



**Title:** Preliminary Findings on Patient satisfaction with Telepsychiatry – A Systematic Review

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**Abstract:**

**Introduction:** Due to the global COVID-19 pandemic, mental health services have been presented with the unique challenge of providing effective and safe patient care whilst maintaining social distancing, isolation, shielding and quarantine regulations. Telepsychiatry has been proposed as a potential solution to this and is now actively being used across the UK to diagnose and manage mental health conditions, under given circumstances. Evidence has shown that its effectiveness is comparable to face to face consultations for both diagnosis and management. However, this evidence is much less clear in terms of patient satisfaction and patient views. We therefore started a systematic review looking to establish whether patients are satisfied with telepsychiatric delivery of psychiatric care, and to identify the predictors of a positive experience with telepsychiatry.

**Methods:** A preliminary search was performed using five databases (MEDLINE, EMBASE, Cochrane Library, CINAHL, PsycINFO), with a date restriction between 2010 to 2020 applied to reflect the advances in technology over the past 10 years. A total of 3235 citations were screened and 121 eligible for full text analysis.

**Results:** Preliminary data extracted so far show that patient satisfaction and patient views on telepsychiatric services are largely positive. Factors that arose in the literature potentially affecting these include location, cost, privacy, digital literacy and technological issues including access, internet connectivity and audio and video quality.

**Conclusion:** Our study so far shows that patient satisfaction and patient views on telepsychiatry are generally positive. The full review is currently still in process with ongoing data extraction and analysis however we anticipate that it will only further support our preliminary findings. These findings will then be used to improve patient centred delivery and provision of telepsychiatric services as well as patient and carer experience. We are planning to produce a checklist of factors that are associated with patient satisfaction with telepsychiatric services, which will be tested in a multicentre study. We are hoping that the study results and the resulting checklist will encourage greater patient involvement in setting up and delivering telepsychiatric services."