

Video call service

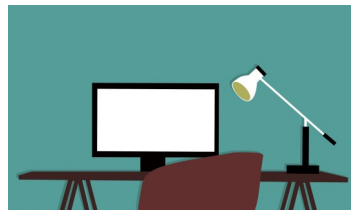
A quick guide to your video call with a Macmillan information & support specialist

Using the Macmillan Centre video call service allows you access to the centre's information and support from home. This is particularly useful while you need to social distance or self isolate due to COVID-19. It can also save you stress, time and money. Our calls are free, safe and secure.

1. What you need



A charged up computer, tablet or smartphone with a built in camera and microphone.



A quiet, well lit place where you won't be disturbed. It is important you feel able to speak freely.



A good internet connection. Please note we are unable to give IT support.

2. Preparing for the video call



We send you an email with a link to Microsoft Team meeting as well as a tutorial video link.



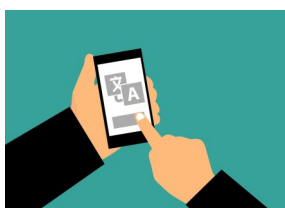
Make sure you are familiar with the software before the call.



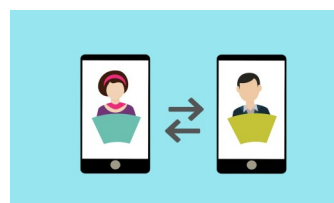
It can be useful to have a list of the questions you want to ask.

Note we **cannot** help with clinical enquiries.

3. Starting the video call



Start the program software a few minutes before your session, using the link we emailed you.



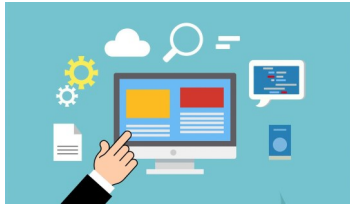
When you click on the 'join' option, it will notify the Macmillan support specialist who will admit you to the meeting .

The meeting will work best if you engage the specialist face-to-face on screen (as a normal conversation)

Microsoft Teams has built in Audio Description if you find listening to conversation difficult.

It is available from the 3 dots on the toolbar.

4. What can you expect from the call



We will aim to answer all your questions on your needs and worries relating to your cancer diagnosis:

- We will send you relevant information and guidance.
- We may direct you to other support and services.
- At times we can refer you to other services or healthcare professionals.

Please have a phone to hand. If we lose connection we will phone you instead.

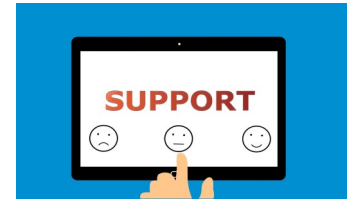
5. Ending video call



You will receive a summary of the call by email on the next working day., ensuring we have all the information we need to either send to you or to complete appropriate referrals.



Before we say goodbye, check your list to ensure we have answered all your questions. You will receive an email by the next working day summarise.



The video call service is a pilot and we would love your feedback. A survey email will be send after your call.

Additional services

Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services and the care you received. You can visit PALS office between 9.30am and 4.30pm. Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer). **Tel:** 020 8725 2453 **Email:** pals@stgeorges.nhs.uk **Web:** www.stgeorges.nhs.uk/pals

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare to help you make the decisions about your health. **Web:** www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

AccessAble

You can download accessibility guides for all of our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.