

# Patient feedback following MSK physiotherapy telephone consultation during Covid 19 pandemic

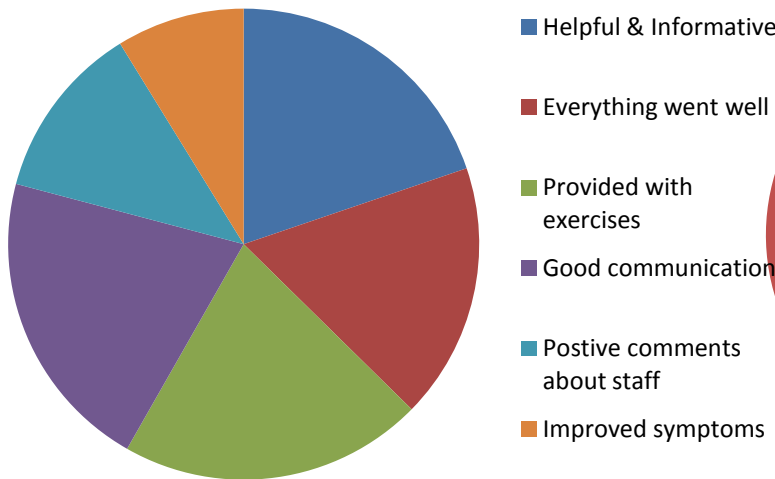
West Lothian June 2020

**Situation:** Patients who had received MSK physiotherapy consultations were contacted for their feedback on their experiences

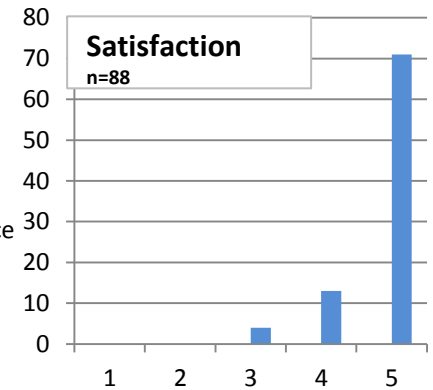
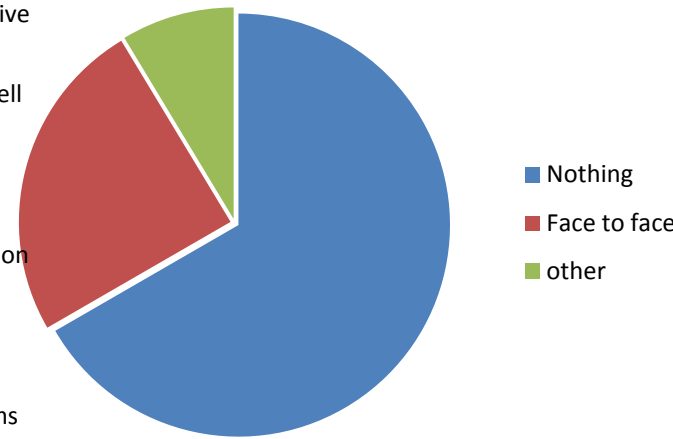
**Background :** Due to the Covid 19 pandemic all routine MSK physiotherapy appointments were cancelled. Patients consultations were conducted by telephone rather than usual face to face consultation. 93 patients were contacted for their feedback by telephone. Three questions were asked:-

1. What went well with the telephone consultation?
2. What could have been better about the telephone consultation?
3. If you were to rate the call from 1-5 where 1 is not satisfied and 5 is totally satisfied, how satisfied were you with the call?

## What went well?



## What could be better?



*"Sceptical at first but very pleased and very impressed"*

*"Telephone consultation was good in the circumstances but would prefer face to face"*

*"Bonus to get a call in this situation"*

*"Clarity of information and the physio was a good listener"*

### Results

Overall patients were happy with a telephone consultation during the Covid 19 pandemic. However, many patients would have preferred a face to face consultation .

### Recommendations

Consultation via telephone is useful when no face to face appointments are available and should be continued during this Covid 19 period. Further reviews are required regarding patient experience and satisfaction post Covid 19.