Attending your appointment via video

Strathpeffer Medical Practice

Where appropriate, you can attend your consultation online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.

Where do I go to attend my appointment?

Go to: https://nhsattend.vc/gpnearme/strathpeffer

Instead of travelling to your appointment, you enter the clinic's online waiting area. The health service 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.

What do I need to make a video call?

- **A good connection to the internet**
  If you can watch a video online (e.g. YouTube) you can make a video call
- **A private, well-lit area where you will not be disturbed** during the consultation
- **One of these:**
  - Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
  - Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- **Web-camera, speakers and microphone** already built into laptops or mobile devices

Is it secure?

Video calls are secure; your privacy is protected.

You have your own private video room that only authorised clinicians can enter.

How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

An Attend Anywhere video call uses a similar amount of data to Skype® or FaceTime®.

How much does a video call cost?

The video call is free
(except for your internet usage).

Smartphone and tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

See over for more information on how to make a video call

Get ready to make video calls

Make sure that you use one of the following web browsers

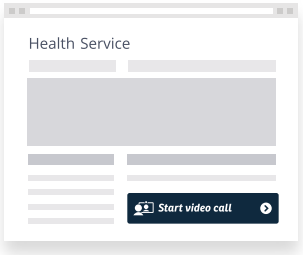
Google Chrome
Windows 7+, Android 5.1+, MacOS 10.11+

Apple Safari
MacOS 10.12+, iOS 11.4+, iPadOS 13+

Go to: https://nhsattend.vc/gpnearme/strathpeffer

1

On this web page, click the **Start video call** button and follow instructions



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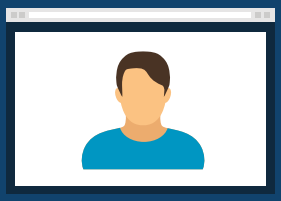
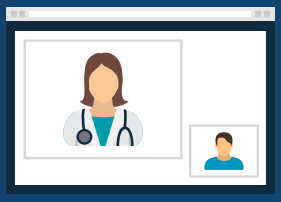
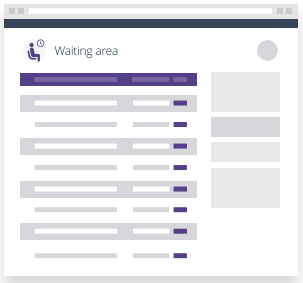
Wait in your own private video room





Your healthcare provider sees you arrive in the waiting area queue...



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...and joins you in your video room when they are ready

What do I do if something is not working?

Visit https://nhs.attendanywhere.com/troubleshooting

More information

If your call is not answered within 20 minutes, please call the Surgery on 01997 421 455.

Visit https://nhs.attendanywhere.com/callers

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