

INTERVIEW SCHEDULE: SERVICE USER OR CARER

Telling the story: Can you tell me about your experience with telemedicine (at). Who was with you? What can you remember about using the telemedicine system? What did you understand the system was for? Was there someone with you who took the lead in talking to the doctor on the screen?

Prior knowledge Had you had any experience of a consultation by telemedicine before?

Technical effectiveness: Could you hear what was being said well enough? Could you see the consultant well enough? Could both you and the people who were with you see and hear adequately?

Staff effectiveness: Were there any problems with the machine at the time, or did it all go smoothly? Did you feel that the staff were comfortable with using the telemedicine system?

Feeling comfortable: Did you trust the system? Did you feel quite comfortable talking to the screen?

Being informed: What did the staff tell you about what would happen? Can you remember who it was that explained it to you, and what they said? Did they give you any leaflet or anything about it? Did you understand what was being asked of you? Did it feel organised and clear what you were supposed to be doing? Did you feel informed throughout the process? By whom? (consultant/ on site staff)

Being involved: Did you feel involved – as involved as you would have been had the consultant been in the room? Did all of your family or the people you were with feel involved? How do you think your family felt overall about the teleconsultation? Did people feel like they were able to say what they wanted and take enough time? Did anyone ask questions?

Being supported: Did you feel supported through the process? How were you supported/ by whom? Do you think that you and the people you were with were prepared enough to use the teleconsultation well? Did you have enough time? Could anything have been done to make it easier for you to use the system well?

Evaluation of care process: In hindsight:

Was it very different using the TM system to talk to a consultant, or about the same as seeing one face to face? Did you like having a consultation this way?

Do you think the telemedicine process helped in terms of your diagnosis and treatment?

Was it useful for you to be able to see and speak to the consultant?

Were you confident in the process? Were you confident in the staff using the system?

What do you think are the pros and cons of using a system like that?

Do you have any reservations about this way of working in health care? Would you mind having teleconsultation again?

Would you recommend telemedicine to others in a similar situation?