

Physiotherapy Outpatients

Information about your video appointment at Kingston Hospital

Kingston Hospital is taking sensible steps to limit the risks of the Coronavirus (COVID-19).

Where possible, outpatient appointments will now take place virtually.

A video appointment (sometimes called a virtual appointment) is the same as your normal face to face appointment, conducted over a video link via Attend Anywhere instead of at the hospital or community clinic.

This leaflet explains what this means for you.

If you have been offered a video appointment, please do not come to the hospital as you will not be seen.

To access your video appointment visit:

<https://nhs.vc/khft-physio-op>

Living our values *every day*



Why am I having a video appointment?

As part of our work to improve outpatient services we are increasing the number of clinic appointments delivered by video link or phone. Patients have told us that this reduces the need to take time off work, and reduces time spent travelling to the hospital and parking. We are also doing this to limit the spread of COVID-19.



Your health professional has reviewed your condition and decided that it is safe for your hospital appointment to take place via video.

What will happen?

- Your hospital appointment letter gives you the time and date of your appointment which will take place using Attend Anywhere.
 - Use the link to on the front page of this leaflet or the button on the Trust website. You will be able to access your appointment and taken to the waiting area of Attend Anywhere.
 - The health professional delivering the appointment will admit you to your appointment.
- ➔ It is possible that preceding appointments have over-run which means you may have to wait for a short period of time until you are seen.

Get ready to make video calls

Make sure that you use one of the following web browsers

-  Google Chrome
Windows 7+, Android 5.1+, MacOS 10.11+, iPadOS 13+
-  Apple Safari
MacOS 10.12+, iOS 11.4+, iPadOS 13+



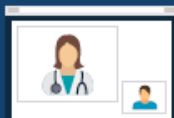
1

On this web page, click the Start video call button and follow instructions



2

Wait in your own private video room



3



Your healthcare provider sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready

How should I prepare?

- You need to be in a quiet, well-lit area where you can talk privately.
- You should be in a location that has a good wifi signal. Use one of these:
 -  Google Chrome web browser on a desktop or laptop, or an Android tablet or smartphone
 -  Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- Have a list of your current medication and any documentation relevant to your condition or appointment to hand.
- Have pen and paper ready to write down any notes.
- Please test your connection in advance of your appointment (you can do this via the Kingston Hospital video call webpage).
- Please do not record your appointment.

If a family member, friend or carer usually comes with you to your hospital appointments and they are not self-isolating in a different household, please ask them to be with you for your video appointment.

What happens if I can't get in the waiting room at my appointment time?

Don't worry if you cannot access the waiting area on the day of your appointment. If your doctor or nurse cannot see you in the waiting room they will contact you on the telephone numbers we hold for you. Your consultation will be conducted by telephone where possible and if a face to face appointment is required this can be arranged.

Please tell the health professional straight away if you if you are experiencing any technical problems with the virtual clinic. Check your device has access to your camera and microphone. If you are still having difficulty and if possible, your consultation can continue by telephone.

What happens if I miss my appointment?

The healthcare professional will then decide on the next step, which could include re booking your appointment or discharging you back to your GP. Please contact the team if you have any concerns about this.

Your feedback

Following your consultation, you will be asked to fill out online satisfaction survey. This is important to help us continue to improve the service we provide to patients at Kingston Hospital.

What happens if I need an interpreter?

We can arrange for an interpreter to be on the video call with your health professional. Please ask a family member or friend to phone the hospital department at least 3 days before your appointment and tell us what language is needed.

What should I do if I have an accessible information need?

If you have special communication need because you are deaf or hard of hearing, or have a learning difficulty for example, please

ask a friend or relative to phone your hospital department to discuss this.

Top tips for getting the most out of your appointment

Before your appointment

- Write down your two or three most important questions.
- Write down details of your symptoms, including when they started and what makes them better or worse.

During your appointment

- Don't be afraid to ask if you don't understand. For example, 'Can you say that again? I still don't understand.'?
- If you don't understand any words, ask for them to be explained.
- Write things down or ask a family member or friend to take notes.

Before you leave your appointment

- Check that you've covered everything on your list you understand, for example 'Can I just check I understood what you said?'
- Make sure that you know what should happen next – and when. Write it down.
- Ask who to contact if you have any more problems or questions
- Ask about support groups and where to go for reliable information and ask for copies of letters written about you – you are entitled to see these.

- Keep your notes from the discussion.
- Book any tests that you can and put the dates in your diary.

Questions that you may find useful during your appointment

Questions about tests	<p>What are the tests for?</p> <p>How and when will I get the results?</p> <p>Who do I contact if I don't get the results?</p>
Questions about treatment	<p>Are there other ways to treat my condition?</p> <p>What do you recommend?</p> <p>Are there any side effects or risks?</p> <p>How will I know if the treatment is working?</p> <p>How effective is this treatment?</p> <p>What will happen if I don't have any treatment?</p> <p>Is there anything I can do to help myself?</p>
What next	<p>What happens next?</p> <p>Do I need to come back and see you?</p> <p>Who do I contact if things get worse?</p> <p>Do you have any written information?</p> <p>Where can I go for more information?</p> <p>Is there a support group or any other source of help?</p>

Patient Advice and Liaison Services (PALS)

PALS can provide information, advice and support to patients and relatives and will listen to and act on your concerns, suggestions or queries.

020 8934 3993

khft.pals@nhs.net

Accessible information

We are actively working to make our patient information easier to read and accessible in a range of formats. If you would like this information in large print, audio or electronic format please speak to a member of staff in the department. If you need a different format, please let us know and we will do our best to meet your request.

Pastoral & Spiritual Support Services

We offer a multi-cultural approach serving people of all faiths and life philosophies. A Duty Chaplain is available 24/7. You can request to speak to a Church of England or Roman Catholic Priest, the Rabbi or Imam.

Please call the hospital switchboard on **020 8546 7711** and ask to speak to the Duty Chaplain.

Kingston Hospital NHS Foundation Trust

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