

GP Near Me

GP Near Me is a new service which means you can have a video consultation at home or wherever you are. Video appointments are not suitable for every type of appointment, so the Practice will advise you when it can be used.

How do GP Near Me video appointments work?

1 Your practice will offer you a GP Near Me appointment. This will be at a specific time, just like a normal appointment.

2 For a video appointment, you need:

- A reliable internet connection (broadband, WiFi or mobile data).
- A device for making a video call (computer and webcam, tablet or smartphone).
- The Chrome or Safari internet browser.

You should be in a private, well-lit area: make sure no-one can listen into your video call unless you want them to be there to help you.

Chrome can be downloaded for free from: www.google.co.uk/chrome

3 In Chrome, go to:

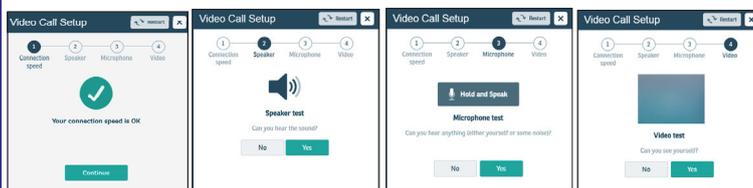
which will open this page:



Test call: try this any time to check you can make a video call: tell the practice if you can't

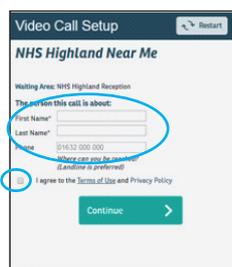
Real call: click here for your appointment

4 The system will take you through up to four steps to check you can make a GP Near Me call. For all calls, it checks the internet connection. Depending on the device, it may also check the microphone, speaker, camera:



You may be asked to allow access to your camera for video calls: please agree this.

5 Then enter your name and date of birth in this screen and tick the

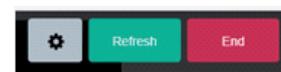


box to continue: Finally, click on "start call":



6 You will be then be placed in a virtual waiting room until your GP, Nurse or Pharmacist connects your video call. They will appear on the screen when the call is connected. You can speak as if you are in the same room. You will hear music until the call connects.

7 If you have any difficulties during the video call, click the green "refresh" button to reload the screen. To finish the call, click "end".



Is GP Near Me suitable for me?

Your Practice will initially decide if a video consultation is possible, based on what will happen at the appointment and whether hands-on care is required. But there are always a range of factors to think about, so if you have a strong preference please let us know.