

# Information for patients and carers on how to make a video call

## Easy to read information about video appointments



You have been offered a video appointment.

This is **instead of** visiting the hospital for your next appointment.

This leaflet will tell you how to make a

## What do I need to make a video call?



- A mobile phone, computer, laptop or tablet (for example, an iPad) that is less than three years old.



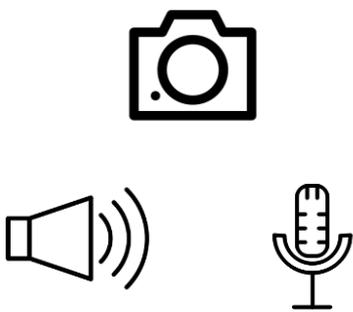
- A good internet connection.



- A private, well-lit area where you will not be disturbed.



- The right internet browser:
  - Google Chrome (available on laptops or Android mobile phones)
  - Safari (available on Macs and iPhones)
  - Edge



- Web camera, speakers and microphone – this will usually be part of your mobile phone or laptop.

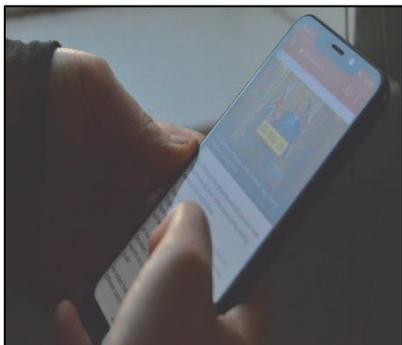
# How will the appointment be arranged?



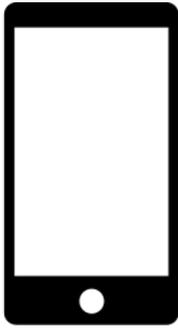
- Your appointment will be arranged as normal.



- You will get a letter confirming the date and time. This will include a website link for you to click to attend your video appointment.



- Before your appointment, we will send you a text reminder.



- This will also have the web link for you to click to join your video appointment – please try to join your appointment 10 minutes early.

## What do I need to do before my appointment?

### Are you ready to make video calls?

Click the following button to test your device, connection, microphone, and web camera setup.

**Note:** This test does not actually make a call.



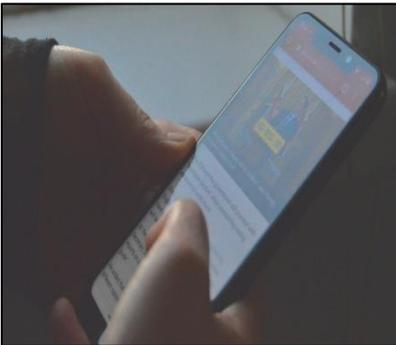
- Make a test call with the mobile phone or laptop you will be using for your appointment.



- Do this the day **before** your appointment.



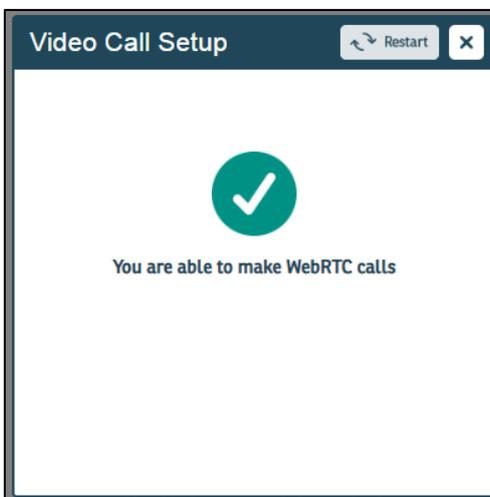
- Copy the link in your appointment letter into Google Chrome, Safari or Edge



- If you have a text reminder, you can click on link the in the text and follow the text.



- Choose 'Test call' and follow the instructions on screen



- At the end, it will tell you if you can make a call



- Please find somewhere quiet and private.

## What do I do at my appointment time?



- Please find somewhere quiet and private.



- 10 minutes before your appointment:
  - copy the link in your appointment letter into Google Chrome, Safari or Edge, **or**
  - click on the link in your text reminder



- Click on the 'Start Call' button and follow the

**Video Call Setup** Restart X

**Royal Free London NHS FT**

Waiting Area: Paediatrics

The person this call is about:  
\* Mandatory Field

First Name\* [XXXXXXXXXX]  
Last Name [XXXXXXXX]  
Date of Birth [01 / 06 / 1920]  
Phone [07914871477]  
*Where can you be reached?*

This personal information is only used during the call, then deleted.

I accept the [Terms of Use](#) and [Privacy Policy](#) and agree that NHS Attend Anywhere uses cookies in accordance with its [Cookie Policy](#).

**Continue** >

Your details are being transferred securely.

- You will then be asked to enter some personal information and clinic on the tick box to accept the terms of use.

**Video Call Setup** Restart X

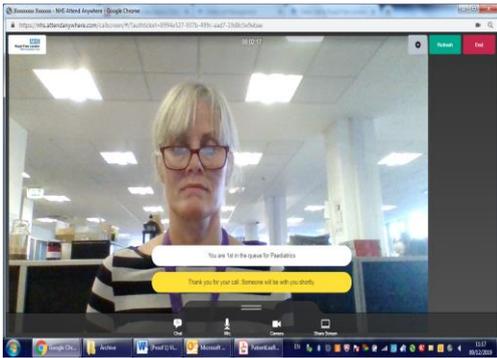
**Please Read!**

- This is **not** an emergency service. If you need emergency care, telephone 999
- No one is permitted to record the call without consent
- Everyone attending the consultation with you will be introduced
- Your video call will open in a new window
- If you experience any issues, click the [Refresh](#) button

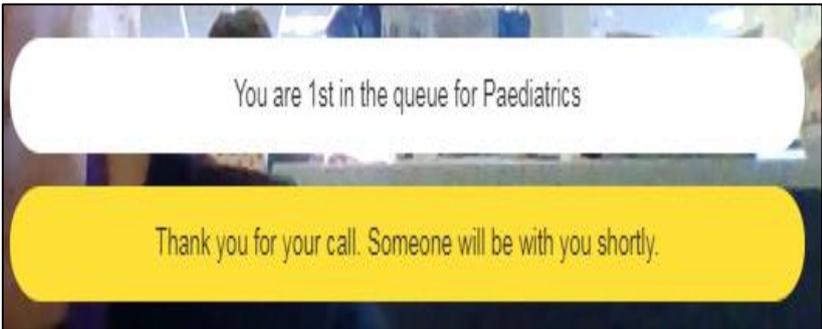
Click **Start Call** to proceed.

Cancel **Start Call** >

- In the next screen, click on the "Start" button.



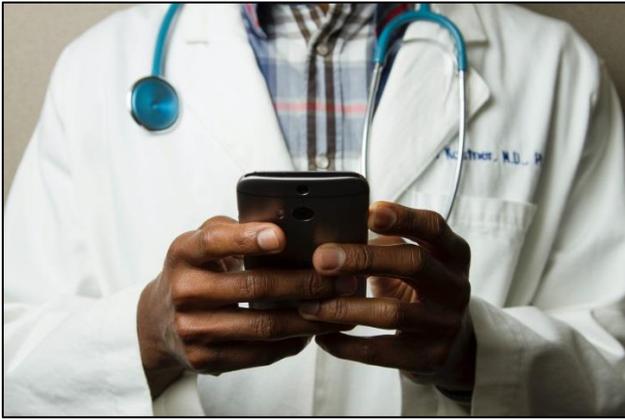
- You will then join the video appointment waiting room.



- You will see and hear the message **“Thank you for your video call. Someone should be with you shortly”**



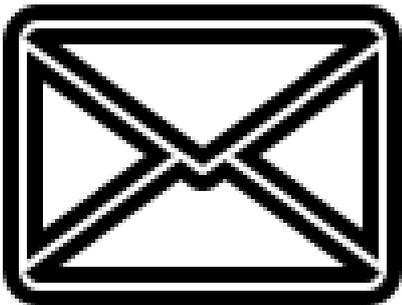
- Please wait for your doctor or nurse to join the video call.



- If your doctor or nurse is very busy, they may be late. Please don't worry; they will call when they can. This may take up to 40 minutes.



- When your doctor or nurse joins, they will introduce themselves and ask you for your name, date of birth and postcode.



- After your appointment your doctor or nurse will send a letter to your GP and anyone else involved in your care. They will send you a copy.

## How much will it cost me?



- Nothing if you use WiFi.



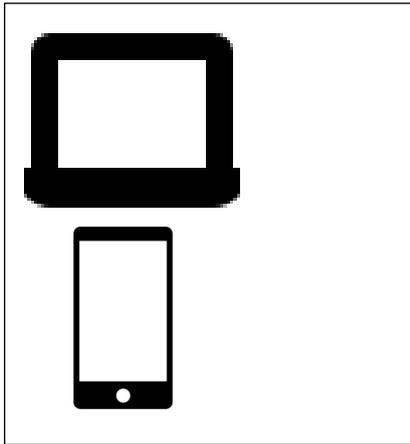
- If you use the internet on your phone, check your phone plan to make sure you have enough data.



### **Top tip:**

- If you can, connect to a home or work WiFi network to avoid using your mobile phone data.

## What if the video call doesn't work?

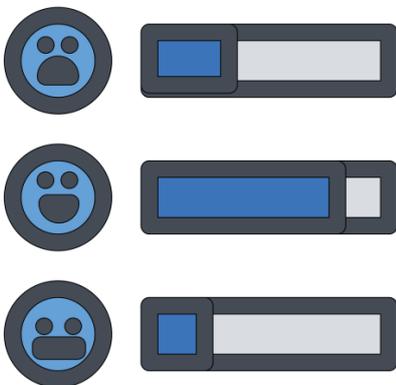


- If on the day the video call does not work, your doctor or nurse will telephone you if they can't find you in the video waiting room.



- If the quality of the call is not good enough (e.g. the sound or video does not work, or there is an echo) your doctor or nurse will call you instead.

## Your feedback after the call



- We want to know if you found your video call as good as seeing your doctor or nurse in person.

### Video appointments - patient feedback

Thank you very much for taking part in our pilot. We would really value your feedback on your experience of attending a video appointment to help us understand how we can improve this service for other patients.

We would be very grateful if you could complete this short survey which should take approximately 4 – 5 minutes. All responses are completely anonymised.

Thank you very much indeed for your time.

\* 1. Which specialty was your video appointment with?

- Paediatric (children's) gastroenterology
- Gastroenterology
- Respiratory
- Vascular

- After you end the call, you will be asked to complete an online survey to tell us what you thought about your video appointment.



- You can also email your feedback to:  
[rf.videoappointments@nhs.net](mailto:rf.videoappointments@nhs.net).

## More information

For more information about video appointments at the Royal Free London, please visit our website:

[www.royalfree.nhs.uk/video-appointments](http://www.royalfree.nhs.uk/video-appointments)

## Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email: [rf.communications@nhs.net](mailto:rf.communications@nhs.net)

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