

NHS APPOINTMENTS AND REMOTE CARE

KNOWING YOUR CHOICES

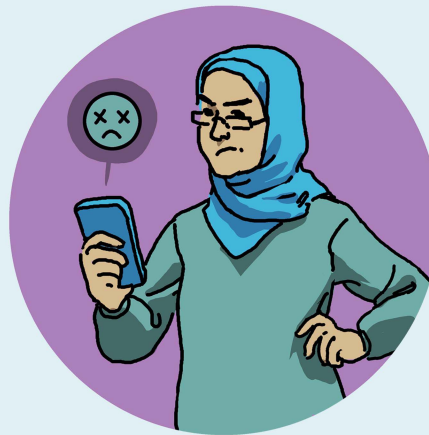
During this pandemic, staff have been working very hard as the NHS has been even busier than usual. Services are using different types of remote appointments, such as phone calls and apps. This is to keep patients, carers, and health professionals safe from coronavirus by reducing face-to-face contact.

Remote appointments work well for some people. Others may need services face-to-face because of: privacy; digital skills and confidence; access to connection, data or devices; concerns around cost; confidence reading, writing or using English, and specific communication requirements.

YOU CAN EXPECT TO:

- **Be seen in person** if that is the only way you can get good care – whether it is for a physical or mental health problem.
- **Get support from a staff member** to help you book an appointment.
- **Be able to request face-to-face support** if you cannot access the care you need over the phone or online.
- **Keep your information private**, and only discuss your health problem with a doctor or nurse.
- **Receive the same quality of care** as people who access health and care services online.
- **Have access to an interpreter** – this includes a Sign Language interpreter.

If you are booking an appointment for someone you care for, the same applies – they can expect to access services in the way that best suits them.



If you need a face to face appointment and are struggling to get one, you can:

- Explain to clinical or administrative staff that certain times or platforms do not work for you.
- Get involved in your local Patient Participation Group – healthcare staff can provide you with details.
- Say if something does not make sense or you do not understand. You can expect information in a language and format that works for you.
- Reach out to a charity that can support you – use www.mypickle.org to find out who can help.
- Contact your local Healthwatch who provide feedback to services.
- Provide feedback or make a formal complaint to the service.