

VIDEO CONSULTATIONS

FREQUENTLY ASKED QUESTIONS (FAQs)

Do I need to do anything prior to my video appointment?

Yes. Check that your device is working correctly, and you can connect to your video appointment. This is explained further in the patient leaflet.

Is my Video Consultation safe?

Yes. Attend Anywhere is a secure NHS video call service for patients with **pre-arranged appointment times only**.

Is my Video Consultation free?

Yes. The video call is free (except your internet usage charge) and data is not used whilst you are in the waiting room. We recommend you connect to the call over WiFi.

What devices do I need for my video appointment?

You can use any of the following:

- **Personal Computer (PC):** You must have an up to date version of Google Chrome Installed.
- **Apple Mac:** You must have an up to date version of Google Chrome or Apple Safari Installed.
- **Android Mobile Telephone or Tablet:** You must have an up to date version of Google Chrome Installed.
- **Apple Mobile Telephone or Tablet:** You must have an up to date version of Google Chrome or Apple Safari Installed.

If needed, download [Google Chrome](#) or [Safari](#) for free for our Video consultations webpage

Attend Anywhere will not work on Internet Explorer.

How do I start and end my video appointment?

This is explained in the patient leaflet.

What do I do if I can't connect to my video consultation?

Use of troubleshooting guide on our video consultations webpage.

What do I do if I still can't connect to my video consultation?

Your clinician will attempt to telephone you on either your landline or mobile phone to carry out your appointment.