

## Appendix 2 – Free text patient feedback

So much easier - no time off work, no bus journey/flight to find a parking place and it must be a hugely beneficial saving on appointments that people don't turn up for. We discussed everything. Great :)

Any queries that anyone has would be answered over the phone clinic appointment.

Very valuable, made me prepare myself, I had a list of topics I wanted to discuss. Made me focus on the task in hand. A subject list provided by you might well be valuable and keep the patient on task.

I found the phone clinic to be very convenient and effective and providing that patients continue to have some regular face to face appointments feel that it is quite acceptable.

Would have been more comfortable if I met the doctor before. Important that there is some face to face contact and would suggest alternate phone calls/clinic visits. The doctor concerned but me at ease as much as possible but I find speaking on the phone difficult.

Depends on someone's individual circumstances and personality.

It worked because the doctor spoke clearly. If given the choice I would prefer face to face contact - this aids the doctor's assessment.

I do not believe telephone clinics can replace face to face clinics but as an additional point of contact they would be very useful, giving patients the opportunity to discuss issues that arise between appointments.

I feel some time was wasted going into past history again but that aside I think the phone clinic has its uses; especially when the appointment lists are so long.

Parkinson's patients may find a phone call more stressful. Some of us are a bit slower with our thinking. Find it difficult to get past nurses on the phone to speak to a consultant - this can cause a lot of distress. A lot of information can be conveyed in body language - this is missed on the phone.

The conversation was inconclusive I think I would prefer face to face.

I have personal problems with telephone conversations 1. because of tremor 2. unknown person on the other side 3. cannot identify with unknown doctor 4. unless doctor knows me it is difficult to progress with detailed discussions on symptoms. Sorry, I feel this virtual clinic is not of any help.

No personal touch, it's like talking to automated phone service.

*Omissions due to reasons of clarity and confidentiality*