

# Video Consultations

## Information for Patients and Carers

### Who is this leaflet for?

This leaflet provides information for patients at Derbyshire Healthcare NHS Foundation Trust who have been offered an appointment via a video consultation platform called Attend Anywhere. A video consultation allows a patient and a health professional to communicate via a video link, using the camera and microphone on a computer, smartphone or tablet.

### Why have I been offered this type of appointment?

We are offering video consultations to some patients who have been identified by their healthcare professional as someone who may be suitable for this type of appointment. It may be easier for some people to receive their care this way by reducing their need to spend time and money visiting our services. It will also support us to keep our patients and staff safe during the response to COVID-19.

### Do I have to have my appointment by video?

No. We understand that it may not be possible for you to conduct your appointment by video or you may not want to. If you decide not to attend a video call which has already been arranged please let us know by contacting the service on their usual telephone number. We can then arrange for your appointment to be conducted in another way. If your healthcare professional feels that you need to attend a face to face appointment this will be arranged.

### How do I access the video consultation?

You may have received an appointment letter or have been contacted by the care team to confirm the date and time of your appointment. At this time they may also provide you with a website address for the video consultation platform which takes you to an online waiting room. Alternatively, you can enter the online waiting room via our trust website at <https://www.derbyshirehealthcareft.nhs.uk/video-consultations> and select your waiting room from the list.

To enter the waiting room you will be asked to confirm your name, date of birth and a contact telephone number. This information is used by your health professional to confirm your details, and in the event of technical problems they would use the telephone number to call you back. No information you enter is stored and you do not need to set up an account. Your health professional can see when you are in the waiting room and will join you to start the consultation.

### Can I test the video consultation platform before my appointment?

Yes. We would recommend that you test your equipment in the days before your appointment so we can work with you to resolve any technical issues. Your healthcare team may also recommend you to complete a test call so you can experience what it is like to speak to your care team via the platform.

Details on how to test your equipment and complete a test call are available on the Trust website <https://www.derbyshirehealthcareft.nhs.uk/video-consultations>.

### **What happens if I cannot access the waiting area on the day of my appointment?**

Don't worry if you cannot access the waiting area on the day of your appointment. If your health professional cannot see you in the waiting room they will contact you on the telephone numbers we hold for you. Alternatively you can contact them to let know you are experiencing problems. They might try to resolve any technical problems or they may decide to continue your appointment by telephone. If a face to face appointment is required this can be arranged.

### **What happens if I am having difficulty seeing or hearing my health professional through the video link?**

Let your health professional know straight away if you are experiencing any technical problems with the video or sound. Sometimes clicking to refresh the call (green button in the top left of the video call screen) can improve the connection. However if it is difficult to communicate via the video link there is also a 'chat' function where you type a message to let them know there are difficulties. Together you may decide to continue the video call, switch to telephone or reschedule.

### **Please let us know your experience of using the Video Consultation.**

At the end of your consultation you will be immediately directed to a short online survey. The survey is anonymous so we will not be able to link the responses to you. This mean that you can answer honestly, but it also means that if you would prefer not to use video consultations for future appointments you will still need to mention this to your care team.

### **Where can I get more information about video consultations?**

Visit the Trust website <https://www.derbyshirehealthcareft.nhs.uk/video-consultations> which contains videos and more guidance.

You can also contact your care team to ask any questions.