

General FAQs

What is a video consultation?

A video consultation is an appointment that takes place between a patient and a clinician over video, as opposed to face-to-face or over the telephone. You will receive the same quality of care as you would in a face-to-face appointment.

Why is the NHS using video consultations?

There are lots of benefits to using video consultations, including:

- Saving patients, their families and carers time and money by removing the need to travel to an appointment
- Giving patients the flexibility to have their consultations in a place that is convenient to them
- Reducing disruption to a patient's day, by reducing the amount of time they need to attend an appointment
- Reducing carbon emissions associated with travel
- Reducing the spread of infectious diseases such as COVID-19, by avoiding face-to-face contact.

Why is the NHS using video consultations as part of its COVID-19 response?

- Using video consultations supports with the NHS' COVID-19 response by:
- Preventing the transmission of the disease, by reducing the need for physical attendance at NHS sites
- Enabling clinicians to see patients who are unable to travel, this includes patients who are in at risk groups or who need to self-isolate
- Enabling clinicians to work from home, this includes staff in at risk groups, those who are self-isolating or those who are experiencing travel difficulties.

Are video consultations right for me?

- Video consultations are suitable for many patients who do not need a physical examination and who are able to communicate via video. Your clinician will only invite you to a video consultation if they believe it is right for you.
- Your consent is vital. If at any time you feel that you would like to end the video consultation, you can advise your clinician that you would like to end the video call and arrange another appointment.
- You do not have to accept the offer of a video consultation, you will be offered a telephone or face-to-face appointment if that is your preference.

Can a family member, carer or friend join me for my video consultation?

It is possible to invite a third or fourth person into a consultation, even if they are in a different location to you. If you would like to invite a family member, carer, friend or interpreter you can either:

- Share your appointment link with the individual(s) in advance so they can join the waiting area from another location at the time of your appointment. You will need to ask your clinician to invite them to join the consultation at the start of your appointment.
- Give your clinician the individual's email address or mobile phone number during your appointment and the clinician will send them an instant message, with a link enabling them to join your appointment.
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What equipment do I need for a video consultation?

You can access your video consultation on a smartphone, tablet or laptop/computer. You can use your device's inbuilt microphone and camera, but some people find they get better call quality using an external headset and web camera. You will need to be connected to the internet through Wi-Fi, 3G, 4G or an Ethernet connection.

It is a good idea to test your equipment before your appointment.

You can do so by completing a 'test call' through our website <https://www.enherts-tr.nhs.uk/patient-visitors/videoconsultation>

Will I need to download anything?

The platform is accessed via a web browser and does not require any applications to be downloaded. You can use either Google Chrome (for PC/Mac/Android devices) or Safari (for iOS devices and Macs).

Platform Specific FAQs

How do I access my video consultation?

The link is <https://www.enherts-tr.nhs.uk/patient-visitors/videoconsultation>

Patients will be advised of this link in the letter that is sent out to them

The platform can be accessed either on Google Chrome (for PC/Mac/Android devices) or Safari (For iOS devices and Macs).

How much data does a video call use?

Patients do not use any data whilst waiting for a clinician to join them on their call. A 20-minute video consultation uses about 230MB of data on a mobile device, and 450 MB on a PC or laptop.

The exact amount will depend on the connection speed, and how many participants there are on the call.

What happens if I lose connection during my video consultation?

If you lose connection during your call, try clicking the “refresh” button and the consultation will be refreshed. You will not lose your place in the clinic. If the issue continues you may be asked to continue to an appointment on the telephone instead.

Is the platform secure?

The platform has an inbuilt three-tier security system. Patients have their own private video room, that only authorised clinicians can enter, and no patient identifiable information is stored on the system.

Is my personal data safe?

Only limited personal data is entered when a patient accesses the video consultation platform. This data is deleted within an hour of your consultation ending. Your consultation will not be recorded, and images will not be captured.

Trouble Shooting

Attend Anywhere: Troubleshooting

Many call issues can be resolved by clicking

Refresh

Support contact

Device meet minimum specs?

Windows PC with i5 processor and 3GB of RAM (Windows 7 or later)

Apple Mac with i5 processor and 3GB of RAM (MacOS 10.12 Sierra or later)

Android-based smartphone or tablet (Android 5.1 or later)

iPhone or iPad (iOS 11.4 or later)

Details:

nhs.attendanywhere.com/requirements

Latest web browser?



Check version at www.whatismybrowser.com

Google Chrome (Windows, Android, MacOS)

Get Chrome from www.google.com/chrome

Apple Safari (MacOS)

Update Safari from the Mac App Store

Guides & further troubleshooting

nhs.attendanywhere.com/makingcalls

Can't hear others?

Speakers/headset:

Volume at audible level?

(If external) Plugged in securely?

(If powered) Switched on?

Being used by the computer?

Check computer's audio settings.

Hearing an echo?

Check computer's audio settings.

More: nhs.attendanywhere.com/speaker

Can't see?

Web camera:

(If external) Plugged in securely?

Chrome using the correct camera?

Click camera icon in Call Screen's address bar; check access and selected camera.

Other software using the camera?

(Example: Skype also running)

May require computer reboot.

Firewall settings allow video stream?

Ask whomever looks after your firewall for help.

More: nhs.attendanywhere.com/camera

Others can't hear you?

Microphone:

(If external) Plugged in securely?

Being used by the computer?

Check computer's audio settings.

Chrome using the correct microphone?

Click camera icon in Call Screen's address bar; check access and selected microphone.

Muted?

Either Call Screen, or device's audio.

Other software using the microphone?

(Example: Skype also running)

May require computer reboot.

More: nhs.attendanywhere.com/mic

Poor video/audio quality?

Connection to Internet okay?

Check speed and latency at www.speedtest.net

Others on the network using lots of bandwidth?

(Example: other video calls in progress)

Modem/router working properly?

(Wireless network) Get closer to access point.