

Having an appointment using NHS Near Me (Easy Read)



NHS Near Me is another way of having appointments, where we use a video call to talk to you.

NHS Near Me used to be called **‘Attend Anywhere’** – they are the same thing.



Your health professional may ask you if you want your appointment by NHS Near Me, instead of meeting up.



You will receive a letter with the **date, time** and location of your appointment, and a guide how to use NHS Near Me.



You will use your laptop, PC, ipad, tablet, or mobile phone.



using your PC or laptop,
open **google chrome**



using your android tablet or
smart phone, **open chrome**



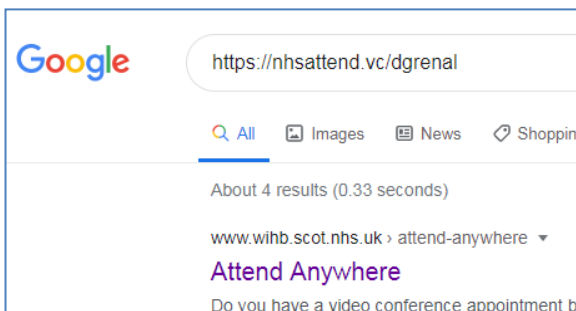
using your iPad, iPhone or Apple
PC or macbook, **open safari**



The **website address** will be on
your letter. It can also be sent by
email and text message for
appointments arranged at short
notice.



Type the website address from
your letter into the **address bar**
at the top of the screen.



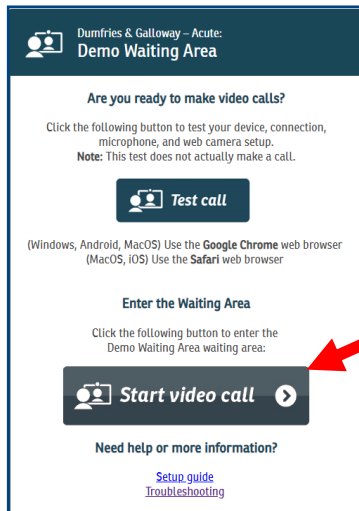
If a Google results page is
shown you have entered the
website address in the search
bar.

Enter the website address again
in the **address bar**.



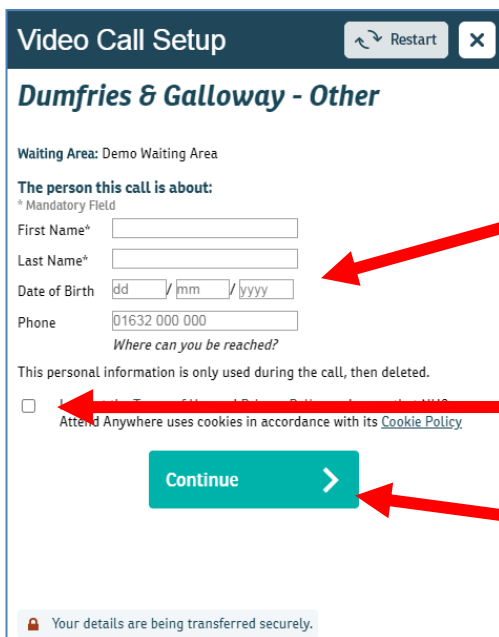
Scroll down the page.

Click or tap on **'Start video call'**



A box will open

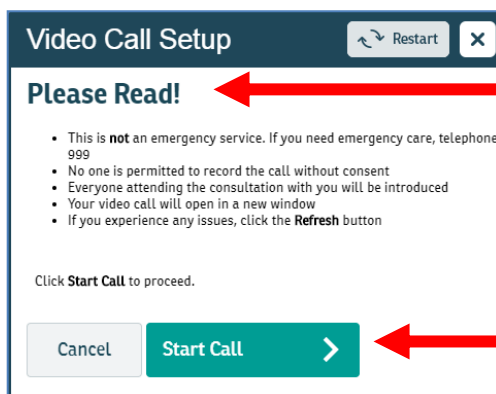
Click or tap on **'Start video call'** and follow the instructions on screen.



Fill in your **first name** and **last name**, **date of birth** and your **telephone number**.

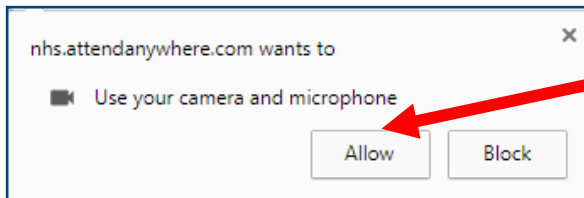
Click or tap on the **'I agree'** box.

Click or tap on **'Continue'**

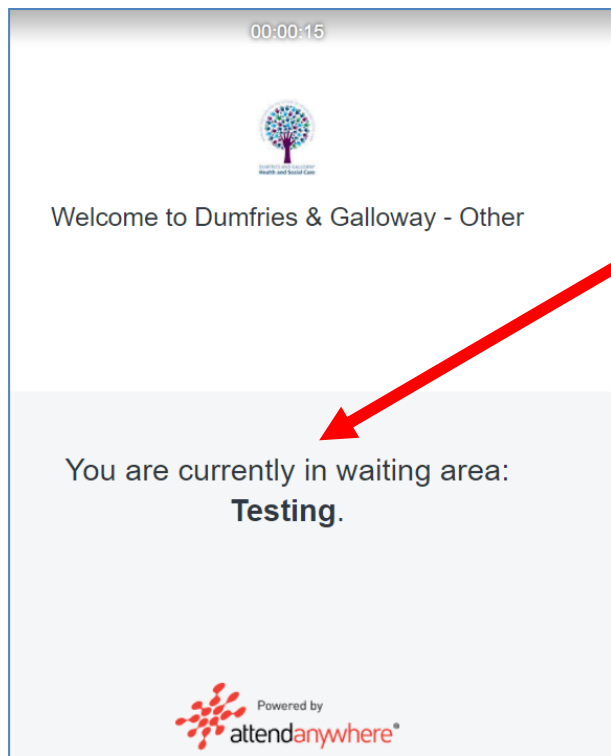


Read the **'Please Read!'** information.

Click or tap on **'Start Call'**



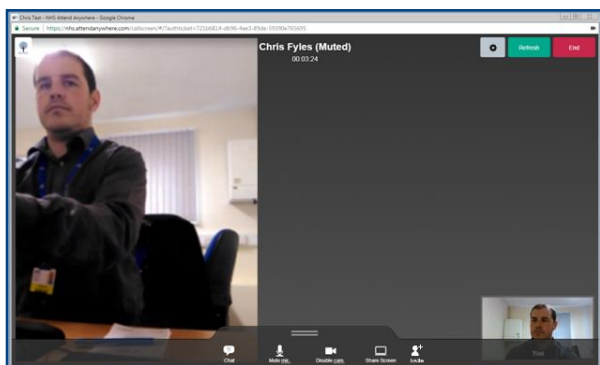
Click or tap on **'Allow'** or **'OK'** if displayed.



You are now in the waiting room.

You will see the **name of the waiting area you are in** on the screen while you are waiting.

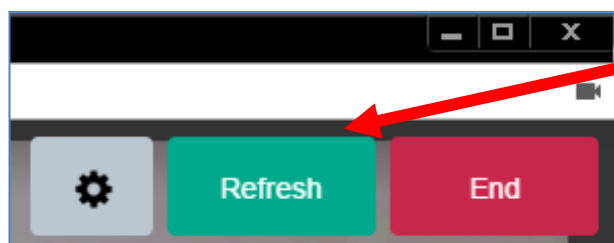
If you are in the **NHS Near Me Dumfries and Galloway** waiting area, the person that you see first will transfer you to the correct waiting area for your appointment.

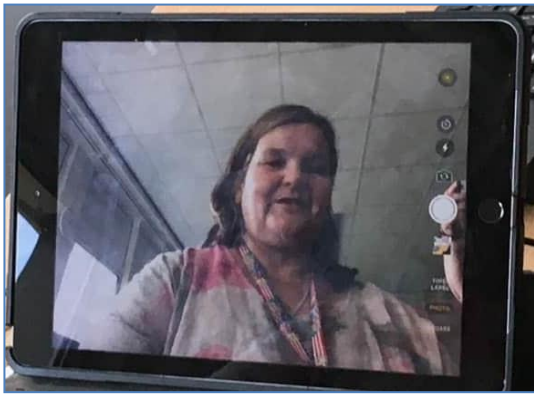


You are now in the waiting room.

You will see yourself on the screen while you are waiting.

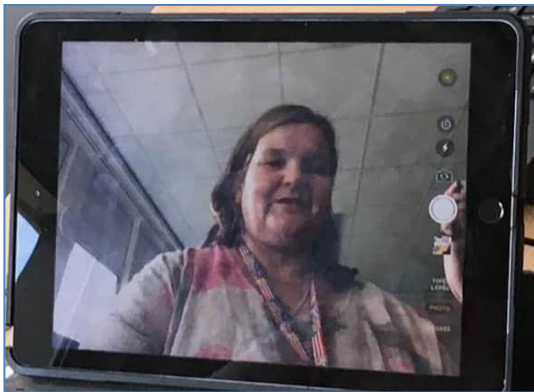
If the sound or video goes wrong click or tap on the **green 'Refresh' button** at the top of the screen





Your appointment will be in private with the health professional.

You can have someone with you to support you during your appointment.



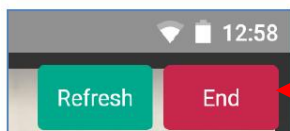
Your health professional will explain what will happen in the appointment.

You can ask any questions at anytime if you are unsure about anything.

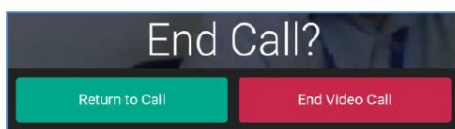


At the end of your appointment your health professional will discuss if you need another appointment.

When the appointment is finished, the person you have seen will disconnect you.

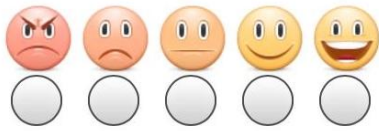


If you do not get disconnected, click or tap the **red 'End' button**.



Tap the **red 'End video call' button** to finish.

How easy was it to use the video consulting system?



At the end you will be asked to answer some questions to see how your video call went.

In your experience, how happy were you with the video call?

