

Supplementary material 1

Patient Satisfaction Questionnaire for Orthopaedic Telephone Clinic consultations due to COVID -19

Gender F ale Male

Age 18 4 25- 35-44 45-54 55-64

65-74 75-84 +

Diagnosis -

1. Were you happy to be reviewed via a telephone consultation in view of the COVID -19 pandemic compared to a face to face consultation?

Yes No

2. How satisfied were you with the explanation of your condition/ injury?

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied

3. How satisfied were you with the outcome received from you consultation?

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied

4. How satisfied were you with the answers received to all your questions in the consultation?

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied

5. Overall, how satisfied were you with the telephone consultation received from us?

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied

6. Would you be willing to have future telephone consultations rather than face to face consultations if deemed suitable?

Very dissatisfied Dissatisfied Neutral Satisfied Very satisfied

7. Do you have any further suggestions to improve this telephone consultation?

Clinician Satisfaction Questionnaire for Orthopaedic Clinic Telephone consultations during COVID-19 pandemic

GRADE Registrar Consultant

1. Were you happy to conduct telephone consultations in view of the COVID-19 pandemic compared to face to face consultations?

Yes No

2. How long do telephone consultations take compared to face to face consultations?

Much shorter than face to face consultations
Shorter than face to face consultations
About the same as face to face consultations
Longer than face to face consultations
Much longer than face to face consultations

3. Do telephone consultations require more preparation compared to face to face consultations?

Always
Often
Sometimes
Rarely
Never

4. Do telephone consultations generate more work after the consultation compared to face to face consultation?

Always
Often
Sometimes
Rarely
Never

5. Do you feel telephone consultations are as comprehensive as face to face consultations?

Extremely comprehensive
Very comprehensive
Neutral
Not so comprehensive
Not comprehensive at all

6. How challenging do you feel it is to explain the diagnosis and management plans over the telephone?

Very easy
Easy
Neutral
Difficult
Very difficult

7. How satisfied are you with opportunities for patient questions in the telephone consultations?

Very satisfied
Satisfied
Neutral
Dissatisfied
Very dissatisfied

8. Overall, how satisfied are you with the outcomes of telephone consultations?

Very satisfied
Satisfied
Neutral
Dissatisfied
Very dissatisfied

9. If a patient's condition is suitable for a telephone consultation, should we continue telephone consultations in the future?

Very satisfied
Satisfied
Neutral
Dissatisfied
Very dissatisfied

10. Do you have any further suggestions to improve telephone consultations?

