

## List of abbreviations:

1.	A&E	accident and emergency
2.	CCG	Clinical Commissioning Group
3.	CCIO	chief clinical information officer
4.	CT	computed tomography
5.	DNA	did not attend
6.	DREAMS	Diabetes Review, Education And Management by Skype
7.	EPR	electronic patient record
8.	FGM	female genital mutilation
9.	GDP	gross domestic product
10.	GP	general practitioner
11.	HPB	hepatopancreatobiliary
12.	HSDR	Health Services and Delivery Research
13.	ICT	information, communication and technology
14.	IG	information governance
15.	IGA	Information Governance Alliance
16.	IQR	interquartile range
17.	NIHR	National Institute for Health Research
18.	PAG	patient advisory group
19.	RCT	randomised controlled trial
20.	RIAS	Roter interaction analysis system
21.	SME	small and medium-sized enterprise
22.	SMS	short message service
23.	SOP	standard operating procedure
24.	SST	strong structuration theory
25.	TST	<i>Transforming Services Together: Strategy and Investment Case</i>
26.	VOCAL	Virtual Online Consultations – Advantages and Limitations
27.	VoIP	voice-over-internet protocol
28.	WSD	Whole System Demonstrator

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