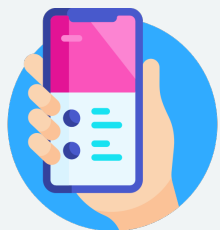


What has been the impact of remote consultations on mental health service users during Covid-19?

We reviewed 77 studies worldwide to understand what changing mental health services from face-to-face to remote models during the pandemic meant for service users.

Key benefits

- More convenient and less expensive for some people due to the ability to speak with clinicians without having to travel.
- Family members have been readily able to attend family therapy and / or family education sessions.
- Fewer missed appointments than face-to-face only services.



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Key challenges

- Those who experience digital exclusion due to:
 1. Lack of technology
 2. Cost
 3. Privacy
 4. Situational factors (eg those in inpatient services).
- Difficulty establishing therapeutic relationships between clinicians and service users.

Look ahead

- **More research is needed** to identify the pros and cons of remote vs traditional face-to-face appointments in terms of improving people's mental health or preventing illness from getting worse.
- Work needs to be done to understand how best to address digital exclusion and access to digital services.
- It is vital that service users are offered the right choice for them - face-to-face, remote or blended.

Research in this area is ongoing.

Service users and mental health services in south London are collaborating on a project to understand the impact of remote consultations. We would like you to be involved:

<https://bit.ly/MH-Remote-Consultations>

Scan me!



Thank you to the public, patient group who provided invaluable insight in helping to produce this infographic.

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