



HM Prison &
Probation Service




Collaborative
Centre for
Inclusion
Health

Telemedicine is Coming

February 2020

Video healthcare appointments will
be starting soon in HMP Coldingley



This new service will be
available in addition to
existing appointments

You will have the option
whether to use them or not

We hope to improve your access to hospital
appointments and make the experience
better for you than when you go out on escorts



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Telemedicine is Coming

February 2020

Video appointments will be starting soon in Healthcare at HMP Coldingley

This new service will be delivered by Royal Surrey NHS Foundation Trust

Appointments will initially be offered for a limited number of hospital departments, with a view to rolling them out more widely if successful

This will be run in addition to offsite appointments, which will continue alongside the new NHS service.

Video appointments may help relieve pressure on prison escorts



We hope to improve patient access to hospital appointments and make the experience less stigmatising for them than going out on escorts



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What you need to know about Telemedicine

Video healthcare appointments will be
available at HMP Coldingley from February 2020

Only some types of appointment will be available to begin with, allowing you to be seen quicker and with less stress. We'll let you know if you are eligible.

You will always have a choice whether or not to use the video service, and you can always change your mind.

Video appointments will always take place in the prison Healthcare department, and won't be recorded.

You will be told the time of your appointment in advance. A prison nurse will sit in with you and start the call in your presence.

This service will be offered in addition to existing escorts, not a replacement. You can also give us feedback to improve it.



For more information, speak to a member of
your Healthcare Team or Prisoner Council



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What you need to know about Telemedicine

Video healthcare appointments will be
starting at HMP Coldingley from February 2020

Video appointments
will be offered for
Hepatology and
Gastroenterology to
begin with, by the
Royal Surrey NHS
Foundation Trust.

Healthcare will be
responsible for
booking
appointments with
the hospital and
letting the patient
know in advance
when to turn up.

Video
appointments
will always take
place in the prison
Healthcare
department, and
won't be recorded.

A member of staff
will always be
allocated in
advance to sit in
with the patient.
Full training will
be provided.

The service should
allow patients to
be seen quicker,
with less stress and
fewer cancellations.
You can also
give us feedback
to improve it.



For more information, speak to
your Healthcare Manager



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What you need to know about Telemedicine

Video healthcare appointments will be
starting at HMP Coldingley from February 2020

A limited number of departments at Royal Surrey NHS Foundation Trust will be offering appointments to begin with, allowing patients to be seen quicker with less cancellations.

Patients will have a choice between using the video service or going on escorts. They will always be able to change their mind if they wish.

Video appointments will always take place in the prison Healthcare department, and won't be recorded.

Patients will be told the time of their appointment in advance. A prison nurse will always sit in with them and start the call in their presence.

The Central HMPPS IT Management and Security Team has been involved in developing the service. You can give us feedback to improve it.



For more information, speak to
your Healthcare Manager



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Telemedicine has gone live at HMP Coldingley

We're now delivering video appointments
here as an alternative to hospital visits

We'll let you know if you are
eligible for remote treatment.

You will always have a choice
whether or not to use it, and
can always change your mind.

You will be told the time of your
appointment in advance and
a nurse will sit in with you.

Video appointments remain
confidential and won't
be recorded.



We hope to make appointments faster and
less stressful for you than going out on escorts.
For more information, speak to Healthcare.



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Telemedicine has gone live at HMP Coldingley

We're now delivering video appointments
through Royal Surrey NHS Foundation Trust

To find out more,
speak to the
Healthcare Manager

We hope to improve patient access to hospital
appointments and make the experience less
stigmatising for them than going out on escorts