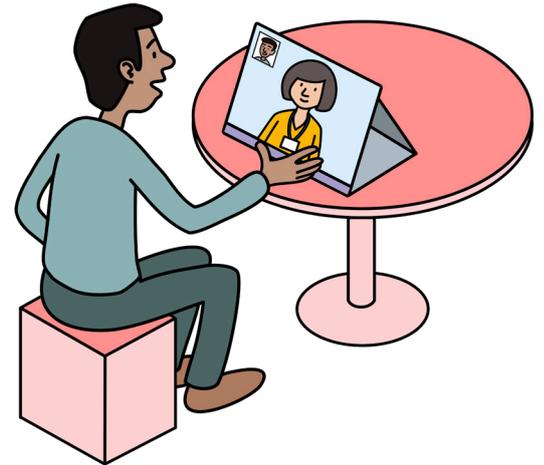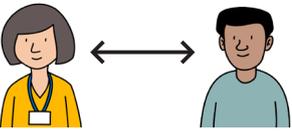# Video consulting with your NHS

NHS

A quick guide for patients

Why choose it?

You can still have NHS appointments if you are social distancing or isolating
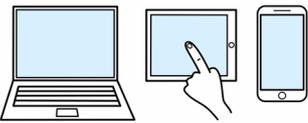

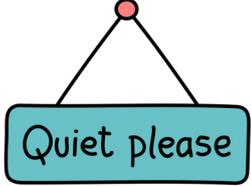We can see how you are

It can save you stress, time and money

Calls are safe and secure

What you need

A charged up computer, tablet or smartphone with a built in camera and microphone

Quiet please

A quiet, well-lit place where you won't be disturbed

A good internet connection

Setting up

1

We will send your appointment time and information you'll need to access your appointment via email, text message or letter
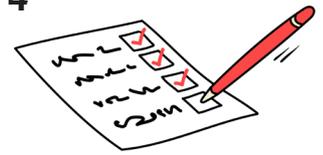
2

We may send you a text message reminder

3

Make sure you're familiar with the software before your appointment

4

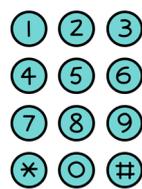Make a list of questions or issues before the call to help you get the most from your consultation

Starting the video call

5

Start the video call software a few minutes before your appointment, you may have been given a link to click on

6

You may be asked to confirm your date of birth and a phone number so we can call you if you get cut off

7

Your doctor or nurse will join you or call you when they are ready

8

Say hello or wave to your doctor or nurse

The consultation

9

Look at your doctor or nurse's face on screen whilst you're talking, there is no need to look directly at your camera
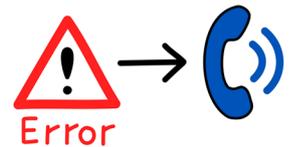
10

If all goes well, the call will feel like a face to face appointment

11

If you want to show us something, like where it hurts, you can try to use the screen camera

12

If something goes wrong and you get disconnected, we'll phone you instead

Ending the video call

13

Ask us any questions you like before you go

14

We'll arrange your next video appointment, prescription or a face to face visit

15

We'll say goodbye before we go

16

You can leave your feedback to help us make future consultations better