

Confidentiality & Security

As with all information transmitted across the internet, the security of Skype™ isn't 100%. If you have any concerns about this, then you should use another type of appointment.

Skype™ stores all written messages, which breaches the NHS rules of patient confidentiality, so we ask you to ensure that you don't send us any written messages via Skype™.

For more information about Skype's privacy please go to:

https://support.skype.com/en/category/PRIVACY_SECURITY/

Personal information can be stored locally on the computer you are using therefore you shouldn't access your Skype™ appointment from a public or shared computer.

Skype cannot protect users against the introduction of spyware or malware, which could compromise security; therefore you must ensure you have adequate spyware and anti-virus protection on your computer.

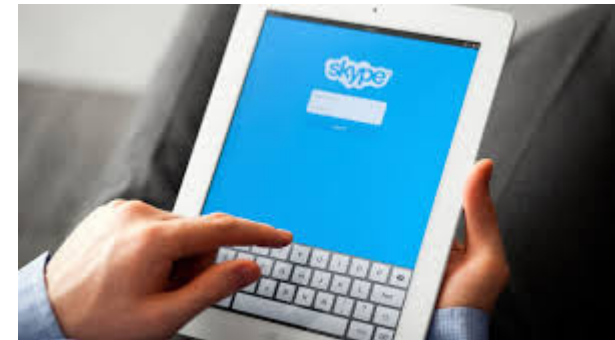
A Skype™ consultation must preserve the usual privacy of a surgery appointment. Therefore, you are asked to ensure you are in a private place when attending your appointment. For example, you are welcome to attend your Skype™ appointment from work, but you will need to do this from a private rather than an open plan office.

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New Skype™ Consultation Service



**Guide
for Patients**

Introduction

Our Patient Participation Group has asked whether it would be possible for us to offer our patients appointments via Skype™. Further consultation with our patients has been done through our annual patient survey, which found that patients are enthusiastic about having such a service.

We are offering Skype as an alternative to any of our routine GP appointments, so you can phone to make an appointment as usual but tell the receptionist that you would like a Skype appointment rather coming to the surgery.

Who Should Request a Skype™ Appointment

Skype™ appointments are suitable for anyone not requiring a physical examination. You can request a Skype™ appointment if you feel too ill or are unable to come to the surgery for any reason.

What equipment will I need for Skype™ Appointment?

You need to have a computer/mobile phone with an inbuilt camera or webcam to access Skype™. You will need to have your own account with Skype™.

Will the doctor record my Skype™ Consultation?

No, the doctor will only write a summary of the consultation in your medical record in the same way he/she does when you attend an appointment at the surgery.

How to prepare for your Skype™ Appointment

You will be given a time when the doctor will Skype™ you and asked for your Skype™ address and your up-to-date telephone number so that we can contact you. Please make sure you are online at this time. (Please note: the doctor will contact you as close as possible to your appointment time, but this may be slightly before or after this time as delays are inevitable in healthcare. It would be reasonable to expect the doctor to ring within 30 minutes of your appointment time.) Keep any relevant documentation or medication nearby in case you need to refer to it, and have a pen and paper ready in case you need to jot down any notes.

What happens if you miss your Skype™ Appointment

The doctor will leave you a Skype™ message that they have tried to call at the allotted time. You will then need to re-book your appointment.

Can I contact the GP using Skype™ without an Appointment?

No. The doctor only logs into Skype™ when someone has a Skype™ appointment booked. The practice Skype™ address will not be monitored for activity at other times.

What happens if there are technical issues with Skype™

If Skype isn't working properly at the time of your appointment, the GP will phone you instead.