**Aim of survey:**

To understand:

* Acceptability and experience of the current model of care including phone/video assessments
* What people think is working and what isn't
* Any easy wins to improve phone or video assessments
* How far should phone/video/online assessment be made mainstream (and funded)
* Thoughts on how the service is delivered during the transition from lockdown to post-COVID ​(recognising that some lockdown is likely to be in force for months to come, and that the level of this will vary)
* What the post-COVID model of delivering care could look like, including could the current experience help us to modernise ISH services and focus on providing F2F services to the most vulnerable.

**Introduction:**

Thank you for completing this anonymous questionnaire. The questionnaire should take no longer than 5 minutes to complete.

We have had to change how we are currently running our services because of the coronavirus pandemic. We will use your feedback on your recent experience of the new way we are running services to make sure that we are continuing to deliver high quality services, and providing staff with the support they require.

**Demographics**

1. What is your role?
2. Band 5/6 nurse
3. Band 7+ specialist nurse
4. Charge nurse
5. Consultant grade doctor
6. Customer care officer/healthcare support worker/receptionist
7. GP VTS
8. Health advisor
9. Psychologist
10. SASG or Specialty and Associate Specialty grade Dr
11. Service manager
12. Specialty Trainee
13. Prefer not to say
14. Other (please specify)
15. Are you currently deployed to a different service?
16. No
17. Yes

*If ticks 2a, goes to 2.2*

*If ticks 2b, goes to 2.1*

* 1. What date were you deployed on? (approximate if you are unable to remember exact date)
  2. Have you been redeployed at any point during the coronavirus pandemic?

1. No
2. Yes
3. What has your working pattern been during the coronavirus pandemic?
4. I am spending some of the time working remotely and have also been coming into work
5. I am working remotely all the time
6. I am coming into work all, or nearly all, of the time

**Change in role since COVID-19**

1. Prior to the current coronavirus pandemic, which of the following services did you provide/perform (tick all that apply):
2. Telephone triage
3. Registering patients on CELLMA
4. Booking appointments for patients on CELLMA
5. Telephone assessment/consultation
6. Video assessment/consultation
7. Face-to-face assessment/consultation
8. Remote prescribing for ISH care
9. Giving IM injections
10. Phlebotomy
11. Microscopy
12. Since the start of the coronavirus pandemic, which of the following services have you performed/provided which you had not done before (tick all that apply):
13. Telephone triage
14. Registering patients on CELLMA
15. Booking appointments for patients on CELLMA
16. Telephone assessment/consultation
17. Video assessment/consultation
18. Face-to-face assessment/consultation
19. Remote prescribing for ISH care
20. Postal treatment for ISH care
21. Click and collect treatment
22. Giving IM injections
23. Phlebotomy
24. Reviewing digital genital photos to manage patients
25. Other new roles (please specify)
26. Overall, how confident have you felt providing care in the new service model?
27. Very confident
28. Confident
29. Not confident
30. Not applicable

6.1 Please provide any additional details here:

[free text box]

1. Do you think you have been provided with enough support to provide these new roles?
2. Yes, definitely
3. Yes, mostly
4. No
5. Unsure
6. Not applicable

7.1 Please provide more details about why [free text box]

**Phone assessments/consultations**

1. What type of phone assessments have you been doing? (tick all that apply)
2. None
3. Integrated sexual health
4. Contraception only
5. Consultant advice/referral for GUM
6. Consultant advice/referral for contraception
7. Psychology
8. PrEP
9. Other (please specify)

*It ticks 8a goes to 13*

1. For which conditions/situations do you think phone assessments are working well, and why?

*Free text*

1. For which conditions/situations do you think phone assessments are not working well, and why?

Free well

1. In the next 3-6 months, for which conditions/situations do you think we should continue to offer phone assessments?
2. In the next 3-6 months, for which conditions/situations should we not offer phone assessments, and why?

**Video assessments/consultations**

1. What type of video assessments have you been doing? (tick all that apply)
2. None
3. Integrated sexual health
4. Contraception only
5. Consultant advice/referral for integrated sexual health
6. Consultant advice/referral for contraception
7. Psychology
8. PrEP
9. Other (please specify)

*If ticks 13.a, goes to 14*

*If ticks 13.b-h, goes to 13.1*

* 1. For which conditions/situations do you think video assessments are working well?
  2. For which conditions/situations do you think video assessments are not working well?

1. In the next 3-6 months, for which conditions/situations do you think we should offer video assessments for?

**Overall satisfaction**

1. Overall, how is your current job satisfaction at present?

*Scale of 1-10, from Poor to Very good*

1. How does your current job satisfaction compare to what it was before the coronavirus pandemic?

*Scale of 1-10 from much worse to much better.*

17. Please tell us what is/are the main reason/s for your answers to Q15 and Q16: [free text]

*Free text*

**Other suggestions**

1. Do you have any other comments or suggestions about your experiences (positive or negative) during the pandemic, or which may help us as we further develop the service?

*Free text*