Topic Guide for Evaluation

1. **Type of Service/Type of clinician (speaking to):**

2. **Opening Question – get a feel of how they feel about VC.**
   - Ask – how do you find VC – do you like it?
   - Overall rating/experience VC – for you & your service

3. **What works for VC?** (technically, clinical conditions or patients demographics, geographic area and so on)
   - What doesn’t work for VC?

4. **Benefits & Challenges of VC**
   - Probe for DNA rates – increase/decrease, probe for type of travel expenses clinicians would usually claim, probe for biggest benefit for patients and so on.

5. **As we come out of Wave 1 and enter Wave 2**
   - How has your VC experience been, and how has it improved (or not)?
   - (Probe here if it’s being used more or less in this time)

6. **What is VC being used for?**
   - How often?
   - Approx. number & types of clinicians using VC? (Probe: who’s NOT using it, why?)
   - Approx. number of & types of patients using VC?

**Duration of VC, TC, F2F (e.g., how much of each approx. is being used)**

**Is VC offered as a patient choice or a service choice?**

7. **How is VC set up in your service?**
   - Process of booking, who does it, how it’s done? (e.g., by admin or clinician)
   - Is VC implemented in their systems – Can they book a VC straight from the system – or is it still manual
   - On a measure delivering VC - in terms of ad hoc (at 1) to routine practice (at 10) – where is your service currently sitting?

8. **Do you see yourselves / and your service using VC in the long-term future?**
   - What will your service look like in the future – regarding VC & its place (approx. amount of long-term VCs do you see happening?)
   - How do **clinicians, admin and management teams feel about VC** – do they all to use it? Who is the most/least set-up or keen?

**How do you feel about VC?**

   - Workload (increased, decreased)
   - Overall wellbeing of self & colleagues
   - Burnout/VC Fatigue? Other

9. **What additional support do you/does your service need?**
   - What else would make VC better?
   - Point to TEC website and resources if unknown

10. **Memorable stories/moments/cases.**