



# NHS Wales Video Consulting Service



## Using Video Consultations in Primary Care: Patient User Guide

*The NHS Wales Video Consulting Service is brought to you by:*

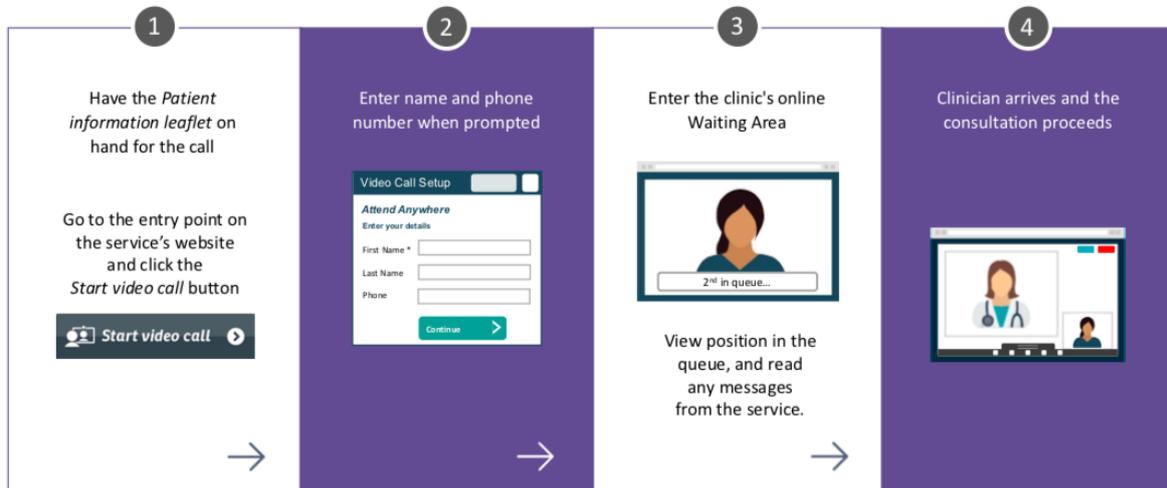


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Follow this link to a video on [How to use Attend Anywhere for patients \(Welsh subtitles\)](#)

You will be asked to enter a few details (name, date of birth and a contact telephone number) before you can join the call. These details are only used to allow the clinician to identify the right person is joining the call. After the video call, these details will be deleted.



Before the call begins, you will see information similar to the list below, however, this may alter depending on your GP practice service.

### **Example of information presented to callers before they enter a call to the Waiting Rooms:**

**ONLY PROCEED WITH YOUR VIDEO CONSULTATION IF IT HAS BEEN ARRANGED WITH YOUR DOCTOR OR CLINIC/SURGERY.**

- This is NOT an emergency service. In an emergency phone 999.
- This call is not being recorded.
- Everyone attending the consultation with you will be introduced.
- Your video will open in a new window
- If you experience any issues, click the Refresh button.

### **During your call:**

- If you experience any issues, click the green Refresh button (top right-hand corner).
- Avoid pointing the camera towards a window or bright light.
- To select a different camera or microphone, click the camera icon in the top-right of the browser window select the relevant devices, and then click the Refresh button.

## Attending Your Appointment Via Video



Where appropriate, you can attend your consultation online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



Instead of travelling to your appointment, you enter the clinic's online waiting area. The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account.

No information you enter is stored.

### ✓ What do I need to make a video call?

✓ **A good connection to the internet**  
If you can watch a video online (e.g. YouTube) you can make a video call

✓ **A private, well-lit area where you will not be disturbed** during the consultation

### ✓ One of these:

- ✓  Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
- ✓  Safari web browser on an Apple iMac, MacBook, iPad, or iPhone

✓ **Web-camera, speakers and microphone** already built into laptops or mobile devices

### 🔒 Is it secure?

**Video calls are secure; your privacy is protected.**

You have your own private video room that only authorised clinicians can enter.

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

You don't use any data while waiting for a clinician to join you.

An Attend Anywhere video call uses a similar amount of data to Skype® or FaceTime®.

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

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



### Smartphone and tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

## 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+



### Apple Safari

MacOS 10.12+, iOS 11.4+,  
iPadOS 13+



1

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



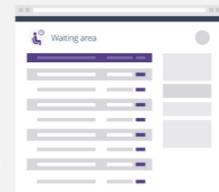
2

Wait in your 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

## What do I do if something is not working?

[nhs.attendanywhere.com/troubleshooting](https://nhs.attendanywhere.com/troubleshooting)

**Current service status:**

[status.nhs.attendanywhere.com](https://status.nhs.attendanywhere.com)

