

## Information about your child's video appointment with a clinician

### Bladder and bowel care

#### Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net).

A video appointment has been requested by your clinician.

This is conducted over the internet on your PC, laptop, tablet or smartphone, instead of requiring you to attend one of our clinical sites.

It is just as important as a face-to-face appointment, and your clinician will want to talk with you about the same things by video as they would face-to-face.

It is important that you and your child both attend this appointment.

### Why am I having a video appointment for my child?

Your clinician would like to discuss your child's condition with you and your child, and has recommended a video appointment is appropriate to assess your child. Video appointments can save you time and money as you will not need to travel to a clinical location. It allows a clinician to see you whilst enabling you to talk comfortably in your own home about your health.

### What will happen?

You will be sent an appointment letter with the date and time of your child's video appointment.

Five minutes before your appointment time, go to <https://nhs.vc/paediatric-bladder-and-bowel>

You will be taken through a series of steps to ensure your equipment is set up correctly.

Once these steps have been completed, you will be prompted to select the waiting area of the service you have an appointment with. You will then be asked to enter your child's name, date of birth and telephone number.

Your clinician will join you when they are ready and ask you a series of questions, similar to those you are asked when you attend a face-to-face appointment. Both you and your clinician will be able to see and hear each other using a secure online video service.

There is no need to create an account and no information that you enter is stored.

We apologise if there is any delay with your video appointment, but due to the nature of these clinics, delays may occur and we ask for your patience.

## What do I need to have a video appointment?

- Good connection to the internet
- A private, well-lit area where you will not be disturbed
- A PC, laptop or Android tablet or smartphone with Google Chrome web browser

OR

- An Apple iMac, MacBook, iPad or iPhone with Safari web browser
- Web-camera, speakers and microphone (these will already be part of many laptops, tablets and smartphones)

## Is it secure?

Video appointments are secure; your privacy is protected. You will have your own private video room that only authorised clinicians can enter.

You will need to make sure that you are in a private area when you have your video consultation.

## How should I prepare for my child's appointment?

Please be sure that:

- You and your child are available to speak to the clinician and your device is loud enough
- You have a list of all your child's current medication (prescribed and non-prescribed) and any documentation relevant to their condition or appointment
- You have a pen and paper ready to write down any notes
- You are somewhere quiet and free from distractions. This should be a place where you can talk privately without background noise such as televisions, radios and pets.
- You have written down a list of any questions you want to ask, so you don't forget them

## What happens if I have issues connecting?

Please visit [www.northdevonhealth.nhs.uk](http://www.northdevonhealth.nhs.uk) and go to Video appointments on homepage, then select the trouble shooting link.

## **I haven't done a video appointment before and I would like some help to get started**

Our video volunteers are available to answer any questions you may have about accessing your appointment via video.

Please complete the form on our website at [www.northdevonhealth.nhs.uk/video-consultations](http://www.northdevonhealth.nhs.uk/video-consultations) to arrange a call back from one of our video volunteer team at a time that is best for you.

## **What if I need to change or cancel appointment?**

If you are unable to attend this appointment, please notify us as soon as possible by contacting us using the details on your appointment letter. This will allow us enough time to offer another patient the appointment slot.

## **What happens if I miss my child's appointment?**

Please ensure you make every effort to attend your appointment. One missed appointment costs the NHS around £160.

Some of our services have appointment reminders, so you may receive text messages or phone calls to remind you about your appointment.

If you do miss an appointment, the clinician will decide on the next step, which could include re-booking your appointment or discharging your child back to your GP.

## **What if I don't want this appointment to be by video?**

Your clinician has recommended a video appointment after considering a number of clinical factors, and also taking into account what they know about you and your child's individual communication needs.

If you feel a video appointment is unsuitable for you and your child, please don't hesitate to contact us using the phone number at the top of your appointment letter. An alternative consultation can be discussed with your clinician, which could be a telephone or face-to-face appointment.

## **What happens if I need an interpreter?**

We can arrange for an interpreter to be on the video call with your clinician. Please ask a family member or friend to phone the number on your appointment letter at least 10 days before your appointment and tell us what language is needed, if you have not already discussed this with us.

## **What happens after my video appointment?**

We will send a letter to your GP after your appointment, and we will send a copy of this letter to you. If you DO NOT wish to have a copy of this letter, please contact the department.

## How was your appointment?

Your experience of our outpatient services is very important to us. Your feedback helps us to know what is working well, and what we could do better.

Please let us know your feedback by completing our online survey which will appear after your appointment, or can be accessed at a convenient time for you at

[www.smartsurvey.co.uk/s/OutpatientFeedback](http://www.smartsurvey.co.uk/s/OutpatientFeedback)

or using this QR code



### **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

### **Have your say**

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at [www.careopinion.org.uk](http://www.careopinion.org.uk).

Northern Devon Healthcare NHS Trust  
Raleigh Park, Barnstaple  
Devon EX31 4JB  
Tel. 01271 322577  
[www.northdevonhealth.nhs.uk](http://www.northdevonhealth.nhs.uk)

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Tel: 01271 313970 / email: [ndht.contactus@nhs.net](mailto:ndht.contactus@nhs.net)