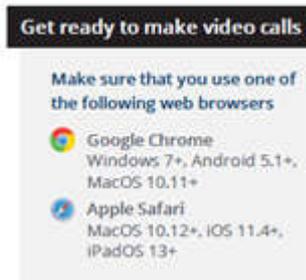


## Welcome to Somerset NHS Foundation Trust Video Consultations

You can follow these instructions at any point prior to your agreed appointment – we recommend 10-15 minutes prior to your appointment time.



### Where do I go to attend my appointment?

1. Open your web/internet browser and type the following address into the long address bar at the top of the screen:-

[www.somersetft.nhs.uk](http://www.somersetft.nhs.uk)



Video consultations  
→

2. Locate and click 'Video Consultations'
3. Click on your Waiting Area

### Instructions

1. For the best quality call, we are advising all patients restart (turn off, and back on) their computer/laptop/phone/tablet prior to the appointment.
2. When you have reached the Video Consultations webpage, please watch the two short videos to explain how your video consultation will work.
3. When you are ready to start your video consultation, locate your service name (as displayed on your appointment letter, or instructed by your clinician) and click on your waiting area link, to the right.
4. Click **Start Call** on the next screen. – *This will also check your device is set up correctly.*

**If using a computer or laptop, you will now go through two important checks, to ensure your video camera, and microphone are working correctly. This may take a minute or two.**

5. Complete your personal details and click on 'Continue' (if you are the patient's carer, please enter the patient's details) - **We do not store the details.**
6. Finally, click '**Start Call**'
7. You will now be checked in for your appointment and your clinician will connect with you shortly.

### Help and Support

1. If for any reason you cannot connect to the waiting area or your clinician, please close your web/internet browser and try connecting again.
2. A link to download the required software can be found via [www.somersetft.nhs.uk/video-consultations](http://www.somersetft.nhs.uk/video-consultations)
3. If this does not work, the clinician will attempt to telephone you on either your landline or mobile phone to carry out your appointment.

