

## Paediatrics

# Information about your child's video appointment

Kingston Hospital is taking steps to limit the risks of the Coronavirus (COVID-19). Where possible, outpatient appointments now take place via video. (This is sometimes called a virtual appointment).

A video appointment is like your child's normal face to face clinic appointment at the hospital, except that you don't come to the hospital because your child's appointment is via a video link service called Attend Anywhere.

This booklet explains how this works and how you and your child can get the most out of your video appointment.

**Please remember you and your child should not come into the hospital if you have been offered a video (virtual appointment)**

- ➔ To access your appointment use this link - <https://nhs.vc/khftpaediatrics>
- ➔ or type: "Kingston Hospital video call" into google or your web browser, and then select "Paediatrics".



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# Why is my child being offered a video appointment?

As part of our work to improve outpatient services we are increasing the number of clinic appointments offered by video link or phone. This can be a more convenient and cheaper option for parents, as it can save time and money on travel and parking. We are also doing this to limit the spread of COVID-19. Your doctor has reviewed your child's condition and decided that it is safe for their hospital appointment to take place via video.

## What will happen?

Your hospital appointment letter gives you the time and date for when your child's appointment will take place on the Attend Anywhere video system.

- To access your appointment use this link - <https://nhs.vc/khftpaediatrics>
- or type: "Kingston Hospital video call" into google or your web browser, and then select "Paediatrics"

The doctor delivering your child's appointment will admit you and your child to your appointment.

- We expect to see your baby or child during the call so please make sure they are available, unless it has been specifically agreed in advance that they do not need to be present

Please don't worry if you are not seen immediately as you log on. Please be patient and bear with us – we do our best to run to time as much as possible. We won't have forgotten you!

## 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 and your child 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
- Please test your connection and technology at least 10 minutes before your child's appointment
  - ➔ **To access your appointment use this link - <https://nhs.vc/khftpaediatrics>**
  - ➔ **or type "Kingston Hospital video call" into google or your web browser, and then select "Paediatrics".**
- Please do not record your hospital appointment
- For further advice please see our "Tips for getting the most out of your video appointment" in this booklet.

## Your feedback

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

## Frequently asked questions

### **What if I would prefer a telephone consultation or have technical problems?**

If you would prefer a telephone consultation or are struggling to make the technology work, please phone outpatient's reception, ideally before your appointment time on 020 8934 2484. This will help enable us to switch you to a telephone consultation if needed.

### **Is a video appointment secure?**

Video calls are secure. Your privacy is protected. You and your child have your own private video room that only you and authorised clinicians can enter.

### **How much does a video call cost?**

The video call is free (except for your internet usage).

### **How much internet data will I use?**

You don't use any data while waiting for a clinician to join you. A video call uses a similar amount of data to WhatsApp or FaceTime.

### **What happens if my child misses their appointment?**

The doctor will decide on the next step. This could include re booking your child's appointment or possibly discharging your child back to their GP. (We would always write to you). Please contact the Paediatric Department if you have any concerns.

### **What happens if I need an interpreter?**

We can arrange an interpreter to be on the video call with you and your child. Please ask a family member or friend to phone the Paediatric Department at least 3 days before your child's appointment and tell us what language is needed.

## What if my child or I have an accessible information need?

If you or your child has a special communication need because you or your child is deaf or hard of hearing, or have a learning difficulty for example, please phone the Paediatric Department to discuss this. Or you can ask a friend or family member to.

## Tips for getting the most out of your video appointment

Having hospital appointments via video is new for many of us. The Paediatric Department has put together this list of tips to try and help you and your child make the most of your 'virtual' paediatric appointment.

### Do's

- ✓ Do make sure you have good Wifi and excellent reception, with plenty of battery life left on your device. Slow Wifi or poor reception can delay the consultation and make useful conversation very difficult.
- ✓ Do make sure you are somewhere private where you and your child feel able to discuss medical and personal issues. Being in a public space is not helpful for feeling comfortable discussing your concerns freely.
- ✓ Where possible, please help us with the sound quality – this may mean turning off other devices (where possible), being in a quiet space and turning your volume up as much as you can!
- ✓ Do try to prepare your child for the consultation – maybe encourage your child to practise explaining what their symptoms are, and getting them to think ahead of any questions they might like to ask the doctor.
- ✓ If possible, do weigh and measure your child's height before the appointment. We are happy for you to use home bathroom scales and tape measures during the pandemic – height in centimetres and weight in kilograms is best if you can.

- ✓ Do let us make any necessary arrangements for your child – If your child needs any further investigations or tests, your doctor will make plans to do this as quickly and safely as possible – This may mean coming into the hospital for specific tests, but in other cases, we may have made plans with local community teams.
- ✓ Please do complete the questionnaire at the end of clinic – we are using this to ask for your feedback so we can improve our virtual clinics as we learn this together.

## Don'ts

- ✓ Please don't worry if you are not seen immediately as you log on – as we all get used to the new technology, doctors may be running late and may not always be able to message you to apologise. Please be patient and bear with us – we do our best to run to time as much as possible. We won't have forgotten you!
- ✓ Don't leave your appointment feeling uncertain about what the plan for your child is and what is happening next - Please ask us if you are unsure.
- ✓ Don't worry though if you didn't catch everything in the initial appointment. We write to the GP and parents/carers of every child we see in clinic, including any specific plans – we hope this will clarify anything you are unsure of – most of our letters are sent within a month of the clinic.



# Useful contact numbers & website information

Paediatric Department - Admin Team - 020 8934 6403 (Monday-Friday 9-5pm)

Outpatients Reception - 020 8934 2484 (Monday –Friday 08:00 am-6pm)

<https://kingstonhospital.nhs.uk/patients-visitors/outpatients/video-call/> and “How to use Attend Anywhere” Video <https://youtu.be/o-64JK4nLuE>

<https://kingstonhospital.nhs.uk/department/paediatrics-department/>

## 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](mailto: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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Kingston upon Thames  
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**020 8546 7711**

[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)