

# 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.jpaget.nhs.uk](http://www.jpaget.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



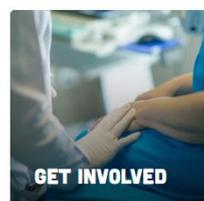
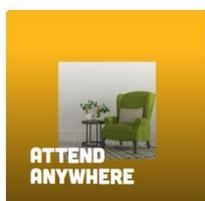
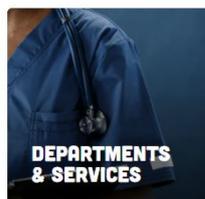
### TIP

Make sure iPhones and iPads are used in portrait position

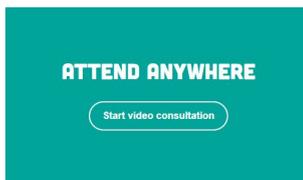
On the home page click on the Attend Anywhere box, which you'll find under 'How can we help?' on the left hand side, second box down – please see the image below.



## HOW CAN WE HELP?



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'.

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 app. The top-left screenshot shows the search page with a search bar and a list of services, with "#JPUH/Main Reception" selected. The top-middle screenshot shows the search page with the "#JPUH/Main Reception" button highlighted in blue and labeled "Enter Waiting Area". The top-right screenshot shows the "#JPUH/Main Reception" page with a "Please Read!" section containing several bullet points of terms and conditions. The bottom-left screenshot shows the "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 checked checkbox indicating consent to the privacy policy and terms of use, and a green "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 01493 452431 or 01493 452440 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