



Proceedings

# Hello, can you hear me? Patient and clinician satisfaction with orthopaedic clinics telephone consultations during the COVID-19 pandemic.

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**Abstract: Objectives:** The COVID-19 pandemic has resulted in seismic changes in healthcare delivery. Especially needing to decrease hospital footfall to reduce the spread of infection, whilst ensuring the safe delivery of clinical care. In order to achieve this, telephone consultations were introduced for orthopaedic clinics at our District General Hospital. Our aim was to assess how telephone consultations were received by both patients and clinicians through questionnaires in order to improve the service and develop a model for outpatient services post-pandemic. **Methods:** In May 2020, 100 adult patients were contacted via telephone, within 48 hours of their telephone consultation, and a questionnaire was completed. The questions assessed satisfaction regarding various aspects of the consultation including overall satisfaction and willingness to use this approach long term. We also assessed satisfaction of 25 clinicians who were conducting these telephone consultations via an online survey tool. **Results:** 93% of patients were overall satisfied with telephone consultations and 79% were happy to continue this method post-pandemic. Patient feedback to improve this virtual service included better adherence to appointment times and a desire for video consultations. 72% of clinicians reported overall satisfaction with this service and 80% were in agreement that telephone consultations should be used in the future. The majority found it less laborious in time and administration in comparison to face to face consultations. Clinicians also expressed their desire for video consultations to better examine and show patients their imaging. **Conclusions:** Our study has shown telephone consultations to be an excellent adaptation to the COVID-19 pandemic and is overall preferred by both patients and clinicians. We would suggest that this tool could have benefits in post pandemic healthcare delivery. A clear improvement would be the addition of a video interface which is currently being implemented at our hospital.