



## NHS NEAR ME FEEDBACK SURVEY (for professionals)

We would be grateful for your feedback so we can develop the service



<b>Specialty</b>	<b>Clinic date</b>
------------------	--------------------

### 1: ABOUT THE QUALITY OF THE VIDEO CALL

	Yes	No	Comments / please describe any issues
Could you <b>hear</b> the patients clearly?			
Could you <b>see</b> the patients clearly?			
Were there any problems with the connection?			

### 2: ABOUT THE BENEFITS & DISADVANTAGES OF NHS NEAR ME

Potential <b>BENEFITS</b> : please tick all those that applied to your clinic today	
	Saved <b>me</b> travelling
	Saved <b>patients</b> travelling
	Avoided use of patient transport
	Because of the patient's condition, it was safer / easier
	Saved me time / increased service's overall capacity
	Reduced did not attend rate
	Other, please state

Potential <b>DISADVANTAGES</b> : please tick all those that applied to your clinic today	
	Could not do everything required by video so need an <b>extra</b> appointment (please do not tick for routine/additional follow up: this question is to identify if video consulting was unsuccessful). Please state number of extra appointments required
	Prefer a consultation in person, even if that means <b>me</b> travelling
	Prefer a consultation in person, even if that means <b>patient</b> travelling
	Appointment took longer than an in-person consultation
	Need additional staff resource to be with the patient, please describe:
	Other, please state:

### 3: ABOUT YOUR GENERAL EXPERIENCE OF NHS NEAR ME

	Yes	No	Comments
Did you find it easy to use?			
Would you be happy to use NHS Near Me again?			
Would you recommend NHS Near Me to other people?			

Please place completed surveys in the collection box in outpatients or send to NHS Near Me, TEC team, Centre for Health Science, Inverness IV2 3JH or email to [High-uhb.nhsnearme@nhs.net](mailto:High-uhb.nhsnearme@nhs.net).