

NHS VIDEO CALL INFORMATION

Before you join the Video call you will be greeted with the following information:-

This is **not** an emergency service. If you need emergency care, please telephone 999.

This service is open 9am-6pm.

This service is for scheduled appointments only.

Calling out with your appointment time may result in your call being unanswered.

This is an NHS Appointment.

During the call, everyone attending the consultation with you will be introduced.

Your video call will open in a new window.

If you experience any issues, click the **Refresh** button.

Click **Start Call** to proceed.

NHS GGC promotes open and honest communication between patients and clinicians, and this includes transparency in recording consultations. Please take a minute to consider the following if you feel it is absolutely necessary to record your consultation:

- Recording is done openly and honestly – any party should state if they plan to record the consultation.
- Where a patient chooses to record, a note will be made in their health record stating that they have recorded the consultation or care being provided.
- Any recording should not interfere with the consultation process or the treatment or care being administered.
- Any recording by patients is for personal use only.
- Patients please note that the misuse of a recording may result in criminal or civil proceedings.