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| --- | --- |
|  | #Department name#  Salisbury District Hospital  Odstock Road  Salisbury  Wiltshire  SP2 8BJ  Telephone: #Department phone numbers# |
| #Prison for appointment letters#  #Address salutation##forename# #surname#  #address.addressline1#  #address.addressline2#  #address.addressline3#  #address.addressline4#  #address.citycode#  #address.countycode#  #Address.PostalCode# |

#New Patient Letter Opening#

The following **VIDEO CALL APPOINTMENT** has been made for you with a member of the #Department name# Team.

Date: #Offerdetails.Appointmentdate##AppointmentStartDttm#

Time: #Offerdetails.Appointmentstarttime##AppointmentStartTime# (Please access

your appointment 10 minutes before your scheduled time)

**How Do I Cancel or Change This Appointment?**

Please make every effort to be available for your video call appointment at the agreed time. If you cannot be available, or wish to change your appointment, let us know as soon as possible on #Department phone numbers letter body#. . **Every unused appointment costs the NHS about £120.**

**What Do I Need to Know About Attending an Appointment via Video Call?**

You will receive a text message a few hours before your appointment with a secure link to your video consultation.

To access the private waiting area for your appointment via the online video platform, *'DrDoctor’*, please click on the secure link sent to you via text message or email.

For further information, please visit our Video Consultations page on the Salisbury Hospital website:

[www.videoconsultations.salisbury.nhs.uk](http://www.videoconsultations.salisbury.nhs.uk)

You can also find information on this website page about:

* Attending your appointment by video call
* How to conduct a ‘test’ call
* And, patient information leaflets & FAQs

Please read carefully the patient information leaflet as this explains what is required for you to attend your appointment by video call.

In advance of your appointment, we ask you to conduct a ‘test’ video call, to minimise the potential for any issues during your scheduled appointment. Please follow the instructions on the Video Consultations website page which explains how to do this.

If you experience any issues when conducting the test call, firstly, please refer to the troubleshooting advice on the website page.

If you are unable to resolve the issues experienced, or if you no longer want to attend your next appointment by video call, please contact the booking team on #Department phone numbers letter body# so that we can reschedule your appointment to an alternative type of consultation.

If we do not hear from you we will presume that have successfully conducted a ‘test’ video call and that you are still happy to attend your appointment by video call.

Please be aware that video consultations are optional and should you change your mind, this will not affect your care. However, we ask you to contact the booking team to make them aware of this, as early as possible.

During your consultation, if you decide that you would not like to continue with the consultation by video call, please inform your clinician immediately.

**On the Day of your Appointment**

To protect your own privacy, please ensure that you are attending this appointment in a suitable area that is private, well-lit and you will not be disturbed during the consultation. For added security you may want to consider wearing headphones and ensure your clinician cannot be overheard.

If during the consultation, your privacy is compromised or you do not feel safe, please make your clinician aware and your appointment can be rearranged.

Please ensure you are in the UK when accessing your video call and you will be asked to quote your hospital number which is #PatientID#.

If you experience any issues with accessing your appointment, please do not worry. **Your clinician will ring you if they cannot see you in the virtual waiting area at the time of your appointment.** Please do not try to contact the hospital as this may engage your phone line and prevent us from being able to contact you. To ensure that we are able to contact you if this circumstance arises, please make sure that you have updated your contact details with our booking team.

If any of the above details are not correct, please inform the secretary/booking clerk.

You will be under the care of a Consultant Specialist. Although it may not be the Consultant who will hold the consultation on each occasion, the #Department name# team will have been fully updated on their patient's care. Every endeavour will be made to keep the appointment time, but the needs of the other patients may occasionally cause delay. In this circumstance, we would ask you to be patient and remain on the call until your clinician joins you.

Yours sincerely

Booking clerk on behalf of the #Department name# Department.