

## Video Conferencing Guidance

### Information Governance

The health and social care system is going to face significant pressures due to the COVID-19 outbreak. We will need to work in different ways from usual and the focus should be what information you share and who you share it with, rather than how you share it. The following advice sets out some of the tools that you can use to support individual care, share information and communicate with colleagues during this time. **This advice is endorsed by the Information Commissioner's Office, the National Data Guardian and NHS Digital.**

### Videoconferencing

We encourage the use of videoconferencing to carry out consultations with patients and service users. This could help to reduce the spread of COVID 19. It is fine to use video conferencing tools such as Skype, WhatsApp, Facetime as well as commercial products designed specifically for this purpose where there is no practical alternative.

The consent of the patient or service user is implied by them accepting the invite and entering the consultation. But you should safeguard personal/confidential patient information in the same way you would with any other consultation.

### Using Your Own Device

You can use your own devices to support video conferencing for consultations, mobile messaging and home working where there is no practical alternative. Reasonable steps to ensure this is safe include: setting a strong password; using secure channels to communicate e.g. tools/apps that use encryption; and not storing personal/confidential patient information on the device unless absolutely necessary and appropriate security is in place. Information should be safely transferred to the appropriate health and care record as soon as it is practical to do so and deleted from the device.

### Video Conferencing Tools

#### Fleming

Fleming is a web based product that can be used by any NHS staff member to conduct a video consultation. **You can only register for this if you have an nhs.net email address.** You can use it on a mobile, desktop, or any device connected to the internet

#### Set up an account

Please go to <https://fleming accurx.com/login>

#### NHS.net registration

- Select nhs.net
- This will take you to the nhs.net log in page log in to your account
- You will be sent a verification email to your inbox

Please reply to this with the following information

- Email – your nhs.net email address
- Organisation – Primary Eyecare Services
- ODS Code - AFW

Your account will be reviewed and you'll be added to the organisation. Once you have received confirmation you will be able to login to [Fleming](#).

If you receive an error message then please email [fleming.support@accurx.com](mailto:fleming.support@accurx.com) they will be able to manually set up your account and link it to our organisation, you will need to share your email, organisation and ODS code as detailed above.

### How to log in to your account

Please go to <https://fleming.accurx.com/login>

- Select continue with nhs.net, this will take your nhs.net log in page.
- Log in to your nhs.net account

### Start a video conference

Review the information on the link below before using with live patients

<https://support.accurx.com/en/articles/3798737-how-to-do-a-video-consultation-for-secondary-care-services-fleming>

Try this with practice staff to make sure you know how to use the system, this will only work with the following browsers

- Chrome
- Firefox
- Chromium-based browsers: OperaVivaldi
- Latest version of safari

Patients using this for the first time should be advised to use their internet browser and will need to allow access to their camera and microphone

You can use NHS number 7777777777 to set up a call with a test patient and their date of birth to set up a test call. The NHS number above can also be used with patients if you do not have access to the patients NHS number

On the next screen enter the patients telephone number 07xxx xxxxxx, this will send a link to the patient from NHS no reply.

### Patient View

Patients need to click on the link to connect them to you for the consultation. It will also send you a link to your email address, this will come in useful if you have booked a videoconference appointment later in the day

If the patient has not received the link then you can email them a link from within the consultation

The following link shows you what the patient will receive

<https://support.accurx.com/en/articles/3789312-my-doctor-or-nurse-has-sent-me-a-video-link>

In some cases, a patient's smartphone or computer may not allow access to their microphone and camera, if this is the case then you may need to help them update their settings

Instructions for iPhone, android and desktop can be found on the following link

<https://support accurx.com/en/articles/3779266-video-consultations-problems-enabling-camera-or-microphone>

### **Whats App, Facetime, Skype**

If for any reason you are unable to use Fleming for a virtual consultation, then you can currently use Whats App, Facetime or to perform a virtual consultation. Practices should consider using the practice email address and landline number to set up Facetime, Whats App, Skype or any other commercial products designed specifically for this purpose.