

## Appendix 2

### Summary of comments in relation to the Telehealth/Remote Health Monitoring Patient Engagement

<b>No comments/no/nothing to add - 68</b>
<b>12 duplicated comments removed</b>
<b>Equipment – concerns, issues and access; including training to use and assurance of accuracy - 60+ comments</b> Many of these are – ‘How can I do this if I don’t have the equipment’ A substantial number also relate to :- <ul style="list-style-type: none"><li>• Having equipment that is checked and can be trusted</li><li>• Cost of equipment</li><li>• Cross over with safety and confidentiality – who gets the info etc</li><li>• Having enough training to be confident in using the equipment</li><li>• The possibility of picking up other issues (overlap with comments in ‘face to face’)</li></ul> It should be noted that should the equipment issues can be resolved, many of these are/could be positive responses
<b>Concerns around safety confidentiality and security - 11 comments</b> Focus is on safety of data and reliability of self-monitoring; who sees the information, and getting a response if needed
<b>Generally positive responses - 68</b> A number refer to other health conditions that people may have, meaning that this would be a much appreciated alternative for them Some see this as positive for themselves, due to work or family commitment Others see something that we should be doing as a normal offer, in line with other countries/systems/areas And others would do this as they feel it would support the practice and open appointments for others
<b>General satisfaction with practice or system - 11 comments</b> Offering praise to the system or practice
<b>Used space to give details of medical condition; some asking for support - 41</b> Need to consider in future how we respond in such a survey to personal requests for help, support or information
<b>Barriers to using and concerns for services – 11</b> Surprisingly low number of comments around access issues – mainly focused around estimated low number of people with access to the technology – however see also number of people who say they would use this but don’t have the technology
<b>Preference to see GP face to face – 32 comments</b> Although some here will always prefer a face to face appointments; there are also a number of comments that are seeking re-assurance that face to face appointments will be offered as needed.
<b>Access and appointments - 11</b> General concerns around access to GP practice

**Comments and issues regarding the survey - 7 comments**

Some people had received the survey several times- we need to ensure this does not happen again, as this could deter people from completing it

**Miscellaneous /Misunderstanding of concept/ survey/ medical condition not appropriate for remote monitoring – 31 comments**

Some used the space to raise their own issues or ask for specific checks

Some people felt their conditions would not be suitable for remote monitoring – and some patients assumed they would, when they may not.

**General negative (not related to survey) 19 comments**