

Video Consultations: Information for Patients

What are Video Consultations?

Having a video consultation means you will be seen by your doctor via an online video call, instead of going to the hospital. Video calling is done through a website link, so there is no need to download an app or create an account.



How Do I Get a Video Consultation?

If you and your doctor agree you are suitable, a video consultation could be arranged for you. Of course, you can always choose to have a face-to-face appointment if you prefer.

Your Personal Information is Secure

Consultations are not recorded, and no personal data is stored on the Video Consultation system.

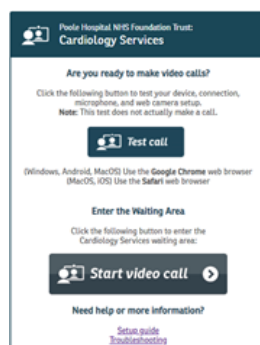
Need to Cancel?

Your appointment letter will contain all of the details should you need to change your appointment.

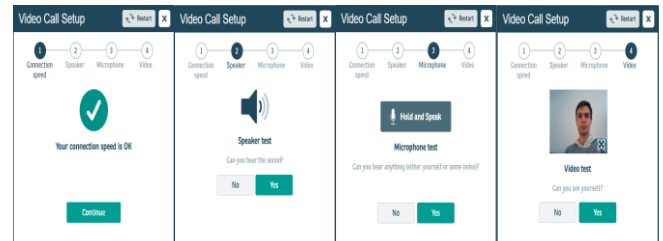
How to Join a Video Consultation

Step 1: Follow the instructions on your appointment letter, guiding you to the online waiting area.

Step 2: Click 'Start Video Call' on the page. There may also be a 'Test Call' button, this does not connect you to a real person.



Step 3: Internet speed, speaker, microphone and video checks will be carried out. Click "Yes" or "Continue" to move through these. If asked, allow access to your microphone and webcam.



Step 4: Enter the name and DOB of the person the consultation is about; please include a phone number so that we can call you if there are any problems. Read and agree to the Terms and Conditions and click "Continue".

Step 5: Please read the information on the screen - we apologise that we cannot answer your call if you do not have an appointment booked.

Step 6: Click 'Start Call' to enter the virtual waiting area. When ready, the doctor will start your appointment.

What Equipment Will I Need?



- A good internet connection (Wi-Fi or 4G)
- A laptop, tablet or smartphone with a camera, speakers and microphone.
- Google Chrome or Apple Safari browser.



What if Something isn't Working?

For help getting set-up or other issues, visit: <https://nhs.attendanywhere.com/troubleshooting>

If you experience poor video or sound quality during your appointment, click 'Refresh' in the top right-hand corner of the screen.