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| Mr | XXXX Department  Salisbury District Hospital  Odstock Road  Salisbury  Wiltshire  SP2 8BJ  Telephone: 01722 345543  Email: centralbooking.salisbury@nhs.net |
| Address |

Dear Mr

We are writing to you as the XXXX team have identified you are suitable to attend your next appointment via video call, using our online system, '*Attend* *Anywhere*'. Following the discussion that you have had with the XXXX team, we would like to give you some further information about why you have been offered this type of appointment and what this means.

At Salisbury District Hospital, we are taking part in an exciting national NHS England trial to provide outpatient appointments via video call. The aim is to make attending appointments more convenient and accessible for our patients. We hope that by offering you the option to attend your appointment by video call, you will enjoy the benefits of not having to travel to the hospital.

There are a number of things you need to do in advance of your appointment. Firstly, please read the information leaflet attached, this explains what you need to make a video call and how to prepare for this type of appointment.

**We also ask that you carry out a ‘test call’ to ensure that your equipment works.** You can do this by entering the URL address below into your internet address bar, on Google Chrome or Safari, and selecting ‘Start Video Call’:

[URL link]

Please do this using the device that you plan to use during your appointment (i.e. your smart phone, tablet or desktop) and the fastest internet connection available to you. If you experience any issues with the test call, please refer to the troubleshooting information leaflet included, for advice on how to resolve this.

**Please note that your test call will not be answered**

Once you have completed the above, please contact XXXX booking team on 01722 345543 to confirm that you are happy to attend your appointment via video call. In doing so, you are giving your consent for your next appointment in xxx Clinic SDH XXX to be carried out via video call.

If you have changed your mind about attending your appointment via video call, or you are not able to meet the necessary requirements, please also contact XXX booking team, as they can schedule you in for a face to face appointment.

**If you do not contact the XXX booking team, to either accept or decline this type of appointment, we will not be able to schedule you in for you next appointment.**

Further information about how to access your appointment will be included in your appointment letter that will follow once your appointment has been booked.

Once your video call appointment has ended, you will be redirected to an online feedback survey. We would be extremely grateful if you could spare the time to complete this, as your feedback will help us to improve this service for other patients.

Yours sincerely

Booking clerk on behalf of the xxxx Department