

Information for patients and carers

Outpatient Video Appointments

Information about your video appointment



What do video appointments mean for you?

A video appointment is similar to a face-to-face appointment, but it is conducted using a PC or mobile device instead of patients attending hospital or a community clinic. This leaflet explains what this means for you. If you have been given a video appointment, please do not come to the hospital as you will not be seen.

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 virtually. This is to improve patients' experience by reducing the need to take time off work, travel to and park in the hospital.

Your clinical team has reviewed your condition and decided that it is appropriate for your hospital appointment to take place by video consultation.

What will happen?

Instead of travelling to your appointment, you enter the online reception area, where one of our receptionists will check your details and direct you into your waiting area. The clinician is notified when you arrive and 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?

To join your video appointment smoothly, please make sure you have:

 A good internet connection.

If you can watch videos online (e.g. YouTube), your connection should be strong enough

✓ A private, well-lit space

Choose a quiet area where you won't be disturbed during your appointment

✓ A compatible device and browser



Google Chrome on a desktop, laptop, Android tablet or smartphone



Safari on an Apple iMac, MacBook, iPad or iPhone

✓ Built-in equipment

Most laptops, tablets, and smartphones already have a webcam, microphone and speakers

What happens at my appointment?

Before your appointment, make sure your device has a compatible browser, camera/webcam, a microphone/speakers and earphones. You will receive a link exclusively for you in your appointment letter or your appointment text reminder.

Ten minutes before your appointment time, enter the link you have been sent on your chosen device to begin your appointment.

You will be taken through a series of steps to ensure that your equipment is set up correctly.

Once the steps have been completed, you will be prompted to enter your name and telephone number and accept the terms and conditions. This information is not stored beyond the length of the video call.

Once these steps have been followed, click on the 'Start Call' button and you will enter the waiting room. You will see yourself on the video and hear music. The waiting room is private, and you will not see other patients.

When the consultation is ready to begin, your image will shrink and move to the corner of the screen, and you will see your clinician.

Information is available on our website to tell you what you can do if there are any technical difficulties. Follow the link below and click on the links shown

<https://www.lancsteachinghospitals.nhs.uk/video-consultation>



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 telephone the hospital department at least 3 days before your appointment and tell us what language is needed if you have not already done this.

If a family member, friend or carer usually comes with you to your hospital appointments, please ask them to be with you for your video appointment.

What should I do if I think that a video clinic appointment is not appropriate for me?

If you have difficulty communicating virtually, because, for example, you are deaf or hard of hearing, or have a learning difficulty, please ask a friend or relative to phone your hospital department for you. They will discuss alternative options with you.

Contact details

Should you require further advice or information please contact the outpatient booking team using the phone number on your appointment letter

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

www.lancsteachinghospitals.nhs.uk/veteran-aware

<https://bepartofresearch.nihr.ac.uk/>

<https://saferinternet.org.uk/>

<https://help.inductionhealthcare.com/video-call/en-gb/home.htm>

Follow us on social media @lancshospitals

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**.

Please ask a member of staff if you would like help in understanding this information.

This information can be made available in large print, audio, Braille and in other languages.

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

patientexperienceandinvolvem@LTHTR.nhs.uk

Department: Patient Access

Division: Diagnostics Clinical Support

Production date: August 2025

Review date: August 2028

JR 1348 v1