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| --- | --- |
|  Mr xxx  | xxxxxx Department Salisbury District Hospital Odstock Road Salisbury Wiltshire SP2 8BJ Telephone: 01722 345543Email: centralbooking.salisbury@nhs.net  |
|  Street Name City Post Code  |

Dear Mr Rule

The following **VIDEO CALL APPOINTMENT** has been made for you with a member of the Urology Team

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| --- | --- |
| Date: | **Thu 01 August 2019** |
| Time: | **14:00 (Please access your appointment at least 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, please let us know as soon as possible on 01722 345543 . This will enable us to offer this appointment to another patient instead. **Every unused appointment costs the NHS about £160.**

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

To access your appointment via the online system, *'Attend Anywhere'*, enter the URL link below into the internet address bar:

[URL link here]

Please read carefully the information leaflets included, as these explain what is required for you to attend your appointment via video call.

If you have not already done so, we ask that you to conduct a ‘test’ video call before your appointment, to minimise the potential for any issues during your scheduled appointment. You can do this by following the URL address above and selecting the ‘test call’ button, using the device that you plan to use during your appointment. If you experience any issues with the test call, please refer to the information leaflets provided for troubleshooting advice.

We are currently unable to provide you with any further technical support, so if you are unable to resolve the issues experienced, please contact 01722 345543 to reschedule your appointment as a face to face consultation.

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.

On the day of your appointment, 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 ensure 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. When you access the video call, you will be asked to quote your hospital number which is **0809525**.

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 xxxxx 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 and we would ask you to be patient.

Yours sincerely

Booking clerk on behalf of the Urology Department