

Background

Throughout the Covid-19 pandemic there have been many changes to clinical practice and one of these being the utilisation of telehealth and remote communication. In a systematic review by Mata et al (2021) it was stated that 'telehealth promoted a significant improvement in urinary symptoms, pelvic floor muscle function and quality of life for patients.

Aims

- To understand patient perceptions of combining telephone and face to face assessment and treatment in a women's health community-based environment.
- To create a service that is shaped around the views of service users.

Patients' Perceptions And Opinions Regarding Face-to-face Appointments Vs A Combination Of Face-to-face and Telephone Appointments

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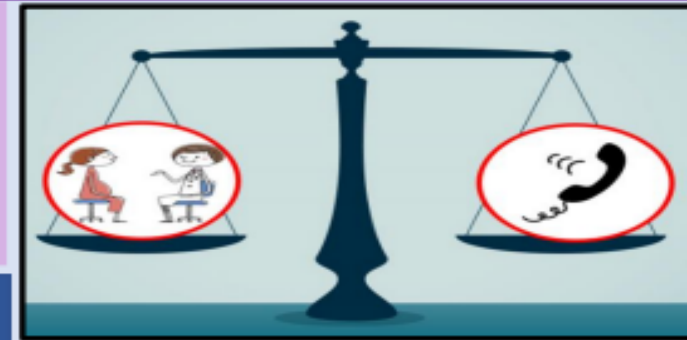
Methodology

Retrieved a sample size of eight. Inclusion criteria involved patients that had experienced both telephone and face to face appointments. The participants were either on active treatment or had recently been discharged from the continence service. Patients were asked for informed consent prior to the patient survey via the telephone. The Survey involved the patients answering four open questions via the telephone.

Patient survey questions:

1. What are your views on telephone appointments compared to face-to-face appointments?
2. Do you feel more open talking about your condition over the phone during the initial assessment compared to talking about it face to face?
3. In the future would you rather have face to face or over the phone appointments during the initial assessment?
4. Would you prefer in the future a combination of both telephone and face-to-face appointments?

Would you prefer to have a combination of F2F and Telephone Appointments in the future?



'78% of patients stated in the future they would prefer to have a telephone appointment during the initial assessment'

Advantages of Telephone Appointments

- 'Three out of eight patients stated more convenient'
- 'You can do a lot via the telephone if an internal examination is not needed'
- 'Telephone appointments are good for check ins, to monitor progress, face to face isn't needed every time'

Advantages of Face-to-Face Appointments

- 'Easier to talk Face-to-Face'
- 'Occasionally found it hard to conduct exercises that was given over the phone'
- 'Good if exercises are going to be given'
- 'Internal examination reassured me'

References: Mata, Costa, Carbone, et al (2021), Telehealth in the rehabilitation of female pelvic floor dysfunction: a systematic literature review. Int Urogynaecology J 32, 249–259, <https://doi.org/10.1007/s00192-020-04588-8>