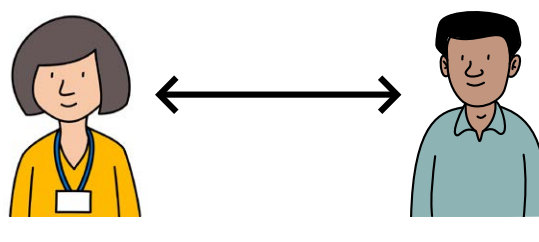
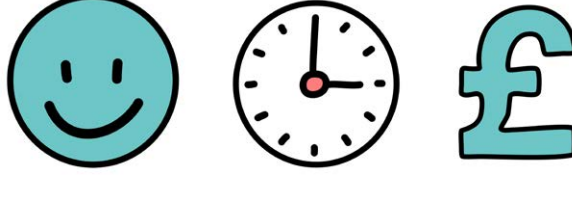


Why choose it?

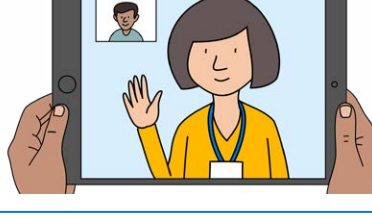
It can help with managing isolation or social distancing



It can save you stress, time and money



Adds a visual dimension

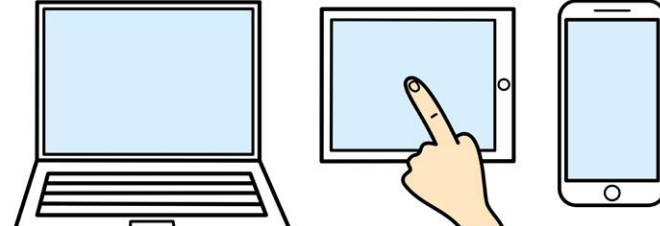


Calls are safe and secure

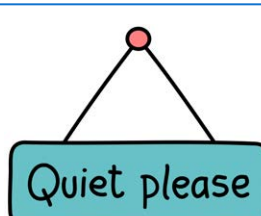


What you need

A charged up computer, tablet or smartphone with a built in camera and microphone



A quiet, well-lit place where you won't be disturbed

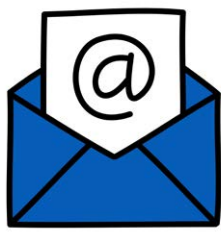


A good internet connection



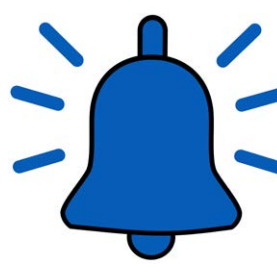
Setting up

1



We will email you or send you a letter with your appointment time and any information you need

2



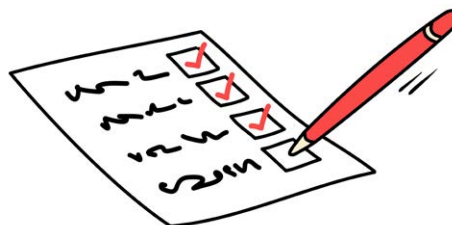
We will send you a text message reminder

3



Make sure you're familiar with the software before your appointment

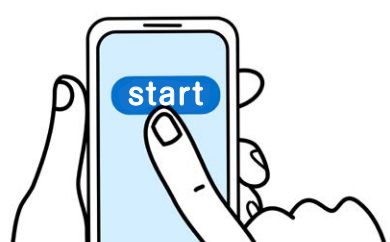
4



Make a list of questions or issues before the call to help you get the most from your consultation

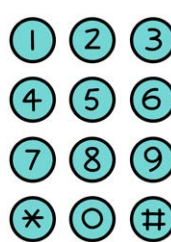
Starting the video call

5



Start the video call program a few minutes before your appointment, you may have been given a link to click on

6



You may be asked to confirm your date of birth and a phone number so we can call you if you get cut off

7



Your doctor or nurse will join you or call you when they are ready

8



Say hello or wave to your doctor or nurse

The consultation

9



Look at your doctor or nurse's face while you're talking

10



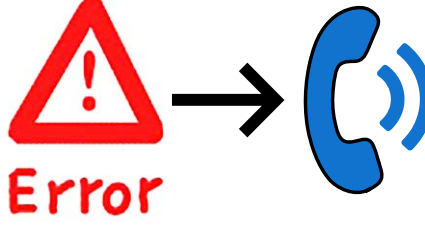
If all goes well, the call will feel like a face to face appointment

11



If you want to show us something you can try to use the screen camera

12



If something goes wrong we'll call you instead

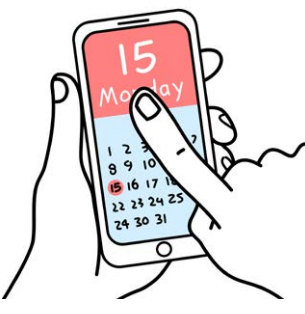
Ending the video call

13



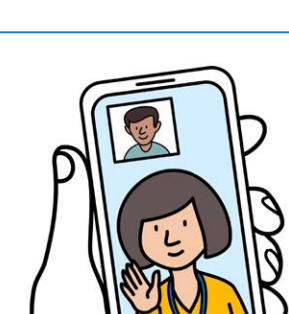
Ask us any questions you like before you go

14



We'll arrange your next appointment, prescription or a face to face visit

15



We'll say goodbye before we go

16



You can leave your feedback to help us make future consultations better