

## Having problems?

- **Running late?**

Please contact your care team if you are unable to make the time of your agreed appointment.

- **Having trouble joining your appointment?**

If you are unable to join the appointment and we haven't heard from you, your practitioner will get in contact with you by phone or arrange for you to have your appointment face-to-face.

- **No one else is on the call?**

If your practitioner is running late to your appointment, and you have been in the waiting room for a while, feel free to get in touch with us.

## Feedback

This is a relatively new way for us to offer care, and we are always on the lookout for feedback, both good and bad. Please do tell us how we could make the experience better.

There are many different names for virtual appointments, and they all mean pretty much the same. Please don't be put off by the long names;

- Video appointment
- Skype appointment
- Video conference
- Virtual consultation

## Please tell us how you feel about the services we provide

If you have a compliment, concern or complaint, please contact the Patient Advice and Liaison (PALS) and Complaints Service on:

**0800 013 2319**

or email

**snhs.solentfeedback@nhs.net**

Alternatively, visit

**www.solent.nhs.uk/contact-us**

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or



please contact **Access to Communication**

**0300 123 3267**

Website:

**www.solent.nhs.uk**

Twitter: **@SolentNHSTrust**

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# Virtual appointments

**Have your appointment from the comfort of  
your own home, or when you are out and about.**



## Attending your appointment

Did you know that you can attend a clinical appointment without the need to travel anywhere? Virtual appointments make it easier for you to meet with us in a way that's convenient for you and fits in with your day-to-day life.

Using video technology and a secure online service, you will be able to see and hear your health care professional from wherever you are.

## Convenient and comfortable

If it is suitable for your needs, you may not need to attend a clinical appointment in person. Here are some of the benefits of booking a virtual appointment:

- **It's easily accessible if you have a smart phone, a tablet, or a home computer**
- **You can save time travelling**
- **You are able to stay in an environment of your choice**

## Let's get going

You can attend your virtual appointment using a range of devices, including; a computer, laptop, tablet or smartphone.

To ensure your appointment will work, your device must be able to:

- **Connect to a computer network, Wi-Fi or mobile data**
- **Have a camera that can see you when you are looking at the screen**
- **Play and receive sound**

## Safe and secure

The platform uses encrypted technology so that you can speak to your consultant securely and safely. Only you and your care team will be able to access it.

All face-to-face and virtual appointments are confidential. Your health information will be kept private and no one else will be able to see or hear your appointment without your consent.

It is therefore important that you make sure you are in a space where you feel safe and comfortable, to have your appointment. This usually means going somewhere that is private, where only the people you choose to invite to your appointment can hear.

## Your choice

It is completely up to you whether you accept a virtual appointment if you are offered one instead of a face-to-face appointment. None of our services are delivered exclusively via video-link. If you try it, but you don't like it, you can change your mind at any time, and your decision will not affect the care that you receive; all you need to do is inform your care team.

If you have any questions, please contact your care team and they will provide you with more information prior to your appointment.



## Confirmation

Once you have booked an appointment, your care team will send you a link to join your appointment via your preferred method. This could be in the form of an email or text message.

## Next step

Ready to join your appointment?

- 1 Click on the link sent to you via email or text message and wait for the virtual appointment to open**
- 2 Follow the on-screen instructions to make sure your camera and microphone are switched on**
- 3 You will find yourself in a digital 'waiting room' until your clinician is ready**