



Rush Hill and Weston Surgeries

Dedicated, Quality Care

How to prepare for a telephone or video consultation with your Healthcare Professional

Your Setting:

If possible, please:

- Choose a quiet, private room with good light (if it is a video consultation)
- If video; ensure the light source is in front of you, not behind, so we can easily see you
- Please confirm who you are, and the names and relationship of anyone who is with you during the consultation
- Please be aware that if a video consultation connection is poor, we may opt to disconnect and revert to a telephone consultation

How to access a video consultation:

You will need an electronic device with a camera and a microphone that is connected to the internet; (smartphone, tablet, laptop, PC with webcam etc).

This short YouTube video explains how we will ask you to join a Video consultation:

[Accessing a Video Consultation \(Ctrl+Click on me\)](#)

Information on Video Consultations from NHS UK (Ctrl+Click on me)

Things you could consider getting ready:

- If you have a **rash or new skin changes**, these are often better seen in still pictures: so if you are happy to, please send a photo to the email BSCCG.rushhillreception@nhs.net or through an accRx link which the clinician will send you ([following this advice on how to take the best photos for us to review – Ctrl + Click on me](#)). *
- Ensure your electronic device has **adequate battery** or is on charge and you have the best signal you can get
- If you have any **home monitoring devices** (Blood pressure (BP) machine, pulse oximeter (oxygen level machine), or thermometer; please take a recent reading of each.**
The following videos give you some advice around using such devices:
 - [Measuring your blood pressure \(Ctrl + Click on Me\)](#)
 - [Using a pulse oximeter to measure your oxygen level \(Ctrl + Click on me\)](#)
- If you feel comfortable to, **please consider taking your heart rate/rhythm and breathing rate** (below are some helpful videos and documents to assist you with undertaking this):
 - [Taking your heart rate \(Ctrl + Click on me\)](#)
 - [Taking your respiratory rate \(Ctrl + Click on me\)](#)

*Please be aware that although nhs.net is a secure email address, we unfortunately cannot guarantee the security of the email address that you send your photos from.

We ask that you do not send photos from anywhere you deem to be intimate.

When you send your photos to us, they are uploaded onto your notes by an administrator (and will remain on there, even if you change to another surgery). This is to help ensure continuity and accuracy of your care. If you do not wish for them to be uploaded onto your notes, please let us know and we will delete them after your GP or nurse has reviewed them.

**Please be aware that home devices may not be as accurate as those at the surgery. There are also many factors that may give false or inaccurate readings (such a cold hands, or low BP when monitoring SATS, irregular heart rate in BP monitoring and incorrect placement of equipment). If you are concerned please contact the surgery or 111. PLEASE INTERPRET RESULTS WITH CAUTION – THEY SHOULD ONLY BE USED IN CONJUNCTION WITH MEDICAL ADVICE.