

# Video Consultations

## Frequently Asked Questions



### Who is this leaflet for?

This leaflet provides information for patients who have agreed to attend a Video Consultation Appointment at Maidstone and Tunbridge Wells Trust via a video consultation platform.

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

We recognise that some patients may have to travel a long way to come to see us, or find traveling to hospital time consuming and difficult. We are offering video consultations to some patients who have been selected by their doctor/nurse as someone who may benefit from this type of appointment and are happy to have a video appointment rather than attend hospital.

### Is this the only choice I have?

No. It is your choice whether you wish to attend your clinic appointment in person or via an online video consultation. We are running this as a pilot and would really appreciate your feedback should you participate.

### Is there any difference in care, if I choose not to take part?

No. We assure you that your care will be unaffected. Only patients identified by our clinicians that are deemed suitable for this type of clinic appointment are offered this choice. It is your decision and we want you to be comfortable with your chosen method of clinic appointment. Moving from face to face to video consultation clinics, or vice versa, is a clear process which our staff will manage for you.

### Is it secure?

Yes. The video link service is provided by Attend Anywhere who have been approved the high data security standards of the NHS. This platform is currently used in NHS Scotland and is now being trialled by NHS England.

### Will you need any information about me?

Yes. You will be asked to confirm who you are when the video consultation starts by entering your email address, name and date of birth. You will be able to access your virtual clinic appointment by clicking on a secure weblink contained within an appointment letter, email and/or SMS we will send you.



**Video Call Setup** Restart X

The person this call is about:  
\* Mandatory Field

First Name

Last Name

Date of Birth\*  

Phone\*

Where can you be reached?

## Is there any cost?

The video call is free (except for your internet use). Please note however that video calling can use a significant amount of data so if you have a monthly data plan you may wish to check you have sufficient data available. For example, it is estimated that for a one hour video call you may use around 200mb of data.

## What sort of computer or device do I need?

You can use a desktop computer or laptop, a smartphone, or a tablet. You will need a broadband internet connection. If you have used your preferred device for using such services as Skype or FaceTime, then it will be suitable for your video consultation. Most devices will have a built in camera and microphone, but if you have an older device you may need external ones.

## How do I set up the virtual clinic on my device?

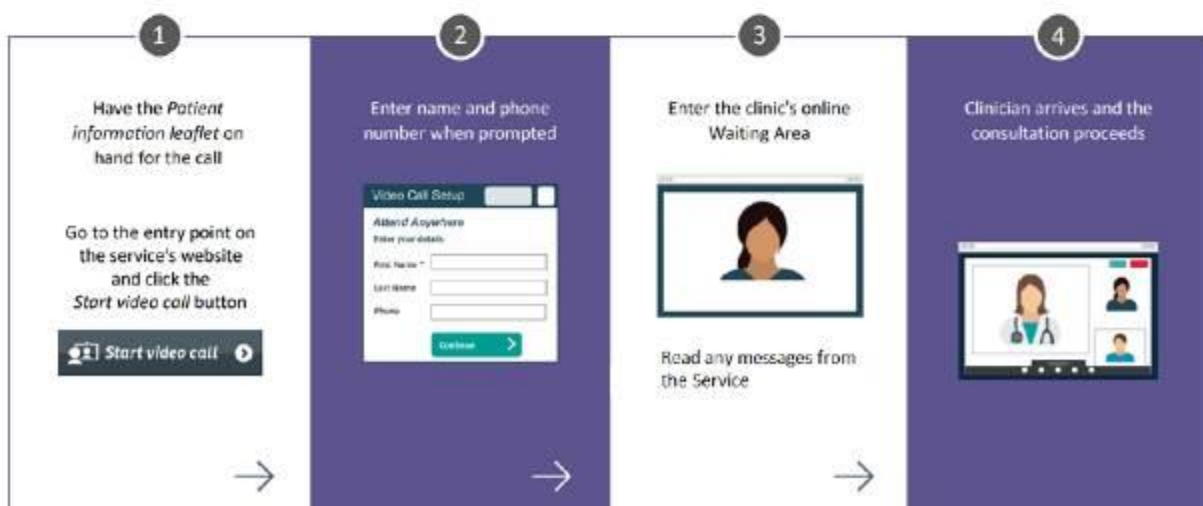
You can access the clinic through your web browser (i.e. google Chrome) using a laptop, desktop computer, smartphone or tablet device. You will be sent a secure weblink contained within an appointment letter, email and/or SMS we will send you. When you click on the clinic weblink it will take you into the Attend Anywhere website where you can run a short but handy test to ensure your device is functioning correctly.

## How will the appointment be arranged?

We will send you confirmation to the address you have provided so we can confirm we have the right details. If your details are correct, we will then schedule your next appointment as normal, sending you details of your next appointment date/time - this will include a weblink to the virtual clinic and contact details should you encounter any problems with the virtual clinic.

## What do I do at my appointment time?

We would suggest you find somewhere suitably quiet and private for your consultation. As with a face to face appointment you can have someone with you if you wish, just please make your doctor/nurse aware of who is present when you have your video consultation. When it is time for your appointment, simply click on the clinic weblink provided which will take you into the Attend Anywhere website where you can run a short but handy test to ensure your device is functioning correctly. Then follow these steps



After the video consultation you will be directed to an online survey tool called a 'Survey Monkey' to complete an optional survey to evaluate the video call experience.

## What happens if I am having difficulty seeing or hearing my doctor/nurse through the video link?



Let your doctor/nurse know straight away if you are experiencing any technical problems with the virtual clinic. The short but handy test at the beginning of your clinic appointment is a great way to check your device has access to your camera and microphone. However, video and audio quality is sometimes affected by the speed of your internet connection. Normally the minimum requirement would be 3G speed (about 5Mbps download and 2Mbps upload). The faster your internet connection the clearer your consultation should be. If you are still having difficulty, if possible, your consultation can continue by telephone. Otherwise you can have a rescheduled video appointment or you can be offered the next available face to face appointment.

## Recording of my appointment?

We would ask you not to record your consultation. Maidstone & Tunbridge Wells will NOT record your appointment unless this has been agreed prior to the appointment.

## Is it safe?

Only clinically appropriate patients undertaking follow up appointments are selected and authorised to use this service. If after selection circumstances change appointments can be reverted to face to face appointments.

## Which web browsers can be used?



The following browser versions are supported (although we recommend using the latest publicly-released version of that browser):

- Google Chrome version 43 and later
- Mozilla Firefox version 39 and later
- Opera version 23 and later
- Microsoft Internet Explorer version 11 and later on Windows 7
- Apple Safari version 6 and later (Mac OS X only).

Google Chrome or Mozilla Firefox are recommended because they provide the best experience when connecting to the virtual clinic. Other web browsers are supported but they will not provide full functionality.

## Computer hardware requirements

As a minimum we recommend that your desktop computer or laptop has 3 GB of RAM / Intel Core i5 processor or equivalent.

## Patient feedback



Improving your experience and our services is essential. In order to help us do this, you will be invited to complete a patient satisfaction survey (Survey Monkey) after your video consultation. We are interested in honest feedback and we would be grateful if you would consider sharing your thoughts with us.