

Attend Anywhere – Video-Consultation

What we need from you to allow safe use of this technology.

The purpose of Attend Anywhere is primarily to reduce the need for long journeys to the clinic and reduce impact on your other commitments e.g. carer, employment etc

For clinicians to feel the standard of the appointments matches face to face consultations we need a commitment from you – to present and interact the same way as you would if you were travelling to the Clinic in person. We will need to rely on this commitment in our clinical assessment and consultations. We will need to have a trusting therapeutic alliance with you.

- Please dress and present in the same way you would if you had to travel here on public transport or in your own car i.e. in your usual clothing that you wear in public.
- Please consider your environment – i.e. sitting in a chair in a well lit private room where you are able to speak freely and there is minimal outside noise.
- Smoking and other activities that you would not do in an NHS clinic should be avoided.
- We do not undertake examinations in Gender Clinic and would never ask you to demonstrate physical changes from hormone treatment or show post operative surgical outcomes. Any concerns regarding this can certainly be discussed, but examinations or reviews would need to occur in GP surgery if needed.
- If you have a history of trauma or suspect you may become distressed please ask your clinician to consider this at the start of the appointment and you can both agree a way for you to flag this up during the consultation. An example of this may be to raise your hand if speaking has become difficult.
- You and or/the clinician can choose to terminate the video call if either of you think this is not an effective means of communication. If this is the case we will endeavour to agree a mutually acceptable alternative without your place on the waiting list being adversely impacted. However, there may be a delay in organising an appointment in-person

Please note –

Clinicians do not agree to being recorded in any medium without their knowledge whilst using video consultations.

Should the connection during the video call be unsatisfactory (either within the clinic/with the patient or because of AA technical issues) to the point that the assessment is unable to be continued to a therapeutically safe level, discussions and decision will be undertaken regarding how and when the appointment will be repeated.

Sheffield Health and Social Care NHS Foundation Trust “zero-tolerance policy” on abuse applies to Attend Anywhere in the same way as an appointment in-person.