

# **Video Consultation FAQs**

## **Information for Patients and Carers**

This leaflet provides information for patients and carers who have been offered an appointment by Video Consultation at Salisbury NHS Foundation Trust. It provides the answers to frequently asked questions.

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

We recognise that the traditional face to face hospital appointment is not always convenient for patients due to travel and time constraints.

### **Do I have to take part?**

No. It is entirely your choice whether you wish to attend your clinic appointment in person or via an online video consultation.

If you have been offered your appointment by video call but have changed your mind, for any reason, please contact the Booking Team as soon as possible on \_\_\_\_\_, so that they can arrange another appointment for you.

### **Will it affect my care if I choose not to take part?**

No. Your care will be unaffected and will continue as normal if you do not wish to attend your appointment by video.

We hope that offering video consultations to our patients will improve your choice of how you attend your hospital appointments for those who would like to attend in this way.

### **Where would I go to attend my appointment?**

Instead of travelling to your appointment and sitting in a waiting room, you enter the 'online waiting room' for the service you are attending, via our Trust's website at:

[www.videoconsultations.salisbury.nhs.uk](http://www.videoconsultations.salisbury.nhs.uk)

Your clinician will be notified once you have arrived in the online waiting room and will join you when they are ready.

To use this service, you do not need to download an application or create an account. However, when prompted you will simply need to enter your personal details (these are not saved anywhere) so that your clinician can identify you correctly in the waiting area.

### **Can someone else accompany me in this appointment?**

Absolutely! A great benefit of this technology is that if you would like someone else to join your appointment, such as a relative, friend, guardian or carer, they are able to do so.

If they are with you in person, please just let the clinician know at the start of the consultation that they are present and that you are happy for them to be involved.

If you would like someone else to join you for your appointment and they need to attend from a different location to you, it is easy for them to do so.

They should follow the same instructions to enter the waiting room as a patient. As soon as the clinician joins your call, inform them of the name of the person you would like to join. The clinician should be able to identify them in the waiting area and add them to the call.

### **Can I have a test call prior to my consultation?**

Please follow the instructions on the website page to conduct a ‘test call’. This will allow you to check that you are using an up to date web browser and your equipment is working. Your call will not be answered.

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

Make sure you have selected the correct service for your appointment; you will find this on your appointment letter. If you realise you are in the wrong waiting room, click ‘end call’ and go back to the Trust Video Consultations webpage, then re-enter the correct waiting room.

If you are still experiencing difficulties entering the waiting room, please do not worry. If your doctor or nurse cannot see you in the waiting room they will contact you on the telephone contact number we hold for you.

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

If you are experiencing any technical problems during a call, tell your healthcare professional straight away.

If you are still having difficulty, your clinician will contact you by telephone. You may then continue your consultation by telephone, or, if your clinician decides this is not suitable your appointment will be rescheduled.

### **What happens if I need a physical examination?**

If your doctor decides after seeing you for the video consultation that you need a physical examination you will be offered the next available face to face appointment.

### **Feedback**

Your feedback about this service and your experience using it is really important to us, as it will allow us to continue to improve it. Following your consultation, you will automatically be redirected to an online survey to complete. We would be extremely grateful if you could a few minutes of your time to share your honest thoughts and feedback.

Alternatively, if you would like to speak to someone directly to provide feedback, please contact the PALS teams on \_\_\_\_\_