

## Acknowledgements

Our thanks go to Barts Health NHS Trust and all of the staff, patients and carers who have given up their time to support and/or participate in the VOCAL study. Without them, the research study would not have been possible. We thank the members of our external steering group, especially Mrs Jenni Bowley, who chaired the group, and the members of our PAG.

Thanks also to Charles Gutteridge (CCIO at Barts Health NHS Trust) and Emma Byrne (previously at Queen Mary University of London), who helped to shape the initial proposal and the early stages of the project, and to Susan Larson from RIASworks for providing training in the RIAS approach to data analysis.

## Contributions of authors

---

**Sara Shaw** (Senior Researcher, Sociology/Policy) was involved in the project design and led on the macro element of the study. She was also involved in the wider data collection, analysis, dissemination and publication. She led on co-ordinating the final report to NIHR.

**Joseph Wherton** (Senior Researcher, Health Psychology) was the lead researcher for the project, led on the ethics approval for the overall project and on the micro- and meso-level data collection and analysis, and was involved in the project design, analysis and write-up.

**Shanti Vijayaraghavan** (Consultant, Diabetes and Endocrinology) had the initial idea for studying the feasibility of virtual consulting in an outpatient setting and developed the idea into a research protocol (with TG). She led on establishing clinic processes for remote consultations in Diabetes and contributed to similar processes more widely in Barts Health NHS Trust, facilitated data collection and contributed to the dissemination, report writing and publications.

**Joanne Morris** (Research Manager) was the project manager for the study, and contributed to setting up virtual consultations in the Diabetes and Cancer Surgery clinics and to similar processes more widely in Barts Health NHS Trust, was involved in the project design, facilitated data collection and contributed to the dissemination, report writing and publications.

**Satya Bhattacharya** (Consultant in Hepatobiliary and Pancreatic Cancer Surgery) was involved in the project design and led on establishing clinic processes for virtual consultations in Pancreatic/Liver Cancer at the Royal London Hospital. He facilitated data collection and contributed to the dissemination, report writing and publications.

**Philippa Hanson** (Consultant, Endocrinology) was involved in the project design and setting up virtual consultations in Diabetes at Newham University Hospital and Mile End Hospital, facilitated data collection, and also contributed to the wider dissemination and publication from the study.

**Desirée Campbell-Richards** (Research Nurse) was involved in the project design and setting up virtual consultations in Diabetes at Newham University Hospital and Mile End Hospital, and also contributed to the PAG and the wider dissemination and publication from the study.

**Seendy Ramoutar** (Cancer Research Nurse) was involved in the project design and setting up virtual consultations in Pancreatic/Liver Cancer at the Royal London Hospital, facilitated data collection, and contributed to the wider dissemination and publication from the study.

**Anna Collard** (Freelance Researcher, Anthropology) was involved in the project design and led on the setting up and running of the PAG. She was also involved in the wider dissemination and publication.

**Isabel Hodkinson** (GP Principal/CCG Clinical Lead) acted as the lead contact with local CCGs, fed into the project design and data collection (particularly for the macro and meso levels of the study) and contributed to the report writing and publications.

**Trisha Greenhalgh** (Professor, Primary Care) was the chief investigator of the VOCAL study and (as such) its guarantor. She acted as the University of Oxford lead and was responsible for the overall project co-ordination and management, project design and supervision of the researchers and administrative staff. She was also involved in data collection, analysis and dissemination events, co-ordinating the study steering group, report writing and publications.

## Publications

---

Greenhalgh T, Vijayaraghavan S, Wherton J, Shaw SE, Byrne E, Campbell-Richards D, *et al.* Protocol: the virtual online consultations – advantages and limitations (VOCAL) study. *BMJ Open* 2016;**6**:e009388.

Greenhalgh T, Shaw SE, Wherton J, Vijayaraghavan S, Morris J, Bhattacharya S, *et al.* Video outpatient consultations: a case study of real-world implementation at macro, meso and micro level. *J Med Internet Res* 2018;**20**:e150.

## Data sharing statement

---

All data requests should be submitted to the corresponding author for consideration in the first instance. Data relating to establishing and monitoring virtual consultation services within Barts Health NHS Trust may be available from the trust, but cannot be distributed via the study team. Access to anonymised data drawn from consultations, interviews and observations with patients, staff and wider stakeholders may be granted following review.

## Patient data

---

This work uses data provided by patients and collected by the NHS as part of their care and support. Using patient data is vital to improve health and care for everyone. There is huge potential to make better use of information from people's patient records, to understand more about disease, develop new treatments, monitor safety, and plan NHS services. Patient data should be kept safe and secure, to protect everyone's privacy, and it's important that there are safeguards to make sure that it is stored and used responsibly. Everyone should be able to find out about how patient data are used. #datasaveslives You can find out more about the background to this citation here: <https://understandingpatientdata.org.uk/data-citation>.

## Disclaimers

---

This report presents independent research funded by the National Institute for Health Research (NIHR). The views and opinions expressed by authors in this publication are those of the authors and do not necessarily reflect those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health and Social Care. If there are verbatim quotations included in this publication the views and opinions expressed by the interviewees are those of the interviewees and do not necessarily reflect those of the authors, those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health and Social Care.

***Copyright** © Queen's Printer and Controller of HMSO 2018. This work was produced by Shaw et al. under the terms of a commissioning contract issued by the Secretary of State for Health and Social Care. This issue may be freely reproduced for the purposes of private research and study and extracts (or indeed, the full report) may be included in professional journals provided that suitable acknowledgement is made and the reproduction is not associated with any form of advertising. Applications for commercial reproduction should be addressed to: NIHR Journals Library, National Institute for Health Research, Evaluation, Trials and Studies Coordinating Centre, Alpha House, University of Southampton Science Park, Southampton SO16 7NS, UK.*