

Title: Patient and professional experiences of virtual antenatal clinics during the COVID-19 pandemic in a UK tertiary obstetric hospital: a questionnaire study

Figures and Tables

Figures: 3

Tables: 1

Figure 1a – Satisfaction and likelihood of recommending virtual clinics

Figure 1a Legend: Frequency of responses from the patient questionnaire, for Likert responses ranking from 0-5/5 for 1) patient satisfaction with their virtual clinic experience, 2) likelihood of recommending virtual clinic to a friend, family member or colleague, and 3) likelihood of recommending our UK obstetric care centre to a friend, family member or colleague.

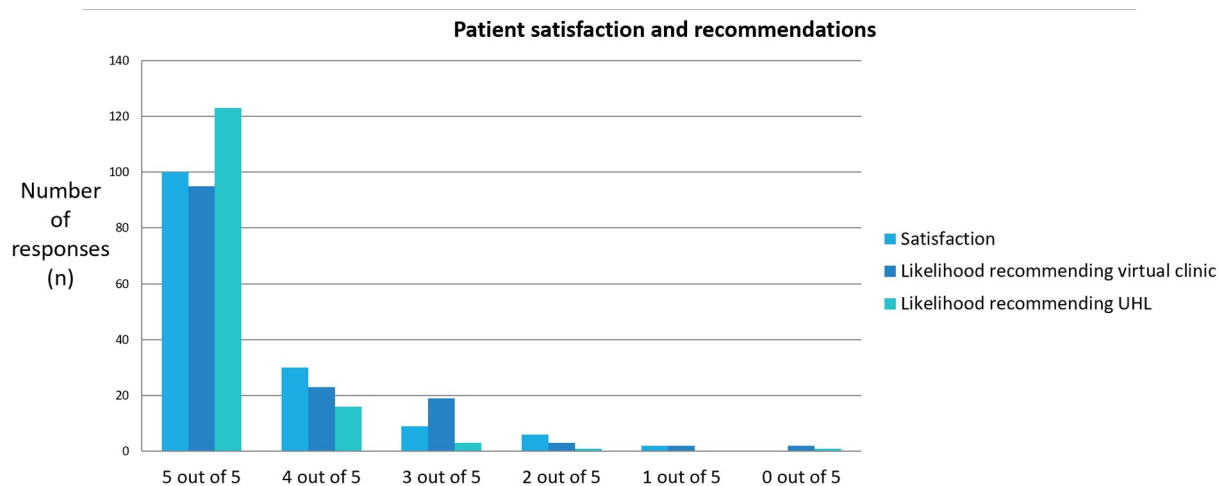


Figure 1b – Overall quality rating, including and excluding technology component

Figure 1b Legend: Frequency of responses from the patient questionnaire, for Likert responses ranking from 0-5/5 for 1) overall quality of the virtual clinic experience, including the technology component, and then 2) the overall quality of their experience excluding the technology element.

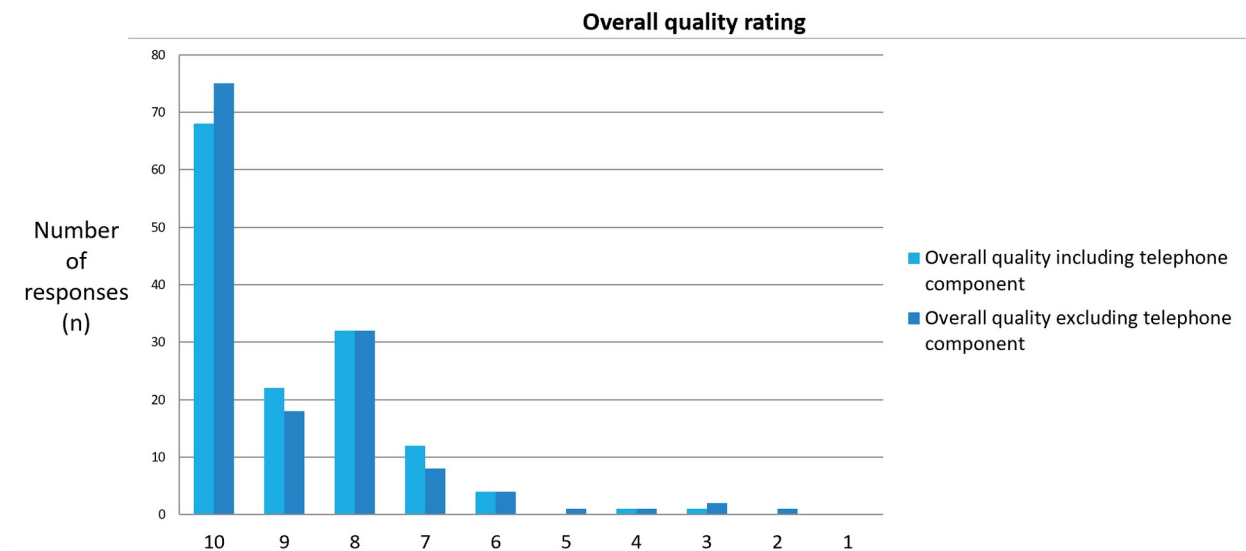


Table 1: Patient experience of virtual antenatal clinics

Table 1 legend - Table 1 lists the 16 questions asked in the questionnaire and provides the mean Likert score for each rating, plus or minus the standard deviation.

Question number	Question	Mean Likert rating out of 5	Standard deviation
1	Ease of scheduling your virtual clinic appointment (1-5)	4.5	0.8
2	Convenience of virtual clinic times and dates (1-5)	4.6	0.8
3	Ease of connecting for your virtual appointments (1-5)	4.8	0.5
4	Quality of connection during virtual appointments (1-5)	4.8	0.5
5	How well the doctor explained her role in your care (1-5)	4.4	1.0
6	Friendliness/courtesy of doctor (1-5)	4.8	0.7
7	Explanation of plan for next appointment(s) and follow-up (1-5)	4.6	0.7
8	Skill and knowledge of the doctor (1-5)	4.7	0.7
9	Degree to which the doctor took time to listen to you (1-5)	4.6	0.9
10	Degree to which doctor helped you to make informed decisions (1-5)	4.4	1.0
11	Doctor's concern for and ability to answer your questions and worries (1-5)	4.5	1.0
12	Satisfaction with Virtual appointments (1-5)	4.5	0.9
13	Likelihood of recommending virtual appointments/your prenatal care doctor (1-5)	4.4	1.0
14	Likelihood that you will continue to seek care from UHL (1-5)	4.8	0.6
15	Overall quality, inclusive of the technology element on a scale of 1-10	8.9	1.3
16	Overall quality, exclusive of the technology element on a scale of 1-10	8.9	1.5

Figure 2: Perceived benefits of virtual antenatal clinics by HCPs

Figure 2 legend: HCPs were asked to denote which of the following factors they considered to be major benefits of the virtual antenatal clinics. HCPs could select as many as they felt were applicable. The graph shows the proportion (%) of HCPs who agreed with the benefits listed.

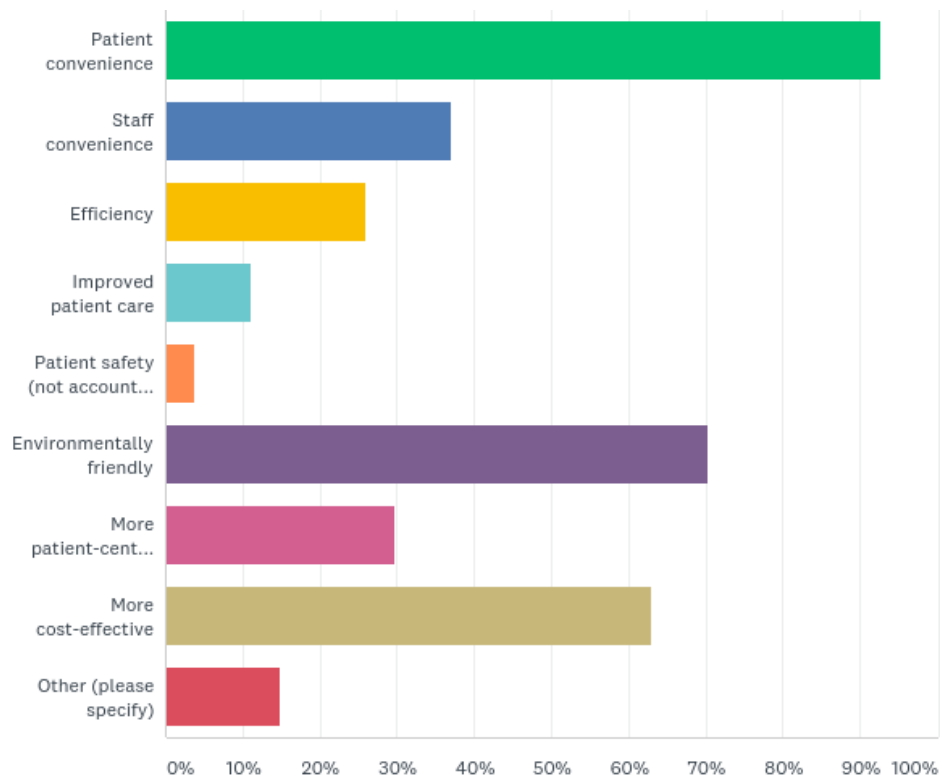


Figure 3: Perceived barriers to virtual antenatal clinics by HCPs

Figure 3 legend: HCPs were asked to denote which of the following factors they considered to be major barriers to the virtual antenatal clinics. HCPs could select as many as they felt were applicable. The graph shows the proportion (%) of HCPs who agreed with the barriers listed. There was also a comment box where HCPs could add additional barriers that had not been listed.

