

Supplemental Material S6. Table showing common themes identified in patient comments from the patient satisfaction question regarding the question, “Overall how would you rate our service?”

Themes	Group 1	Group 2	Group 3
Positive comments	<ul style="list-style-type: none"> Professional Efficient Appointment on time 	<ul style="list-style-type: none"> Professional Quick service 	<ul style="list-style-type: none"> Video appointment worked well Good not to travel to hospital Video much easier than phone Felt comfortable in clinic with COVID-19 precautions
Negative comments	<ul style="list-style-type: none"> Peripheral clinics not open for follow-ups 	<ul style="list-style-type: none"> Difficult to fit hearing aids correctly in ears Needed a face-to-face appointment Expected a face-to-face follow-up once restrictions eased Unable to lip read over phone 	<ul style="list-style-type: none"> Department busy Hard to hear with masks