



Video appointments: Your care, your choice

Information on how to prepare for group video appointments

It is really important that people who need support from our services are able to access treatment in a way that works for them, and video appointments are one of the ways to do this. We have incorporated technology and video appointments in to our services more, and have been told by service users that using video has enabled them to continue to attend appointments they may otherwise have had to cancel.

To help you to access support and treatment via video we wanted to provide you with some useful tips about how to prepare for your video appointments.

Every person's situation is different, and there may be times when video appointments are not the right choice for your individual circumstances. Your clinician will discuss the alternative options with you to ensure that you are receiving the most appropriate treatment for you.

Getting ready for your video appointments - the technical bit

You can have a video appointment using your smartphone, tablet, iPad, laptop or desktop computer. Make sure the device you are using is charged, or plugged in so you don't drop off part way through your appointment.

You will be sent a link to your appointment via email or text. It's a good idea to try to connect to the call 5-10 minutes before your appointment to check it is working, by following the link and logging in.

To make sure that the person/people you are meeting with can see and hear you:

- Check that your camera is switched on and positioned correctly:
 - Place the device you will be using on a steady, flat surface or a stand
 - Make sure you're not too close or too far away from the camera and ideally, the camera should be just above eye level
 - Check what is behind/around you in the background and might be seen on camera
 - If possible, avoid sitting in front of a window or having a light positioned behind you, as this will affect how you appear on screen
- If you are meeting in a quiet place you might want to use the device audio, but if the environment is noisy or distracting, you might find headphones and a microphone work best.

Getting set up and making sure you're comfortable

It is important to show respect for the group you are meeting and behave in the same way as you would if this meeting were being held in person.

We've put together a few additional pointers to help you get the best out of your group appointment, and the people you are meeting with will follow the same guidance too:



TOP TIPS

- Find a quiet, private space where you will have no interruptions from others (including children and pets) during the session
- Think about how you would manage unexpected interruptions, such as the door bell ringing
- Please avoid taking phone calls and responding to messages during the session
- Try to keep movement on camera to a minimum. It's completely understandable that the first few times you meet using video appointment you might find it a bit strange, and having something to fiddle with or a comforting object might help, such as a fidget toy, doodling on scrap paper or taking notes
- Check that you have any notes, or a pen and paper to write notes before you get started.

During the appointment

Please join the session at the start time given. We know that, particularly when you first start using video technology, it might take a few minutes to get everything set up so if you can, join a minute or two before the appointment start time to make sure you are connected and your camera and audio are working.

It really helps if you use your camera. Group video appointments are not a replacement for face to face appointments but if we use cameras they add something to the meeting that using audio alone can't do.

We also ask that you please:

- Use the language you would use usually in a face to face appointment and refrain from using swear words as much as possible
- Do not smoke, vape or eat during the session
- Do not attend your appointment under the influence of drugs or alcohol
- Dress appropriately;
 - Ensure the top of your body is covered. Avoid low necklines and thin straps

- Wear day clothes and not pyjamas
- Do not wear things displaying offensive slogans
- Make yourself comfortable but please do not be lying down or in bed. Sitting on top of a made or covered bed is okay. We know it can be tough in a home with other people in to find a private space for these appointments and a bedroom might be your only option
- Keep all mobile phone and other devices on silent for the duration of the appointment
- Let us know in advance if you need to cancel or change the appointment
- Do not use the screen shot function.

Security

Your video appointments will not be recorded or accessible to anyone but the clinician(s) you are meeting with.

If there are concerns for your safety, or the safety of others, the clinician(s) have a duty of care to respond. They may share their concerns and any supporting information with relevant people if necessary for your protection or for the wellbeing of others. This is the same as in a face to face appointment.

For more information

If you have any questions or concerns about group video appointments, please go to www.sussexpartnership.nhs.uk/videoappointments or speak to your lead clinician.

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