

## Hand Therapy

### Attending your appointment via video/virtually

You can attend your next therapy appointment online via a video call i.e. a virtual appointment, using the NHS 'Attend Anywhere' system. You can use a computer, laptop, tablet or smartphone. You must have internet or data access to do this.

#### Where do I go to attend my appointment?

<https://nhs.vc/qvh/therapies>

Open a web page and type ALL of the above into your search bar

Appointment time.....

#### Before the day of your appointment

Before the day of your appointment please run a test to ensure the software works on your device in preparation for your appointment. See 'How do I make the call' below. If you have any problems connecting, please see 'Troubleshooting' below. If you still cannot connect, please call us on our number below.

#### At your scheduled appointment time

The virtual waiting room is open from 8am to 6pm. On the day, please join the call at least 5-10 minutes before your scheduled appointment time (you will not be able to do this if your appointment is at 8am).

Sometimes, appointments with other patients run late, so please be patient if you are kept waiting. However, if you are waiting more than 15 minutes please call us on our number below to check where your therapist is. For the duration of the call, it would be helpful for you to have:

- a private area where you will not be disturbed
- good lighting so we can see you clearly (avoid bright light behind you)
- the camera positioned so that we will be able to see your hand as well as your face

#### Not attending your appointment

If you are unable to attend your virtual appointment or need to reschedule, please phone or email us (see below) at least 2 days before your appointment. If you do not attend your virtual appointment and have not contacted us, we may discharge you from our care.

To contact us by phone: 01342 414072

To contact us by email: [qvh.handtherapy@nhs.net](mailto:qvh.handtherapy@nhs.net)

#### How do I make the call?

1. Make sure you use one of the following web browsers:



Google Chrome  
Windows 7+, Android 5.1+, MacOS 10.11+



Apple Safari  
MacOS 10.12+, iOS 11.4+, iPadOS 13+

2. Go to: <https://nhs.vc/qvh/therapies>

This will take you to this page:

To check that your device can make the call, click this button. You will need to allow access to your microphone and camera.

To start the call or practise making the call, click this button and follow the instructions. You will need to enter your name, date of birth and telephone number.

You will go through to a 'virtual waiting room'. Your therapist will join you as soon as possible at your scheduled appointment time. (If you are practising at another time, no one will join you!)

**Trouble shooting**

Go to: <https://nhs.attendanywhere.com/troubleshooting>  
If this does not resolve your problem, please give us a call.

*We will ensure that any information you provide to us will be held securely and will only be accessed by specifically authorised members of staff. However, please be aware that communications via email using the internet is not guaranteed to be a secure method of transfer particularly if you are using a public network, and you will need to be careful about who has access to your email account. If you have any questions related to the security of your information, please contact our Data Protection Officer at [qvh.dataprotection@nhs.net](mailto:qvh.dataprotection@nhs.net)*