



An Introduction to vCreate

What is it?

The vCreate service has been designed to help you send videos of yourself or a family member to your clinical team quickly and securely.

Recording videos on your phone or tablet and sending them directly to your clinical team may help them treat yourself or a family member.

You decide which videos to send and when, plus you're free to opt-out at any time.

How it works

First of all, please speak to your clinical team about your interest in the service.

You'll then receive an email or text message inviting you to register for an account. Tap on the link within the message to complete the registration form.

It's important that you're happy with the consent you give regarding the use of your videos so please read the information carefully and only check the boxes you're happy with.

Once complete, please tap "Register". Your account will now be approved by a member of the clinical team and you'll receive an email or text message once ready to use.

Uploading a Video Clip / Photo

Once your account has been activated, you can log in to your dashboard and choose whether you'd like to "Upload a Clip" or "Upload a Photo".

Before uploading your video clip or photo, you may be asked a series of questions. This is so your clinical team have as much information as possible to help them interpret your video clip or photo.

Please answer the questions as thoroughly as you possibly can.

Tap on “Step 1: Start” to access the previously recorded videos / photos taken on your device.

Please Note: Please try and record videos and take photos in landscape mode for better results. Go in close to the subject where possible and ensure there is plenty of light.

Confirm that consent has been granted before uploading the video or photo, if asked.

Enter a title for the video clip / photo in the “Step 2: Enter title” box.

Click “Step 3: Upload” to upload your video clip / photo to the vCreate system.

You and your clinical team will receive an email notification when the video clip / photo has been processed. The clinical team will review your upload and respond accordingly.

You can view your video clips / photos at any time under “View My Clips / Photos” from your dashboard.

Receiving Messages

You may be sent a message from the team regarding your uploaded video clip / photo.

You will be alerted by email and/or SMS of any new message. Tap the “Login” button within the email or the link with the SMS to login to vCreate and access your message.

If applicable, you may be able to reply to the message by entering your reply in the “Reply to Message” box and then tapping “Send”.

You may need to wait for a response if one is required. Speak to the unit team for further information on response times.

*“The clinical team will aim to respond to your video as soon as possible.
Thank you for your patience and understanding.”*

Frequently Asked Questions

If you have any other general questions, then please speak to a member of your clinical team. To find out more about the vCreate service, please visit www.vcreate.tv/neuro.

How do I record the videos to send to the clinical team?

You will record the videos as normal using the camera app on your mobile device. Your video can be a few seconds or up to a few minutes long, depending on the event you are recording. There's no need to login to vCreate at this stage as you will upload your video later.

If appropriate, please record your video in landscape mode. Get as close to the subject as is safely possible and ensure there is plenty of light. This ensures the clinical team have the best chance of successfully assessing the video.

The most important thing however is that you're able to start recording the video as soon as possible

How do I upload the videos to send to the clinical team?

Once you have your video and are ready to send it to the clinical team then login to vCreate with your account credentials. From the dashboard tap on "Upload a Clip" to start the process.

You'll possibly be asked to answer a number of questions relating to the video. Please be as thorough as you can with your answers as this helps the clinical team when they assess your video.

Check the consent box at the top of the page (if asked) and tap on "Step 1: Start" to choose the appropriate video from your device.

Finally enter a title and then tap "Step 3: Upload" to securely send your video to the clinical team.

How long will it be until I receive a response from the clinical team?

The clinical team is alerted when you have uploaded a new video and they will aim to review it as soon as possible. They will contact you in the usual manner, for example by phone, letter or vCreate message, if required.

Can I upload the videos over 3G or 4G as well as Wi-Fi?

Yes, the videos can be uploaded over any internet connection but we recommend connecting to a Wi-Fi network so as not to use up your data allowance and to speed up the upload process.

Is the service secure and safe-to-use?

Yes, vCreate is an NHS Trusted service that has been rigorously tested and assessed for data

security and protection.

The latest security and encryption techniques are utilised and the service runs across a 256-bit encrypted TLS connection.

Your data and videos are “encrypted at rest” and stored in a UK Government approved data centre managed by Microsoft.

Am I able to stop using the service whenever I wish?

Yes, you’re free to opt out at any time by making a request through the service or by speaking to a member of the clinical team.

Do I have to pay anything to use the service?

No, you will not be asked to pay anything for this service at any time, it is completely free for you to use