



Bringing Patients Closer to Home @sashnhs

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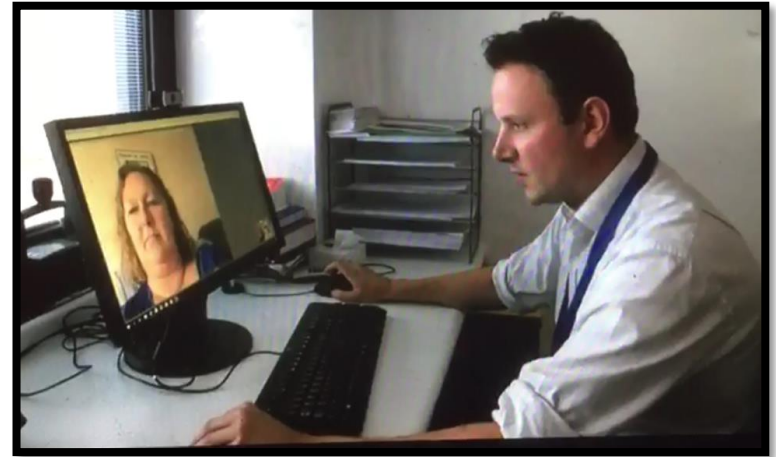
Specialty Training Registrar Oral Surgery

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What is a Virtual Clinic?

- Video consultant clinic
- In lieu of face-to face
- Convenience for patients



Why have a Virtual Clinic?



BBC News



Surrey and Sussex Healthcare
NHS Trust



So far at SaSH...

- Busy outpatient service
- Multiple 'LIVE' specialties
- Dental & Maxillofacial patients

Specialty	Status
Urology	LIVE
Pre-assessment	LIVE
Rheumatology	LIVE
Speech & Language Therapy	LIVE
Pain	LIVE
Gynaecology	LIVE
Paediatrics	LIVE
Renal	LIVE
Diabetes	LIVE
General Surgery	Soon
Orthopaedics	Soon
Parkinsons disease	Soon

So far at SaSH...

- Easy step by step 'how to' guides
- Regular patient feedback

Surrey and Sussex Healthcare
NHS Trust

Attending your appointment via video

Surrey and Sussex Healthcare NHS Trust Video Clinics

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.

Where do I go to attend my appointment?

📍
Go to www.surreyandsussex.nhs.uk/outpatients/video-clinics

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 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 Skype® or FaceTime®.

Smartphone & tablet users

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

See over for more information on how to make a video call.

Patient Experience

92% were able to set up the VC for their device alone

92% felt they were able to communicate everything they wanted to the clinician

76% saved up to 3 hours travel time

96% were not eligible for patient transport services

80% patients saved money, the other 20% were not sure

72% found VC less stressful than a conventional clinic

Overall, **96%** felt their experience had improved for consultations and would choose to do this again



Thank you

@sashnhs

