

Information about your video appointment with a clinician

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at rduh.pals-northern@nhs.net.

A video appointment has been requested by your clinician.

This is conducted over the internet on your PC, laptop, tablet or smartphone, instead of requiring you to attend one of our hospital sites.

It is just as important as a face-to-face appointment, and your clinician will want to talk with you about the same things by video as they would face-to-face.

Why am I having a video appointment?

Your clinician would like to discuss your condition with you and has recommended a video appointment is appropriate to assess you. Video appointments can save you time and money as you will not need to travel to the hospital. It allows a clinician to see you whilst enabling you to talk comfortably in your own home about your health.

What will happen?

You will be sent an appointment letter with the date and time of your video appointment.

If you have been given a video appointment, please DO NOT come to the hospital as you will not be seen. Five minutes before your appointment time, go to:
www.royaldevon.nhs.uk/patients-visitors/patient-video-consultations.

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

Once these steps have been completed, you will be prompted to select the waiting area of the service you have an appointment with. You will then be asked to enter your name, date of birth and telephone number.

Your clinician will join you when they are ready and ask you a series of questions, similar to those you are asked when you attend a face-to-face appointment. Both you and your clinician will be able to see and hear each other using a secure online video service.

There is no need to create an account and no information that you enter is stored.

We apologise if there is any delay with your video appointment, but due to the nature of these clinics, delays may occur and we ask for your patience.

What do I need to have a video appointment?

- Good connection to the internet
- A private, well-lit area where you will not be disturbed
- A PC, laptop or Android tablet or smartphone with Google Chrome web browser

OR

- An Apple iMac, MacBook, iPad or iPhone Safari web browser
- Web-camera, speakers and microphone (these will already be part of many laptops, tablets and smartphones)

Is it secure?

Video appointments are secure; your privacy is protected. You will have your own private video room that only authorised clinicians can enter.

You will need to make sure that you are in a private area when you have your video consultation.

How should I prepare for my appointment?

Please be sure that:

- You are available to speak to the clinician and your device is loud enough
- You have a list of all your current medication (prescribed and non-prescribed) and any documentation relevant to your condition or appointment
- You have a pen and paper ready to write down any notes
- You are somewhere quiet and free from distractions. This should be a place where you can talk privately without background noise such as televisions, radios and pets.
- You have written down a list of any questions you want to ask, so you don't forget them

We try to keep our leaflets as up to date as possible, but sometimes we need to make changes quickly. For the latest information, please go to our website

www.royaldevon.nhs.uk

Please contact the department if you require any specific communication support or other relevant assistance for this appointment. You are welcome to have a partner, carer or significant other present during the video appointment.

What happens if I have issues connecting?

Please visit www.royaldevon.nhs.uk/patients-visitors/patient-video-consultations and select the trouble shooting link.

I haven't done a video appointment before and I would like some help to get started

Our video volunteers are available to answer any questions you may have about accessing your appointment via video.

Please complete the form on our website at www.northdevonhealth.nhs.uk/video-consultations to arrange a call back from one of our video volunteer team at a time that is best for you.

What if I need to change or cancel appointment?

If you are unable to attend this appointment, please notify us at least three days before your appointment date by contacting us using the details on your appointment letter. This will allow us enough time to offer another patient the appointment slot.

What happens if I miss my appointment?

Please ensure you make every effort to attend your appointment. One missed appointment costs the NHS around £160.

Some of our services have appointment reminders, so you may receive text messages or phone calls to remind you about your appointment. If you wish to opt out of this service, please contact the department on the booking letter.

If you do miss an appointment the clinician will decide on the next step, which could include re-booking your appointment or discharging you back to your GP.

What if I don't want my appointment to be by video?

Your clinician has recommended a video appointment after considering a number of clinical factors, and also taking into account what they know about your individual communication needs.

If you feel a video appointment is unsuitable for you, please don't hesitate to contact us using the phone number at the top of your appointment letter. An alternative consultation can be discussed with your clinician, which could be a telephone or face-to-face appointment.

What happens if I need an interpreter?

We can arrange for an interpreter to be on the video call with your clinician. Please ask a family member or friend to phone the number on your appointment letter at least 3 days before your appointment and tell us what language is needed, if you have not already discussed this with us.

What happens after my video appointment?

We will send a letter to your GP after your appointment, and we will send a copy of this letter to you. If you DO NOT wish to have a copy of this letter, please contact the department.

How was your appointment?

Your experience of our outpatient services is very important to us. Your feedback helps us to know what is working well, and what we could do better.

Please let us know your feedback by completing our online survey which will appear after your appointment, or can be accessed at a convenient time for you at www.smartsurvey.co.uk/s/OutpatientFeedback

or using this QR code



NHS Constitution

The NHS Constitution pledges that patients can expect to start their consultant-led treatment for non-urgent conditions within a maximum of 18 weeks from referral. This is unless the patient chooses to wait longer or it is clinically appropriate that they do so. If you have any concerns regarding the length of time you are waiting, please contact the Patient Advice and Liaison Service (PALS) on 01271 314090 or rduh.pals-northern@nhs.net, who will be happy to support you.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

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