

NHS video calling

Your appointment, Your place

Hospital video appointments with a doctor or nurse



You have been told that you are having a hospital video appointment



This means you can stay at home and have your appointment on your computer or iPad



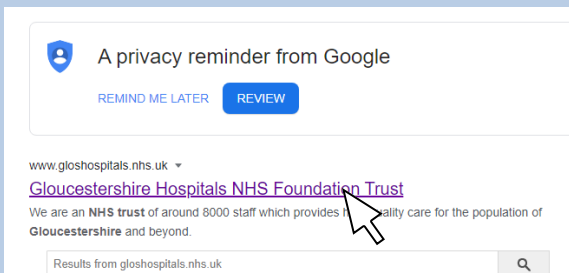
Computers and iPads have cameras and microphones. You and your doctor will see and hear each other



10 minutes before your appointment time, open Google Chrome on your computer or iPad



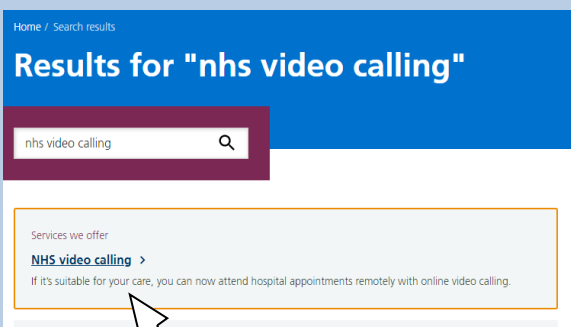
Type into the search bar: gloucestershire hospitals nhs foundation trust



Go onto our website by clicking on: Gloucestershire Hospitals NHS Foundation Trust

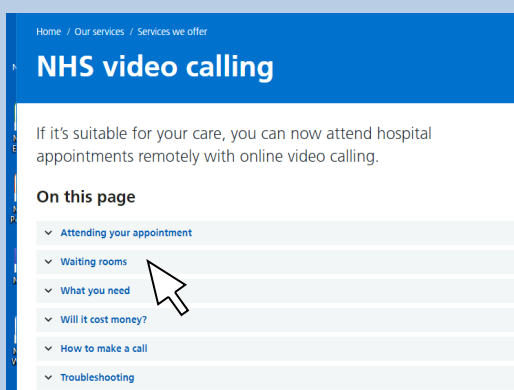


Type into our website search bar: 'NHS video calling', then click on the orange square



Scroll down to 'NHS video calling' shown in blue and click on it

You will now be on the NHS video calling webpage

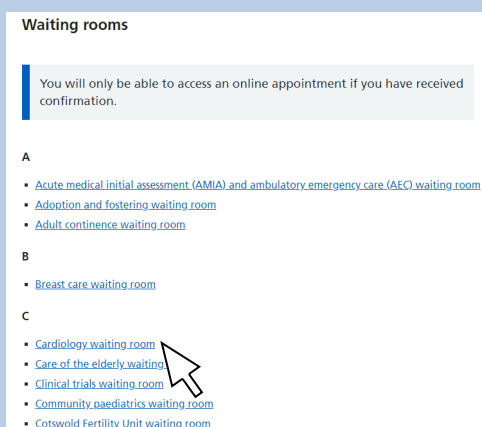


Click on 'Waiting rooms' and you will see a list of waiting rooms for different departments



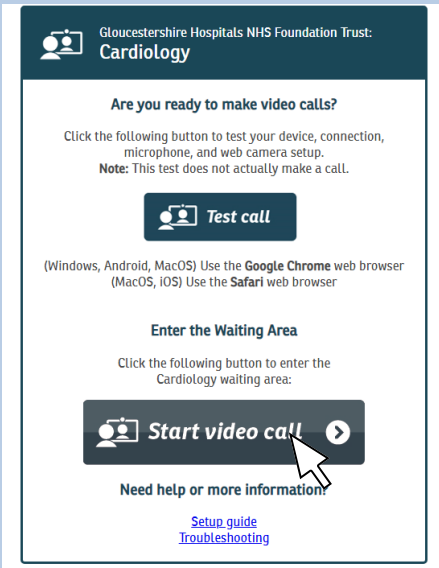
You will have been told which 'waiting room' to go to in your letter.

We are using 'Cardiology waiting room' as an example



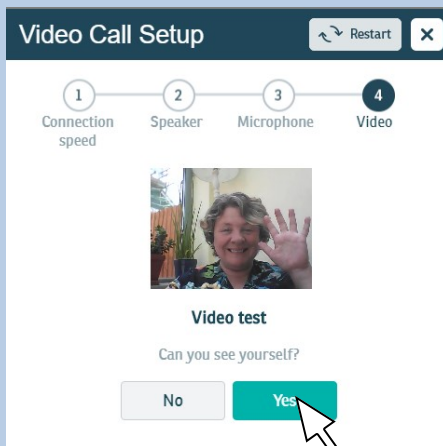
Look down the list until you see the waiting room from your letter

Click on it



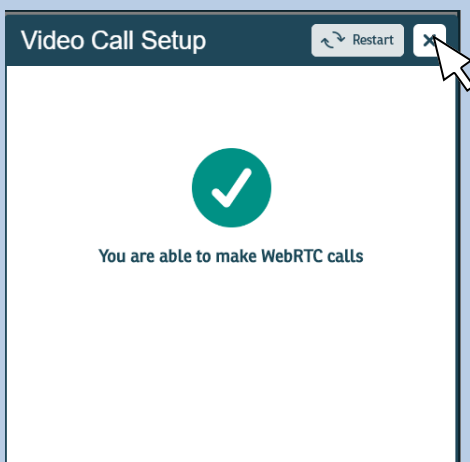
On the next screen click 'Start video call' and follow the instructions for testing your computer or iPad

Click 'Continue' or 'Yes' for each of the 4 computer tests



The last test is to make sure your camera is working

Click 'Yes'



This will appear after the computer tests are finished.

Click the 'X' to move on

Video Call Setup Restart X

Gloucestershire Hospitals NHS Foundation Trust

Waiting Area: Cardiology

The person this call is about:
* Mandatory Field

First Name*

Last Name

Date of Birth / /

Phone *Where can you be reached?*

This personal information is only used during the call, then deleted.

I accept the [Terms of Use](#) and [Privacy Policy](#) and agree that NHS England Attend Anywhere uses cookies in accordance with its [Cookie Policy](#).

Continue >

🔒 Your details are being transferred securely.

The next screen is 'Video Call Setup' where you type your details into the boxes

None of the personal details you enter will be recorded

Video Call Setup Restart X

Gloucestershire Hospitals NHS Foundation Trust

Waiting Area: Cardiology **Example**

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* Mandatory Field

First Name*

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Date of Birth / /

Phone *Where can you be reached?*

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Continue >

🔒 Your details are being transferred securely.

We have filled this in as an example, with details of a pretend person

- Type your first and middle names into the 'First Name' box
- Type your surname into the 'Last Name' box
- Enter your date of birth (this is important so we know who you are)
- Add your telephone number into the 'Phone' box

Video Call Setup Restart X

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Waiting Area: Cardiology **Example**

The person this call is about:
* Mandatory Field

First Name*

Last Name

Date of Birth / /

Phone
Where can you be reached?

This personal information is only used during the call, then deleted.

I accept the [Terms of Use](#) and [Privacy Policy](#) and agree that NHS England Attend Anywhere uses cookies in accordance with its [Cookie Policy](#)

Continue >

🔒 Your details are being transferred securely.

Tick the small box accepting 'Terms of Use and Privacy Policy'

Click 'Continue'

Video Call Setup Restart X

Please Read!

- This is **not** an emergency service. If you need emergency care, telephone 999
- No one is permitted to record the call without consent
- Everyone attending the consultation with you will be introduced
- Your video call will open in a new window
- If you experience any issues, click the **Refresh** button

Click **Start Call** to proceed.

Cancel **Start Call** >

Click 'Start Call' on the next screen to go into the waiting room.

You will see yourself on the screen until you are 'collected' from here by the doctor or nurse



A British Sign Language interpreter will be in your appointment if you need one (also by video link)

The doctor or nurse will end the appointment and you will leave the call