

Attend Anywhere - A Step by Step Guide by SWLSTGs

Attend Anywhere is a company that collaborates with hospitals and healthcare systems, providing them with a platform to facilitate remote consultations.

Attending an appointment remotely, can in itself provoke anxiety for those dealing with mental ill health. South West London and St George's NHS Mental Health Trust have created a step-by-step video on how patients can use Attend Anywhere to access their appointments remotely. Lindsay Fox, Communications and Project Coordinator at SWLSTGs provides an overview of what they did.

“The request for an Attend Anywhere guide came from Trust management initially. We knew that this was the platform that they were going to use for clinical services. We also knew there was a huge challenge with the guides that were already out there on the internet, particularly for those suffering from mental ill health. We had a look at the existing content and thought, even if you had the gentlest level of anxiety, stress etc., it impacts your ability to absorb and retain information. And of course, having the digital aspect on top and the lack of knowledge around digital technology is enough to make a person anxious anyway. So, we decided to break the content down- taking away all the confusing terminology, using layman's terms and plain English, keeping the pace slow and making no assumptions about a person's knowledge or ability. The video was co-developed by a peer trainer with lived experience, with input and reviews from our practitioner trainers, users, other staff members and then we launched it on the Trust website. We have had huge hits! From the point it went up, we have had 2,300 hits. If you listen to it, it has a low tone of voice and slower pace. There's a lot of information to cover, like Android devices or iPhone devices, where to position yourself next to the router, mobile data charges etc, so if it's not delivered in the right way it's easy for someone to go into information overload and stop absorbing information. We're really proud that our guide has been such a success.”
– Lindsay Fox, Communications and Project Coordinator.

For some service users, they may not have access to digital devices to utilise Attend Anywhere. Talk Wandsworth allows for service users to book a Pod for 1 hour, allowing them to facilitate their appointment remotely. There is also support provided to service users at the Pod if they require it.



**Watch the video here - [How to Use Attend Anywhere](https://www.swlstg.nhs.uk)
([swlstg.nhs.uk](https://www.swlstg.nhs.uk))**

