

Video consultations for outpatient appointments

What is 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. Where a clinician has suggested that a video consultation is suitable, then you will receive the same quality of care as you would in a face-to-face appointment.

What are some of the benefits of video consultation?

- The flexibility for patients to have their consultation in a place that is convenient to them. It also means that family members of residents can be invited to participate in the video call, wherever they are
- Infection control – reducing the spread of infectious diseases, as outside staff do not need to enter the care home unnecessarily. Similarly, the patient does not need to travel into hospital
- MDT working – teams working in different locations can all join one video consultation
- Less time travel – reducing disruption to a patient's day by reducing the amount of time they need to attend an appointment. Additionally, the time saved on travelling for clinicians is time that can be used for patient care. Virtual consultations reduce the level of stress for patients who find it difficult to travel to appointment. Patients, their families and carers can also save the money they would otherwise use to travel to an appointment
- Reducing carbon emissions associated with travel. Reduced air pollution is good for people's health and it's also good for the wider environment.

What can video consultation be used for in care homes?

Video consultation can be used for:

- Outpatient appointments, including follow-up
- Medication reviews
- Training and support for care home staff, provided by a specialist

As would normally be the case, the care home staff will engage with patients before making a decision that video consultation would be appropriate for their outpatient appointment

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

Yes, there are two ways in which this can happen

- If they are **in the same location as you**, they can join you during your video consultation, using the same camera/ computer.
- If they are **in a different location from you**, they can join you during your video consultation by using the same link that was sent to you

If you had not previously informed a carer or friend to join you for video consultation, you are still able to invite them to join you during the consultation. Simply provide your clinician with the email address or mobile phone number of the individual(s) that you want to join you in the consultation and the clinician will send them an instant message, with a link to enable them to join your appointment.

What would your care home need to enable the residents to attend future outpatient hospital appointment using video consultation?



- A **device** such as a computer, laptop, tablet, iPad or smartphone
- A **web camera** (built-in or USB)
- A **microphone** (usually built into most laptop computers and external webcams)
- **Speakers and headset**, if required (speakers are usually built into most laptop computers but not necessarily into external webcams)
- A **reliable connection to the internet** (if you can watch a video online, you can make video call)
- A **private, well-lit area** where you will not be disturbed during the consultation
- If not already on the device, you will need to download **Google Chrome**

What will happen next?

- Please complete this one-off short survey (included in previous Care Provider Covid-19 Update). There are only 3 questions in the survey. Please click on the link below to access the survey.
<https://www.surveymonkey.co.uk/r/X72BL5N>
- Please contact prince.obike@swlondon.nhs.uk to agree a mutually convenient date and time to try out the video consultation (the test-run takes a maximum of 5 minutes, a little longer if staff have difficulties getting onto the video call)
- Our aim is to invite you to start using video consultation for future hospital outpatient appointment that your residents may have, where the clinical team thinks this will be appropriate.

Further queries/information

If you need to discuss any issue not already covered above, please contact prince.obike@swlondon.nhs.uk