

*When you just need to speak to
someone about your medical
problem*

Access help through your phone or tablet



Digital Access to your Clinician

Darwen Health Centre
James Street West Darwen BB3 1PY
Telephone 01254 226691 option 3



Darwen Healthcare

"Where your health matters"

Why are video-consultations being introduced?

To provide you with more regular access to your GP or practice nurse so that you can talk about any non-urgent health concerns or questions.

What is a video-consultation?

It is a conversation that happens between you and your GP or nurse – you can see and hear each other without being in the same room or building. It uses video technology to allow you to see and hear each other. Lots of people use it all over the world to talk to family and friends who do not live near each other.

What is Whatsapp?

Whatsapp is the programme that allows you and your GP or nurse to be able to hear and see each other. It works over the Internet.

Is Whatsapp safe and secure?

As with all information transmitted across the Internet, the security of Whatsapp isn't 100%, but it is more secure than sending an email or posting a letter, so we believe the benefits outweigh the risks.

What happens if I don't want to talk to my GP or nurse in this way?

If you do not like this method of communication it can be stopped at any time. It is your choice whether or not to use it and we will answer any questions you may have before it is used and ask you for your written consent.



Patient Informed Consent to the use of Video Consultations



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Your consent to the use of video-consultation

- I have read and understand the patient information provided regarding video consultations.
- I have had the opportunity to discuss this information and all my questions have been answered to my satisfaction.
- I hereby give my explicit consent for the use of video in my medical care and authorise the clinician to use video to undertake remote consultations.

If you would like to proceed please complete the form in full. If you are agreeing on behalf of the patient it is important that you complete the second part of the form and record in what capacity you are acting as the patients representative.



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PATIENT CONSENT FORM

After you have read your rights and agree to the use of Video Consultations please complete the form below in block letters with a black pen

Patients Name	
Date of Birth	Phone No.
Address	
Post Code	
Patients Whatsapp Identity Details	
Signature of Patient	Date
In the case of the patient not being able to give consent, the patient's name and address should be completed above and the details of the Patients Representative completed over leaf	

PATIENT REPRESENTATIVE FORM

Name of Patients Representative		Phone No.	
Capacity of Representation		Please tick box	
Lasting Power of Attorney (Health & Welfare)		Family Member acting as Carer	
Parent or Guardian of Child under 16 years		Care Worker or Care Home Staff	
Representatives Whatsapp Identity Details			
Representatives Address			
Post Code			
Date			
Representatives Signature			

How will I be prepared for my video-consultation?

We will arrange to contact you at your Whatsapp Contact at a set time which will have been arranged between you and the practice staff. When the GP or nurse starts the consultation with you, he/she will introduce themselves, check that you are happy to proceed and check your name and date of birth. At the end of the consultation they will check that you have understood the conversation and ask if you have any questions. After the video-consultation has finished, the GP or nurse will write or type the outcome of the consultation in your medical record as usual.

What are the benefits of video-consultations?

- They provide convenient and increased accessibility to your clinician (e.g. GP or practice nurse).
- They enable you to discuss any health concerns or worries you might have.
- They give your clinician an opportunity to treat any health issues in a timely manner.
- They reduce avoidable visits to the surgery or A&E.

What are the potential risks of video-consultations?

There are potential risks but these are very small and the benefits of using video-consultation have been assessed as outweighing the risks. These risks include, but may not be limited to:

- information transmitted may not be sufficient (e.g. poor quality of video) to allow for an appropriate medical decision to be made by the clinician. If so, a face-to-face visit with the clinician will be arranged
- although highly unlikely, security can fail, causing a breach of privacy of confidential medical information.

Patient Informed Consent for video-consultation

Our commitment to you

Patients under the care of Darwen Healthcare can access a clinician via a video-consultation. The remote consultation will provide you with the opportunity to speak to, and see, your clinician; have your health needs assessed on a remote basis; and discuss any existing health issues and other matters. The video-consultation is set up to meet national recommended standards to ensure data privacy for you as an individual patient.

Your rights

- I understand that the NHS privacy and confidentiality policies and procedures relating to my medical information also apply to video-consultations.
- I understand that the video technology used by the clinician is encrypted to prevent unauthorised and unlawful access to my personal confidential data.
- I have the right to withdraw my consent to the use of video at any time.
- I understand that the clinician has the right to withdraw his or her consent for the use of video-consultation at any time.
- I understand that the remote consultation will not be recorded.
- I understand that the clinician will not allow any other individual who is not directly involved in my care to listen to, or watch, my video session.

Please complete the consent form attached