

# Video Consultations

## Information for Patients and Carers

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

To reduce the need for unnecessary travel and incurred costs your healthcare team have arranged for your appointment to be undertaken from the comfort of your home or workplace in a secure and private area.

### How do I access my video appointment?

Using your computer, laptop, tablet or smart phone type [www.ipaget.nhs.uk](http://www.ipaget.nhs.uk) in your search bar using one of the web browser below depending on your device.

- a. For **Apple devices** – Safari:



- b. For Android (e.g. HTC, Samsung), **Windows** or **Google devices** – Chrome or Edge:

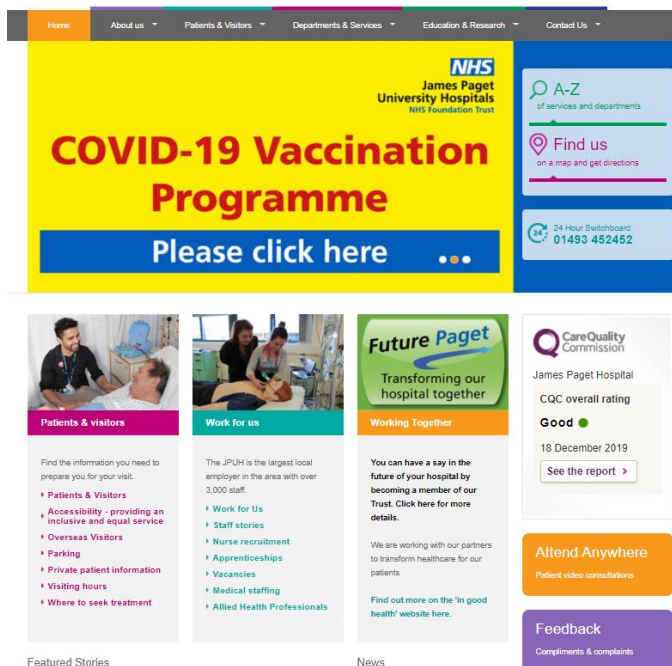


OR



### TIP

Make sure iPhones and iPads are used in portrait position  
On the home page select the Attend Anywhere tile on the right side of the page



The screenshot shows the NHS James Paget University Hospitals website. At the top is a navigation menu with links for Home, About us, Patients & Visitors, Departments & Services, Education & Research, and Contact Us. The main banner features a yellow background with the text "COVID-19 Vaccination Programme" and "Please click here". To the right of the banner are three utility tiles: "A-Z of services and departments", "Find us on a map and get directions", and "24 Hour Switchboard 01493 452452". Below the banner are three featured stories: "Patients & visitors", "Work for us", and "Future Paget". To the right of these stories is a "Care Quality Commission" tile showing a "Good" rating for James Paget Hospital as of 18 December 2019. At the bottom right, there are two more tiles: "Attend Anywhere" (Patient video consultations) and "Feedback" (Compliments & complaints).

At the bottom of the Attend Anywhere page select 'start video consultation'



When you proceed, it will check your connection speed, speaker and microphone and camera – please click 'allow' when it asks for access to video, audio and speaker.

When this is complete, click on '#JPUH/Main Reception'. The box will turn green – click on 'Enter Waiting Area'. Make sure you read the 'please read' section and click on 'next step'. Enter your details on the next page and accept the terms of use and privacy and select 'Enter Waiting Area'.

You will then enter the waiting area and you will be greeted by a receptionist, if this does not happen after 5 minutes please telephone the number at the bottom of this leaflet.

A collage of five screenshots from the Attend Anywhere mobile application. The top-left screenshot shows a search page for services, with a search bar and a button for "#JPUH/Main Reception". The top-middle screenshot shows the search results for "#JPUH/Main Reception" with an "Enter Waiting Area" button. The top-right screenshot shows a "Please Read!" section with a list of terms and conditions. The bottom-left screenshot shows a "Caller details" form with fields for first name, last name, telephone, and date of birth. The bottom-right screenshot shows the "Terms and policies" section with a consent checkbox and an "Enter Waiting Area" button.

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

The platform will test your equipment e.g. microphone, camera, speakers when you press 'start video consultation'

However, if you would like to test your equipment, please follow the instructions above – you will need to complete this whilst the waiting room is open (Monday – Friday, 08:30 – 16:30).

## What happens if I cannot access the waiting area, or have difficulties seeing or hearing through the video link?

If you follow the steps above, you should enter a virtual waiting area. No one else can see you and consultations are not recorded.

After 5 minutes, if this has not happened please telephone our team on 01493 452431 or 01493 452440.

### During your video consultation:

Let your healthcare professional know straightaway if you are experiencing any technical problems with the video clinic. Firstly, check your device has access to your camera and microphone.

If you are still having difficulty, if possible, your consultation can continue by telephone. Otherwise you can have a rescheduled video consultation or telephone appointment.

## What happens if there are technical difficulties on the day?

If we have technical difficulties on the day, or you are unable to connect to the website, we will change your appointment to a telephone consultation.

Please call 01493452431 or 01493452440 for assistance. If necessary, we will change your appointment to a telephone consultation so it can still go ahead.

## What happens if I need a physical examination?

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

## Feedback

We will be assessing this service and your experience. Following your consultation you will be immediately directed to an online satisfaction survey. We are interested in honest feedback and we would be grateful if you would consider sharing your thoughts with us.

## Contact us

If you have any further questions contact 01493452431 or 01493452440 regarding details on your video consultation.

For medical advice please contact NHS 111 or visit the NHS Choices website at [www.nhs.uk](http://www.nhs.uk)

**Document information**

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Video Consultation Project