

# Review of: "Patient Positivity through Photos- What NHS Patients Really Think of Digital Healthcare"

Alessandro Pardolesi<sup>1</sup>, Lorenzo Gherzi<sup>2</sup>

<sup>1</sup> Fondazione IRCCS Istituto Nazionale dei Tumori di Milano

<sup>2</sup> Hôpital Cochin (Hôpitaux Universitaires Paris Centre)

**Potential competing interests:** The author(s) declared that no potential competing interests exist.

Telemedicine services have obtained a huge boost in recent years due to COVID-19 pandemic. The topic is now relevant in current medical practice.

The authors describe an uncommon way to express satisfaction regarding VC modality that is surely intriguing but, in our opinion, should be integrated with some objective data to properly set the context of the manuscript (i.e. number of patients and responders, types of visits, quantitative satisfaction statistics).

As some other reviewers noted, the authors should clarify how they assigned meaning to the photos (how they interpreted an image as satisfaction rather than unsatisfaction), if or not they categorized them in some ways, and how the patients were instructed about sending images ("[...] to share an image highlighting how VC has made them feel" was the only instruction given?).

Also, is undoubted that telemedicine is increasingly adopted and appreciated by patients, but we believe that the most useful information comes from those who still have neutral or negative judgment (why they prefer in-person visit?). The authors have images of patients that were not satisfied? How did they attributed meaning to them?

Finally, reference 1 discusses about telecommuting benefits and drawbacks, but even if the authors refer to that for its implication in healthcare, telecommuting is the arrangement in which an employee works outside of the employer's office and mainly concerns an enterprise setting.

We suggest reviewing this reference with a more healthcare-oriented citation (for example):

- Ohannessian, R. Telemedicine: potential applications in epidemic situations. *Eur Res Telemed* 2015; 4: 95–98.
- Smith, AC, Thomas, E, Snoswell, CL, et al. Telehealth for global emergencies: implications for coronavirus disease 2019 (COVID-19). *J Telemed Telecare* 2020; 26: 309–313.

The manuscript in its current form matches the criteria of an Editorial rather than a research paper, but is overall interesting mainly because it approaches the topic from an original perspective. We encourage the authors to expand and clarify those points that are lacking.

