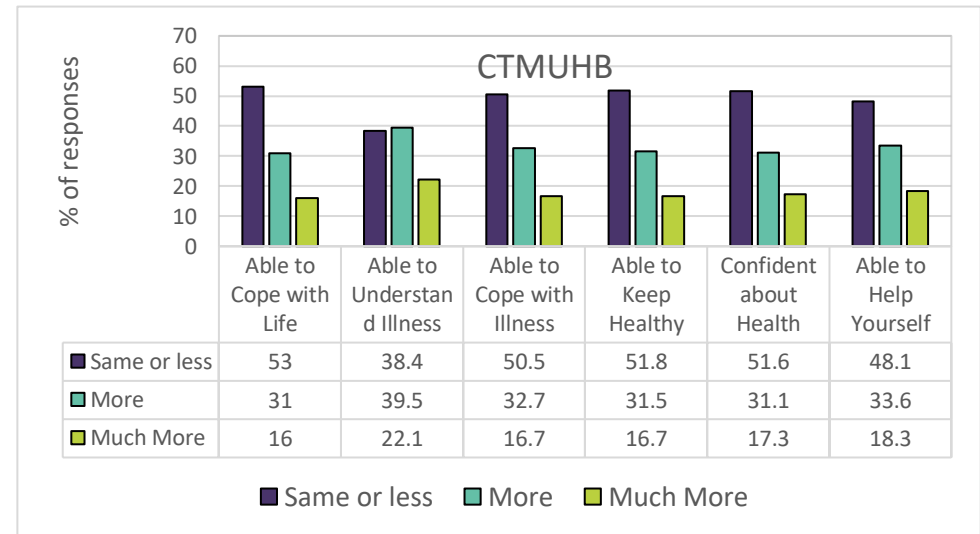
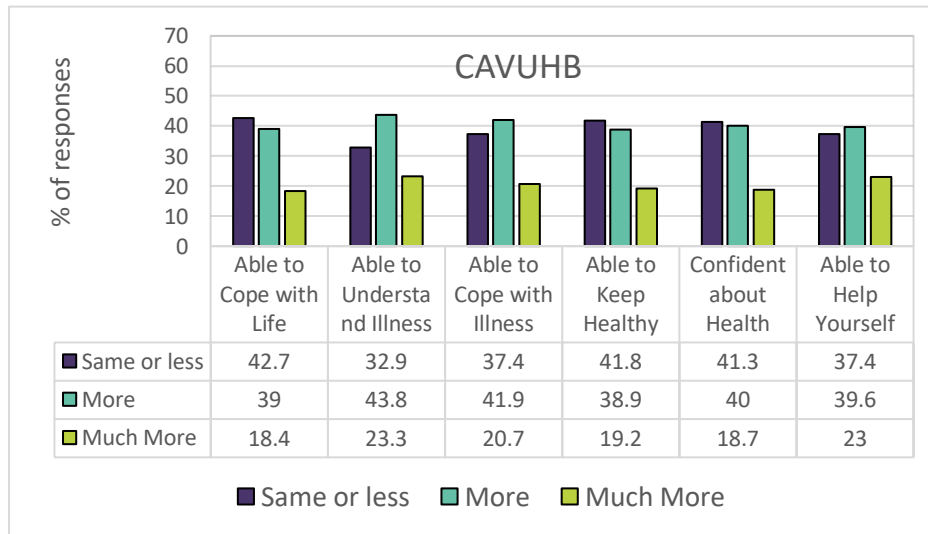


Figure 64 and Figure 65. The proportion of responses for each “Able To” Statement in HDUHB (Figure 64) and PTHB (Figure 65).

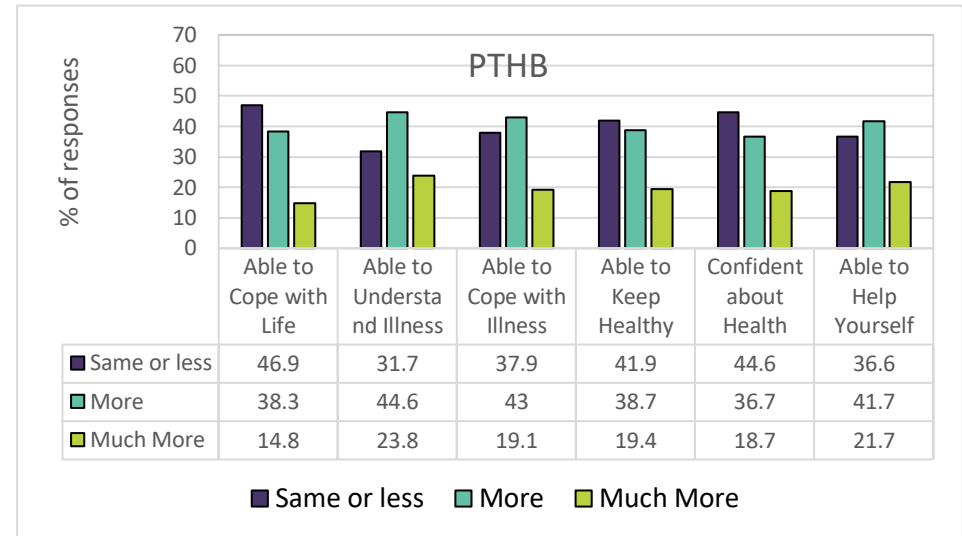
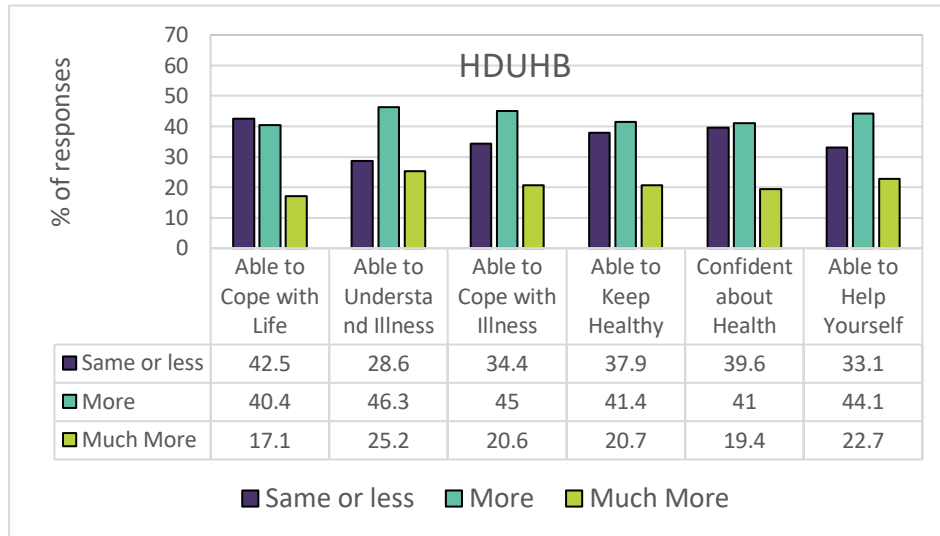
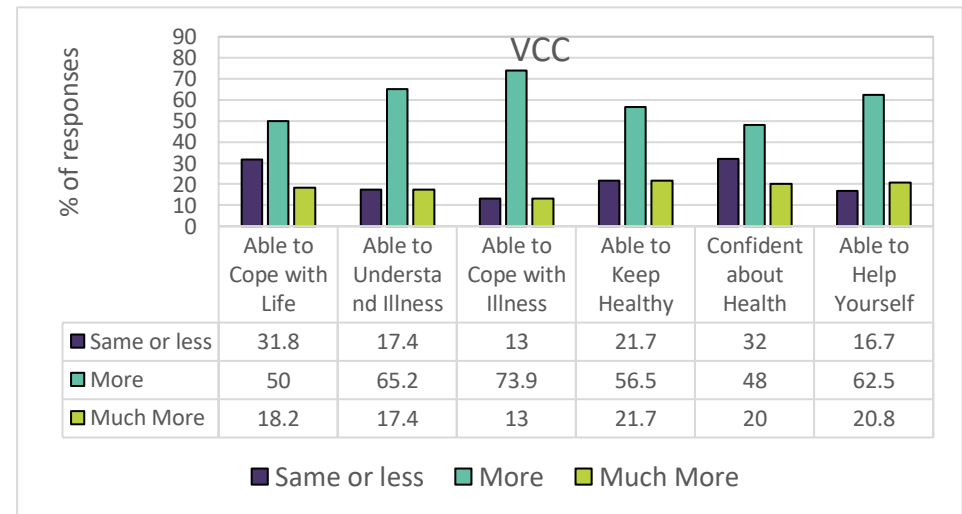
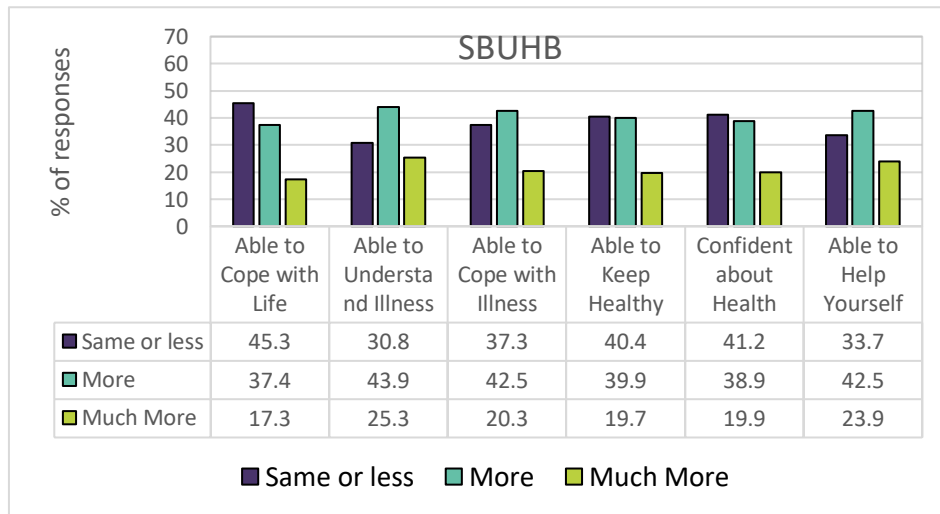


Figure 66 and Figure 67. The proportion of responses for each “Able To” Statement in SBUHB (Figure 66) and VCC (Figure 67).



Owners & Authors of the Data

Owners:

This Data Is the Ownership of Technology Enabled Care Cymru and their Funders The Welsh Government.

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Lynne Hockey.

The data was collected, analysed & written up by TEC Cymru's in-house Research & Evaluation Team

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Johns et al (June, 2021) Phase 2a Quantitative Data. The NHS Wales Video Consulting Service, Technology Enabled Care (TEC) Cymru. Cited at (add the website or other source that this document was retrieved, plus date retrieved)

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