

## Virtual Access Charter

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|   | <b>What is virtual?</b>  |
|    | Patients have been clear. Virtual = Visual. This means that you can see each other.        |
|   | When you can see each, other it is more personal.  |
|    | Phone calls are not good for speaking to medical professions like GPs about what is wrong. |
|    | Phone calls can be useful for short follow-up calls.                                       |
|    | Patients don't want medical professions to rely too much on phone calls.                   |

|   | <b>Planning for virtual access</b>   |
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|    | <p>Virtual access should not replace face-to-face meetings with health professionals but should give us another option.</p>  |
|    | <p>Virtual meetings should not just be the same as face-to-face meetings. They should be planned to work well online.</p>  |
|    | <p>Virtual appointments can save everyone time.</p>  |
|   | <p>Medical staff and patients may need support to be able to use the technology properly.</p>  |
|  | <p>The choice of the patient is really important. Some patients may prefer face-to-face before moving online. You should talk about the choices the patient has.</p> |
|  | <p>Going online has its advantages. Meeting virtually can save time and can make it easier for family or carers to be involved.</p>                                  |
|  | <p>There can be disadvantages. Not everyone is comfortable online. It can also sometimes mean that tests could be delayed.</p>                                       |

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|    | <p>The waiting room at your GP, clinic or hospital is really useful for services to speak to you to get information, access services and get peer support.</p>   |
|    | <p>When you are online you should have something that is just like being in the waiting room.</p>  |
| <p><b>Patient support</b></p>   |  |
|    | <p>When going online to get medical support you should also be able to get peer support.</p>   |
|   | <p>A peer supporter is someone like you who has experienced what you are going through. They can give you advice and support.</p>  |
|  | <p>You should also get help with self-management. This is about learning things so that you can help yourself. It could be something as simple as not eating certain foods that make your condition worse.</p> |
| <p><b>Preparing for online meetings</b></p>   |  |
|  | <p>Before you meet, the patient will need time to prepare. Time to think of any questions they might want to ask, and time to send in any information before the meeting.</p>                                  |
|  | <p>The technology, like your computer, tablet or phone, needs to be set up so you can do a meeting online.</p>   |



The medical professional (for example a GP) should allow time to plan, check they have everything they need, and arrange a follow-up meeting afterwards.



Medical professionals need to think about what reasonable adjustments need to be made for the patient. For example, if the patient cannot hear very well.



The medical professional should make sure that they have the health records and health, or hospital passport for the patient.

### During the online meeting



The medical professional should set out the meeting rules, for example 'This meeting will last for 10 minutes'.



Everybody's cameras should be on so you can see one another.



Eye contact is very important.



If you are able to use the 'chat' box you can use this to ask questions or follow up.

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|    | <p>Medical professionals can share records online.</p>  |
|    | <p>Medical professionals can provide information to other things that can help, like other services or support organisations.</p> |
| <p><b>After the online meeting</b></p>  |   |
|    | <p>Follow up with the patient to see what they think.</p>   |
|   | <p>Follow ups with the patient need to be clear and speedy.</p>   |
|  | <p>If the patient needs tests following the meeting, they need to be close to where they live.</p>                                |



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