



Mersey Care
NHS Foundation Trust

Community and Mental Health Services

Sefton School Health
Switch House
Northern Perimeter Road
Bootle
L30 7PT

Telephone: 0151 247 6354

mcn-tr.seftonschoolhealth@nhs.net

Dear Parent / Carer,

Your School Health Team will be holding a parent online drop-in session via Attend Anywhere on

Monday 14th April 1.30-3pm

Please see attached information leaflet explaining this process and how to access the platform.

If you are unable to attend the allocated session but still wish to speak to the school health team.

Please contact us on:

Tel: 0151 247 6354 or via email: mcn-tr.seftonschoolhealth@nhs.net.

Yours sincerely,

Sefton School Health Team

Attending your appointment via video

5 -19 yrs - School Health Team Central – Sefton Waiting Area.

Where appropriate, you can attend your consultation online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



Where do I go to attend my appointment?



Go to: <https://nhs.vc/schoolnursesseftonmaghull>

Instead of travelling to your appointment, you enter the clinic's online waiting area. The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account.

No information you enter is stored.

✓ What do I need to make a video call?

- ✓ A good connection to the internet
If you can watch a video online (e.g. YouTube) you can make a video call
- ✓ A private, well-lit area where you will not be disturbed during the consultation
- ✓ One of these:
 - 🌐 Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
 - 🍏 Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- ✓ Web-camera, speakers and microphone already built into laptops or mobile devices



Is it secure?

Video calls are secure; your privacy is protected.

You have your own private video room that only authorised clinicians can enter.



How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A video call uses a similar amount of data to Skype® or FaceTime®.



How much does a video call cost?

The video call is free (except for your internet usage).



Smartphone and tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

Get ready to make video calls

Make sure that you use one of the following web browsers



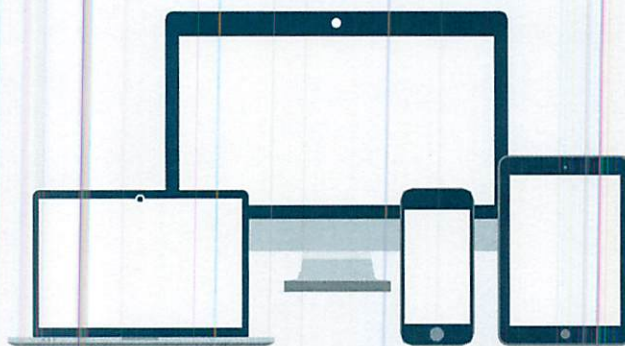
Google Chrome

Windows 7+, Android 5.1+, MacOS 10.11+, iPadOS 13+



Apple Safari

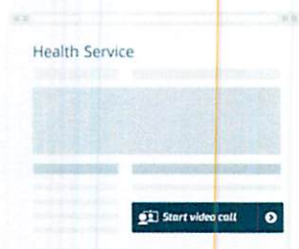
MacOS 10.12+, iOS 11.4+, iPadOS 13+



Go to: <https://nhs.vc/schoolnursessettonmaghull>

1

On this web page, click the **Start video call** button and follow instructions



2

Wait in your own private video room



3

Your healthcare provider sees you arrive in the waiting area queue...



4

...and joins you in your video room when they are ready

What do I do if something is not working?

Visit <https://england.nhs.attendanywhere.com/troubleshooting>

More information

Visit <https://nhs.attendanywhere.com/callers>