

Supplementary file 7 – Additional information relating to staff findings

Box 1. Training and support received by staff to deliver remote home monitoring services for COVID-19

- One-off training sessions (virtual and face-to-face), delivered at the point where services were established to delivery staff by senior clinical leads and service managers, as well as digital providers or case study site-specific IT teams (e.g. virtual training sessions using dummy patients on applications).
- Receiving resources such as user guides and action cards for clinical and administrative staff.
- Informal training on how to use digital applications as part of CO@h/CVW from a more experienced member of the service delivery team.
- Scripts developed by individual service delivery teams with guidance on how to converse with patients and to familiarise the patient on how to engage with digital platforms.
- Escalating questions to a service manager or more experienced staff either individually and/or during team meetings.
- Development of a buddy system, i.e. pairing experienced members of the team with less experienced/new members of the team.
- WhatsApp group to share concerns with colleagues.
- Daily briefing meetings to discuss patients on the service, changes in SOPs, and changes (if any) to national guidance of delivering virtual wards.