

Videolinks

A quick guide for the GMC, self-represented doctor, or doctor's representative

MPTS Office Admin are only responsible for booking the video unit for the hearing room and forwarding the booking details to the hearing assistant and Tribunal Clerk so that no delays to the hearing occur.

What you must do

- Arrange and pay for the videolink for your witness.
- Establish if your witness will be giving evidence from a facility that has an IP number that can accept inbound calls - see the FAQ section for more information on IP numbers. If you do not have access to a suitable venue, you will need to contact a Eynetwork (contact details below), who will arrange connection between the MPT and your witness.
- Inform MPTS Office Admin (contact details below) of the date and time that your witness will be giving evidence so that we can book the correct equipment for the hearing room as soon as possible. If you need to arrange a videolink at the last minute (ie on the day of the hearing) you must email MPTS Office Admin with the details as soon as possible so that there is no delay to the hearing.
- If your witness is giving evidence from a NHS trust, you must contact MPTS Office admin for further guidance. Different trusts have different facilities and requirements for videolinks. MPTS Office Admin will liaise with the relevant trust and then advise you of the steps you need to take to arrange the videolink.
- Advise MPTS Office Admin if the videolink has been cancelled, and also Eynetwork (if you booked with them) as otherwise they will keep the connection open and may charge you even the videolink is not used.
- Be aware that the MPTS does not permit video calls by SKYPE or FaceTime as these are not sufficiently secure connections. Video calls made from

laptops and tablets regularly cause delays in hearings due to poor quality connection and so are avoided if at all possible.

FAQs

Q: What is an IP number?

A: An IP address/number is an identifying number that allows a device to communicate with other devices over the internet. For a witness to give evidence via videolink we require an IP number to connect to the equipment that they are using.

Q: Does the MPTS have an IP number the witness can use?

A: We do not have a dedicated IP number to give out for calls. Due to security concerns the MPTS does not take incoming videolink calls, ie the MPTS only dials **out** to a witness, a witness never dials **in** to the MPTS. This is the MPTS policy and is in place to avoid any potential security risks. Therefore an IP number is always required by us in order to connect to the witness.

Q: What is a bridging connection?

A: As security is a primary concern, we are required to use a third party 'bridging' company that connects two calls together which would otherwise not be compatible. It is the responsibility of the party calling the witness, ie the GMC representative, self-represented doctor or doctor's representative, to contact Eynetwork if a bridging connection is required, book the bridging company and to provide the details to MPTS Office Admin.

Q: Can a witness give evidence from a conference suite?

A: The easiest and most reliable connections occur when the witness gives evidence via a conferencing suite (usually a secure and private office in a business park). Eynetwork can be used to identify and organise a conference suite that is local to the witness and arrange and test a videolink from there. It is the responsibility of the party calling the witness, ie the GMC representative, self-represented doctor or doctor's representative, to contact Eynetwork to arrange and pay for the conferencing suite as required.

Q: Can a witness give evidence from home on their laptop?

A: Some witnesses will not have the benefit of a local conferencing suite close by, particularly if they are overseas, and will need to use their own laptop for the videolink. Due to the varying broadband speeds of any personal internet connection, this type of videolink is the least reliable and may cause delays to the hearing. It

should therefore be avoided if at all possible. If, however, it is the only means by which the videolink can take place, Eyenetwork are required to create a bridging connection for both the witness and the MPTS to dial into. This will connect the two calls together. It is the responsibility of the party calling the witness, ie the GMC representative, self-represented doctor or doctor's representative, to contact Eyenetwork in order to organise and pay for this. Any laptop being used for this purpose must have the pre-requisite technical requirements (which Eyenetwork will detail and assist with.)

Eyenetwork will always perform test calls to make sure that the connection is of sufficient quality (and will advise if it isn't) and will then forward the relevant IP number to whoever organised the videolink.

Further information

This quick guide should be read in conjunction with the following document, which provides further information about applying for and arranging video links: [Use of video link, telephone evidence and special measures at MPT hearings – Guidance for decision makers, parties and representatives.](#)

Contacts:

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