

**Information sheet - Patient and Carer Video Consultations**

**Introduction**

You have been identified by your healthcare professional as someone who may be suitable for a video consultation appointment. This information will provide you with what is involved and how to prepare for it.

If for any reason your condition changes and you feel a face to face appointment is more appropriate, please contact us using the numbers at the end of the leaflet.

**Your Video Consultation Appointment**

Please ensure that you are sitting in a private, well-lit area where you will not be disturbed during the consultation.

There is no information you enter that is stored and so the consultation is secure.

**To join follow the instructions below:**

* Go to the UHNM Trust website at <https://www.uhnm.nhs.uk/>
* Please firstly check your equipment ahead of the appointment. Use the ‘Test Call’ button first located above the clinic waiting room options. This will check your speed, speaker, microphone and camera.
* After checking, please click on the relevant outpatient reception tab referred to in your appointment letter and follow the instructions provided to enter the virtual online waiting room.
* If for any reason you are not able to access the virtual waiting area on the day of your appointment, please do not worry as the clinician will contact you on the telephone number held for you if he cannot see you in the waiting room.
* If necessary, the clinician will continue the consultation via phone. Alternatively, you may wish to have the video consultation re arranged or ask for the next available face to face appointment.
* At the end of your consultation, you will be provided with the opportunity to anonymously provide feedback on your experience and directed to the online portal to complete. Your feedback is valuable and will help us improve our service.

**Can a family member or carer join the appointment?**

With your approval, your carer or chosen family member can join the consultation with you.

If they are not with you but are in another location, you will need to provide their name, mobile number and email address in advance of the consultation so that the video link can be sent to them direct.

Remember to give the date and time of your consultation to your guest.

**Making your video call**

There is no need to create an account however you will need to have the following equipment to be able to take part in a video consultation. This includes:

* A computer, a laptop or a portable device such as a tablet, Ipad or smart phone with a web-camera, speakers and microphone.
* A good internet Wi-Fi connection. You will not incur any costs if you use your home Wi-Fi. Faster speeds of Wi-fi result in a better quality call.
* A web browser such as Google Chrome  or Safari.  (**Video consultations do not work with internet explorer**). 

**Video consultation follow up**

If after your video consultation the clinician decides that a physical examination is necessary, you will be offered the next available face to face appointment.

**Benefits of a video consultation appointment**

* More flexible and convenient as no need to allow for travel time.
* Less stressful as no travel or parking problems.
* No travel or parking costs.
* Reduces unnecessary social contact when appropriate.

**Contact Details**

**Royal Stoke Appointments Tel: 01782 674654**

**County Appointments Tel 01785 230147**