

This leaflet provides information for patients who attend a clinic at United Lincolnshire Hospitals NHS Trust and have been offered an appointment via a video consultation platform.

As part of the national outpatient improvement plan, NHS England and NHS Improvement are undertaking a national pilot around video consultations. United Lincolnshire Hospitals NHS Trust has been selected to take part in this.

Why have I been offered this type of appointment?

We recognise that the traditional face to face hospital appointment is not always convenient due to travel, time and expense constraints. We are offering video consultations to patients who have been identified by their doctor / nurse as someone who may be suitable for this type of appointment.

Do I have to take part?

No. It's your choice whether you wish to attend your clinic appointment in person or via an online video consultation.

Will it affect my care if I choose not to take part?

No your care will not be affected. It is your decision and we want you to be comfortable with your chosen method of clinic appointment.

Where would I go to attend my appointment?

Instead of travelling to your appointment, you enter the clinic's online waiting area which is accessed via our Trust website at www.ulh.nhs.uk. This is accessed via your personal device.

The hospital is notified when you arrive, and your clinician will join you when ready. There is no need to create an account. No information you enter is stored or shared.

What happens if I cannot access the waiting area on the day of my appointment?

Don't worry if you cannot access the waiting area on the day of your appointment. If your doctor or nurse cannot see you in the waiting room they will contact you on the telephone numbers we hold for you. Your consultation will be conducted by telephone where possible and if a face to face appointment is required this can be arranged.

What happens if I am having difficulty seeing or hearing through the video link?

Let your doctor know straight away if you are experiencing any technical problems with the virtual clinic. Firstly, check your device has access to your camera and microphone.

If you are still having difficulty, if possible, your consultation can continue by telephone. Otherwise you can have a rescheduled video appointment or you will be offered a face to face appointment.

What happens if I need a physical examination?

If your doctor decides you need a physical examination, you will be offered the next available face to face appointment. If your condition has changed and you feel that you need to see your clinician in a face to face setting please contact your clinician to arrange this.

Feedback

You will be invited to complete a patient satisfaction survey after your video consultation appointment. This is an opportunity for you to share your experience and to comment how this service could be improved going forward.

Contact us:

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