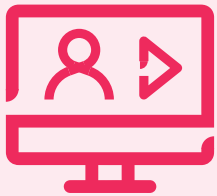


'Spotlight on' series

Video consultations

Video consultations are here to stay. Here are our top tips on how to make them work for both you and your patients.

1 Is a video consultation appropriate?



Consider the patient's preferences and whether a video consultation will work for them, their family, and the clinical situation.

Explain how patients can request a change for their next appointment as future video consultations may not be appropriate.

2 Location and equipment



Make sure you won't be disturbed and the background is appropriate.

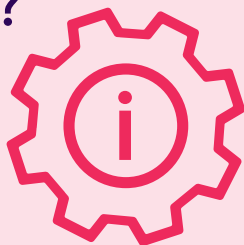


Check the patient can see and hear you.



Consider how others such as relatives or clinical nurse specialists can join the call.

4 Technical issues?



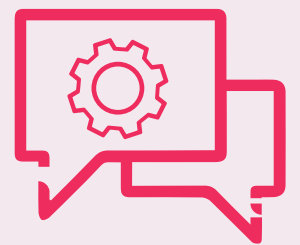
Be explicit about whose turn it is to talk if there is a delay in the connection.

If you get cut off, repeat the last thing you heard or said. Have a backup phone number.

Repeat safety-critical information and encourage patients to write it down.

3

Adapt your consultation skills



Introduce everyone on the call.

Inform the patient you may pause conversation when making notes or break eye contact.

Allow patients time and space to express their thoughts and feelings.

Include robust checks of your own and the patient's understanding.

Be prepared to ask more direct questions than usual.

Be familiar with alternative methods for sharing information;

- Use email and text message rather than printed leaflets.
- Provide details of how patients can send information to the team electronically.

5 End the consultation clearly



Briefly summarise the key points and state the next steps.

Explore what you might have to say next time eg scan results, and whether video or face-to-face is most appropriate.

It can help to write to the patient afterwards rather than the GP: read our top tips for writing an outpatient letter.

Video consultations can be tiring so make sure you take breaks.

Useful links

<https://www.bma.org.uk/advice-and-support/covid-19/adapting-to-covid/covid-19-video-consultations-and-homeworking>

<https://www.bartshealth.nhs.uk/video-consultations-faqs-for-clinicians>

<https://www.macmillan.org.uk/healthcare-professionals/news-and-resources/guides/ten-tips-primary-care-virtual-consultations>

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