



Information for
patients and
carers

Outpatient Video Appointments

Information about your video appointment

What do video appointments mean for you?

Lancashire Teaching Hospitals NHS Foundation Trust is taking sensible and necessary steps to limit the spread of Covid-19.

Where possible, outpatient appointments will now take place as a video consultation.

A video appointment is similar to a face to face appointment, but it is conducted using a PC or mobile device instead of patients attending hospital or a community clinic.

This leaflet explains what this means for you.

If you have been given a video appointment, please do not come to the hospital as you will not be seen.

Why am I having a video appointment?

As part of our work to improve outpatient services we are increasing the number of clinic appointments delivered virtually. This is to improve patients' experience by reducing the need to take time off work, travel to and park in the hospital. It is also to limit the spread of Covid-19.

Your clinical team has reviewed your condition and decided that it is appropriate for your hospital appointment to take place by video consultation.

What will happen?

Instead of travelling to your appointment, you enter the online reception area, where one of our receptionists will check your details and direct you into your waiting area. The clinician is notified when you arrive and will join you when ready.

There is no need to create an account.

No information you enter is stored.

What do I need to make a video call?

- ✓ A good connection to the internet If you can watch a video online (e.g. YouTube) you can make a video call
- ✓ A private, well-lit area where you will not be disturbed
- ✓ One of these:
 -  Google Chrome web browser on a desktop or laptop, or on an android tablet or smartphone
 -  Safari web browser on and Apple iMac, MacBook, iPad or iPhone
- ✓ Web camera, speakers and microphone already built into laptops or mobile devices

What happens at my appointment?

Before your appointment, make sure your device has a compatible browser, camera/webcam, a microphone/speakers and earphones.

You will receive a link exclusively for you in your appointment letter or your appointment text reminder.

Ten minutes before your appointment time, enter the link you have been sent on your chosen device to begin your appointment.

You will be taken through a series of steps to ensure that your equipment is set up correctly.

Once the steps have been completed, you will be prompted to enter your name and telephone number and accept the terms and conditions. This information is not stored beyond the length of the video call.

Once these steps have been followed, click on the 'Start Call' button and you will enter the waiting room. You will see yourself on the video

and hear music. The waiting room is private, and you will not see other patients.

When the consultation is ready to begin, your image will shrink and move to the corner of the screen and you will see your clinician.

Information is available on our website to tell you what you can do if there are any technical difficulties. Follow the link below and click on the links shown

<https://www.lancsteachinghospitals.nhs.uk/video-consultation>

A quick guide to Attend Anywhere can be viewed below



We recommend that you test your device and connection prior to your consultation, by clicking [here](#).

For troubleshooting click [here](#).

What happens if I need an interpreter?

We can arrange for an interpreter to be on the video call with your health professional.

Please ask a family member or friend to phone the hospital department at least 3 days before your appointment and tell us what language is needed if you have not already done this.

If a family member, friend or carer usually comes with you to your hospital appointments and they are not self-isolating, please ask them to be with you for your video appointment.

What should I do if I think that a video clinic appointment is not appropriate for me?

If you have difficulty communicating virtually, because, for example, you are deaf or hard of hearing, or have a learning difficulty, please ask a friend or relative to phone your hospital department for you. They will discuss alternative options with you.

Contact details

Should you require further advice or information please contact the Outpatient Booking Team using the phone number on your appointment letter.

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

<https://www.saferinternet.org.uk/>

https://england.nhs.attendanywhere.com/callers/Content/J_Callers/Caller_PatientInformation.htm

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Lancashire Teaching Hospitals is a smoke-free site.

On 31 May 2017 Lancashire Teaching Hospitals became a smoke-free organisation. From that date smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking including Nicotine Replacement Therapy to help manage your symptoms of withdrawal.

If you want to stop smoking you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Cantonese:

如果你希望以另外一種格式接收該資訊，請和我們聯絡，不必猶豫。

Gujarati:

જો તમને આ માહિતી બીજી રચના કે ફોર્મેટમાં મેળવવાની ઇચ્છા હોય, તો કૃપા કરી અમારો સંપર્ક કરતા અચકાશો નહિ.

Hungarian:

Kérjük, vegye fel velünk a kapcsolatot, ha más formában kéri ezt az információt.

Polish:

Jeżeli chciał(a)by Pan/Pani otrzymać niniejsze informacje w innym formacie, prosimy o kontakt.

Punjabi:

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਇਹ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਤੋਂ ਨਾ ਝਿਜਕੋ।

Urdu:

اگر آپ اس معلومات کو کسی اور صورت میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کرنے میں ہچکچاہٹ محسوس نہ کریں۔

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