

Video Call Instructions

If your GP has spoken with you and decides they need to see you, they'll either arrange an appointment for you to come into the clinic, or may recommend a video call.

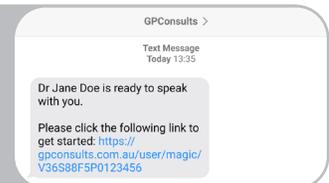
For video calls, our GPs use a secure online video calling platform, 'GP Consults' that is simple to use on any smartphone.

How it works

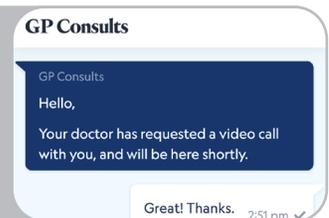
1. Book in for an appointment with your doctor or nurse practitioner like you would an in-person appointment.



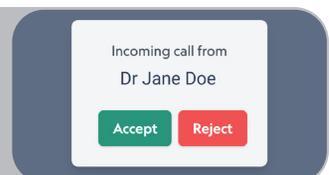
2. At the time of your appointment, you will receive an SMS message on your mobile phone with a link to access the consultation.



3. Clicking the link will open your browser at a webpage where you can have a secure conversation with your doctor or nurse practitioner.



4. The doctor or nurse practitioner will request a video call with you. Please be sure to allow access to your camera and click "Accept."



5. You'll then be able to have a video conversation with your doctor or nurse practitioner.



Things to remember

- With a video appointment, the consult will be conducted via your mobile phone.
- Your phone needs a camera and a stable internet connection (wi-fi or 4G). If you experience technical issues with the video call, your doctor or nurse practitioner will call you using a regular phone call.
- Ideally, be somewhere quiet at the time of the call.
- Once you click the link in the SMS, please stay on the website until a video call request arrives. You may also send text messages through the website.
- If at any stage before the appointment you feel you need emergency care, **please call 000 immediately.**