

Virtual Consultation (VC) in fertility and obstetrics and gynaecology services: an analysis of patient and clinician satisfaction: a research article

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Abstract

Objective: To assess patient and clinician satisfaction with the use of video consulting (VC) in the fields of obstetrics and gynaecology (O&G) and fertility in Wales. To identify any differences in satisfaction between the specialties and between patients and clinicians. **Design:** A retrospective survey study. **Setting:** All hospitals in Wales that used virtual methods for delivery of fertility and/or O&G appointments between August 2020 and March 2022. **Population:** Patients who have attended virtual fertility or obstetrics and gynaecology appointments in Wales, and fertility and O&G clinicians who have conducted appointments virtually. **Methods:** Analysis of patient and clinician responses to a VC satisfaction survey delivered by Technology Enabled Care (TEC) Cymru between August 2020 and March 2022. **Main Outcome Measures:** Patient and clinician satisfaction rates with the use of virtual consultation in fertility and O&G appointments. **Results:** In satisfaction data collected from 420 patients and 161 clinicians, 83% of patients and 63% of clinicians reported their VC quality to be “very good” or “excellent”. Difficulties when using VC were experienced by a minority of patients and clinicians, and most patients and clinicians found several aspects of VC to be “very beneficial”. Fertility patients rated their VC experience more positively than O&G patients. **Conclusions:** Most patients and clinicians were satisfied with their VC experience. Patients were more satisfied with the use of VC than clinicians. Fertility patients were more satisfied with the use of VC than O&G patients. **Funding:** None received.

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