

Remote consultations in primary care during COVID-19: views and experiences of healthcare professionals and patients

COVID-19 has forced a change in the delivery of primary care. To reduce face-to-face contact and adhere to social distancing, most primary care consultations have been taking place remotely in the first instance (by telephone, video call, e-consultation or email). Although these methods were used prior to COVID-19, the adoption of some consultation methods by both primary care staff and patients was disparate. We are beginning a project to examine healthcare and patient views and experiences of remote consultations. We will recruit GP practices and patients (via text messages from GPs and social media) using mixed-methods we will find out:

- Does a quality improvement initiative implemented in a time of crisis contribute to transforming service delivery?
- Will compulsory remote consultations impact on primary healthcare professional and patient attitudes and acceptability of remote consultations long-term?
- What advantages and disadvantages of remote care are perceived by primary care health professionals and patients?
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- What are the facilitators and barriers identified to successful implementation of remote consultations?
- How might remote consultations in primary care exacerbate or alleviate health inequalities?