

Patient
Information

Patient Photograph/Video Submissions

Introduction

This leaflet gives you details of how to send a photograph or video to help with a diagnosis and to be included in the patient's health record.

Why has your consultant asked for a photograph/video submission?

Photographs may be useful in situations such as understanding rashes, wounds or other skin conditions.

Videos of abnormal body movements, for example arms, legs or whole body may help them to make a decision about what is happening and what these movements are.

Advice for submissions

- Before taking the photograph/video make sure the area is well lit.
- If the room is dark consider opening the curtains or putting on the lights in the room.
- When taking a photograph/video, please make sure that the area of interest is in the centre and in focus.
- If you are taking a video of an abnormal movement, please talk to or gently touch the person's arm so that their conscious level can be assessed.
- Video recordings should be no longer than **30 seconds**. It is better to take several shorter videos than one long one.
- Remove any bedding such as blankets, quilts and throws that may cover any movements.
- Make sure that the person you are taking a photograph/video of is appropriately dressed.
- Avoid including other people in the photograph/video especially children.

Reference No.

GHPI1530_03_25

Department

Medical
Photography

Review due

March 2028

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Instructions for sending

You can send the photographs/videos via email to:

ghn-tr.ghnhsft.medphoto@nhs.net

Please use the following format when sending via email:

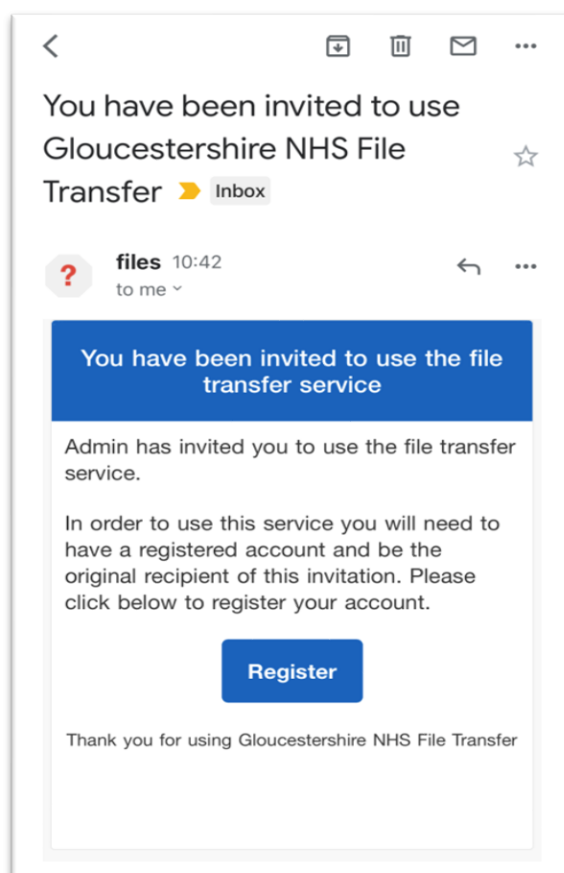
To: ghn-tr.ghnhsft.medphoto@nhs.net

Subject: Patient initials and hospital number eg: JB 1234567

Message: I (Insert Patient Name) consent to photographs/ video being stored as part of the medical record for treatment, diagnosis and monitoring purposes only.

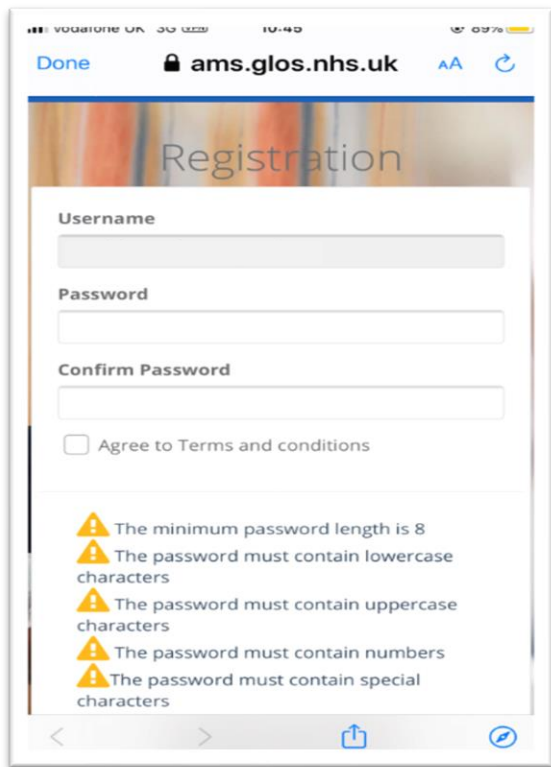
If your file is too big to send over email, please contact Medical Photography via telephone or email. You will then be sent an email invite to use the Trust secure upload system

AMS <https://ams.glos.nhs.uk>



When you receive your email invite please select the register button.

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Done ams.glos.nhs.uk AA ↻

Registration

Username
[Text Field]

Password
[Text Field]

Confirm Password
[Text Field]

☐ Agree to Terms and conditions

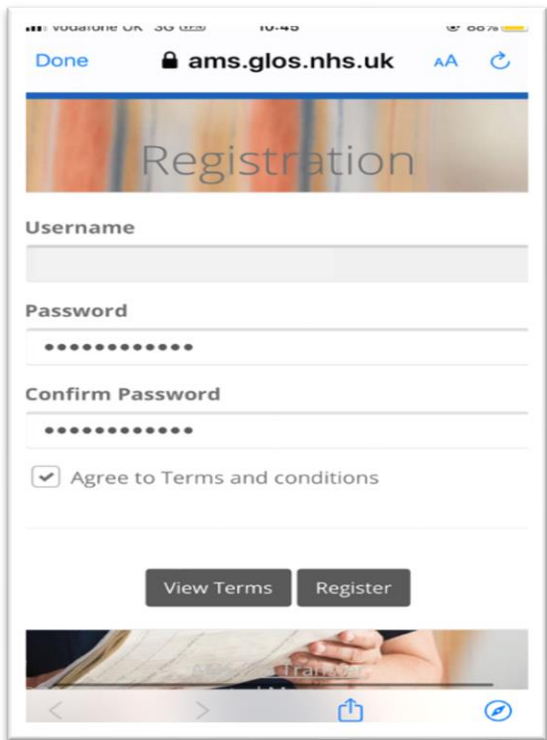
- ⚠ The minimum password length is 8
- ⚠ The password must contain lowercase characters
- ⚠ The password must contain uppercase characters
- ⚠ The password must contain numbers
- ⚠ The password must contain special characters

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Please use your email as the username and you will be prompted to create a password.

The requirements for the password will be listed on the screen for you.

Please read the terms and conditions prior to registration.



Done ams.glos.nhs.uk AA ↻

Registration

Username
[Text Field]

Password
[Text Field]

Confirm Password
[Text Field]

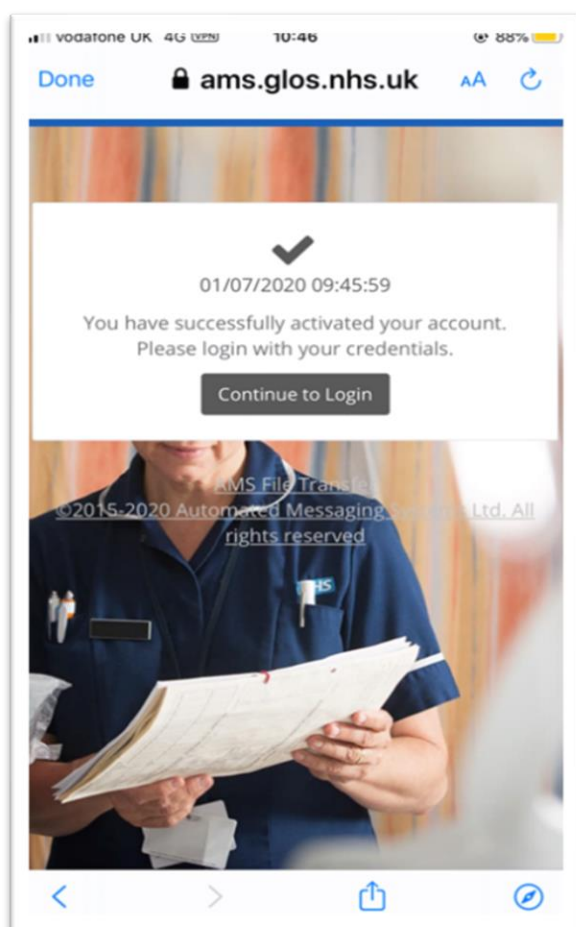
☒ Agree to Terms and conditions

[View Terms](#) [Register](#)



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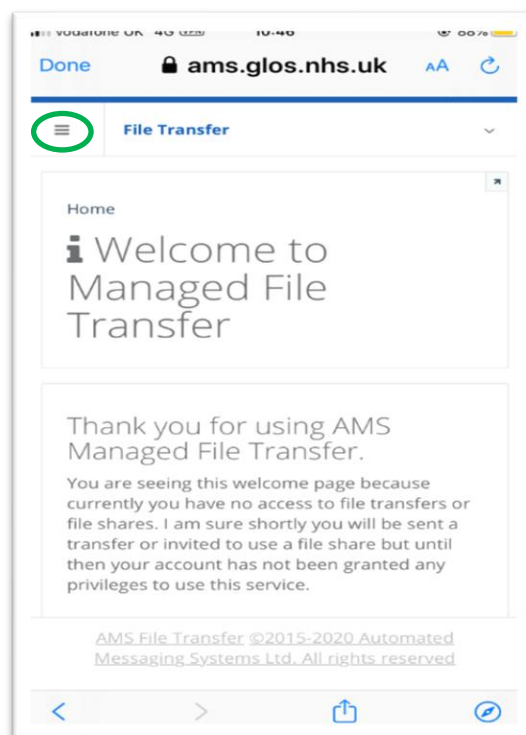
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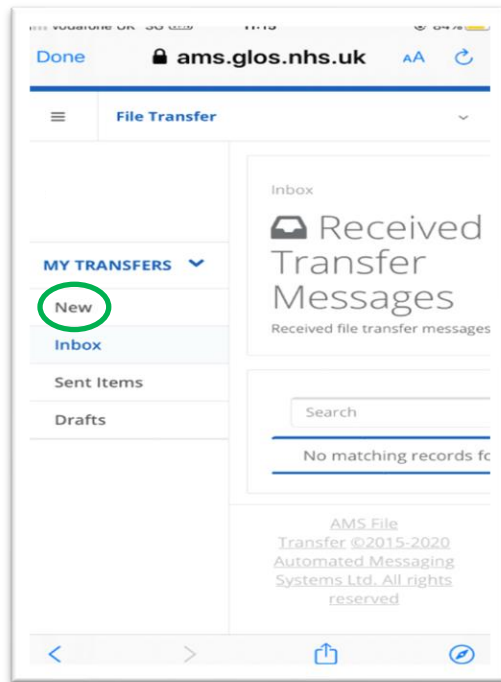
Once your account is activated, please login.

This will be your log in screen.

To access your options, click on the 3 lines to the right of 'File Transfer' near the top of the screen.



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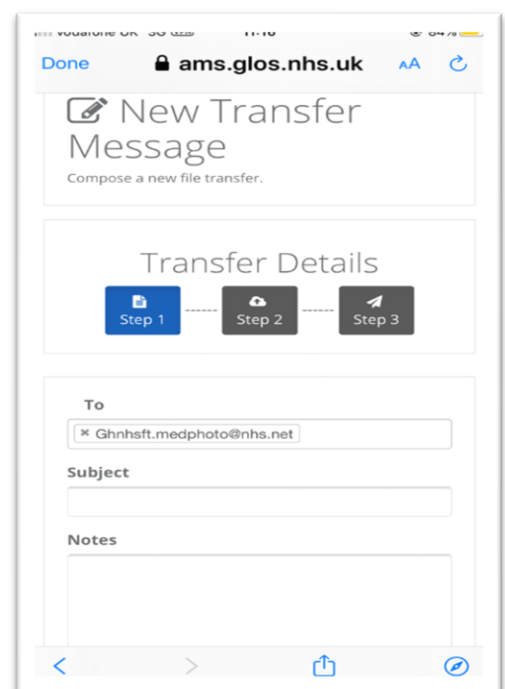
To send the files Select New

Please add the following information

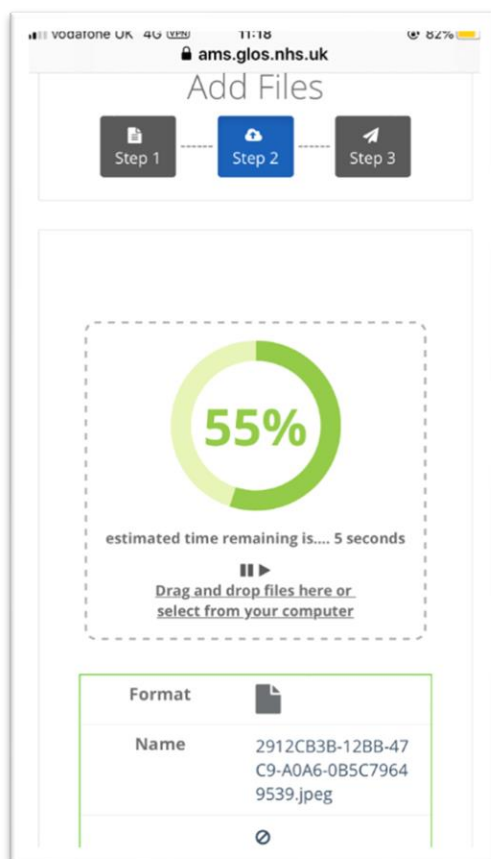
To: ghn-tr.ghnhsft.medphoto@nhs.net

Subject: Patient initials and hospital number eg: JB 1234567

Message: I (Insert Patient Name) consent to photographs/video being stored as part of the medical record for treatment, diagnosis and monitoring purposes only.



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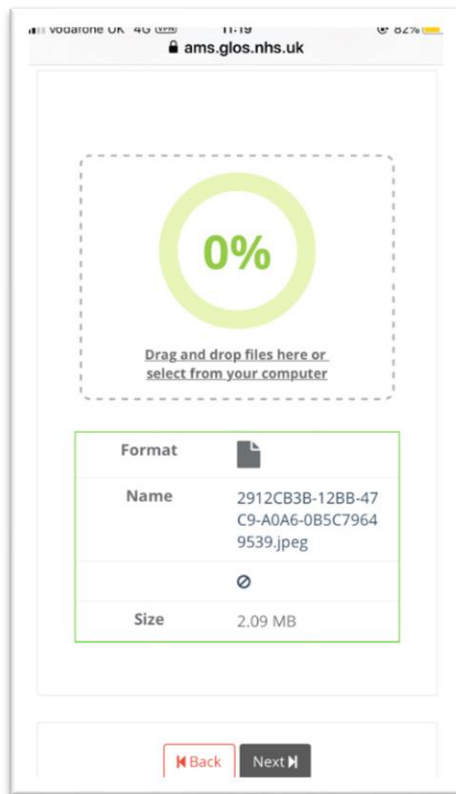
If you are sending your recordings from a PC- drag and drop the files into the green circle.

If you are sending your recordings from a mobile device, click the link underneath the green circle which states “Drag and drop files here or select from your computer”

The progress wheel will tell you how long it will take to upload the files, this normally takes a few seconds.



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Once your file is uploaded, the progress wheel will go back down to 0% and your attached recordings will show at the bottom of your screen.

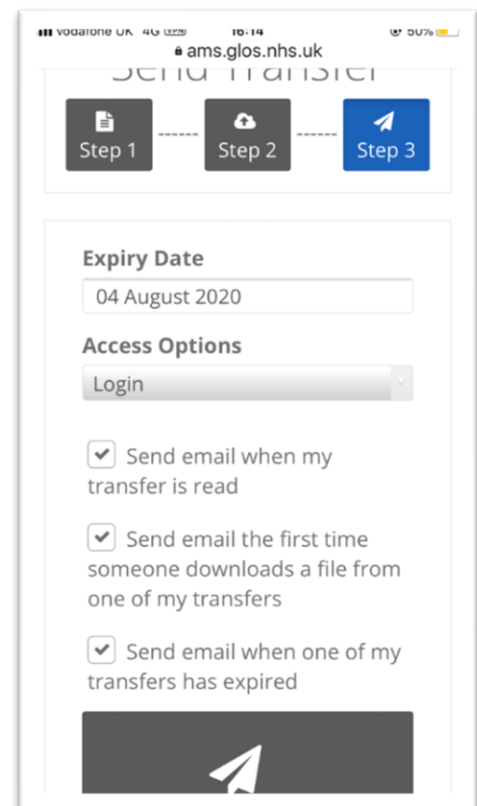
Press Next

The expiry date will populate automatically.

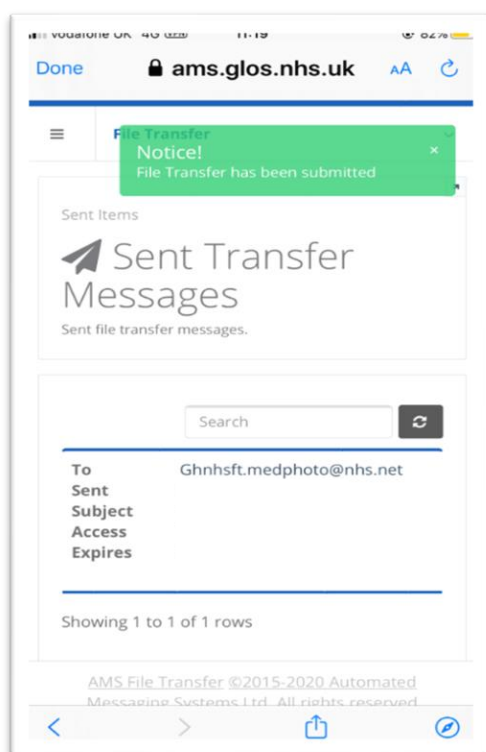
Access option: Login

The selections below are optional. Please tick the boxes if you wish to receive any of the notifications.

Press the arrow to send the transfer.



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You will be directed to a confirmation screen once the transfer is sent.

Depending on your earlier selections, you will be sent e-mail notifications regarding your transfer.

How we look after your information

For information about how we look after your information and your rights please see the Trust's Privacy Notice at <https://www.gloshospitals.nhs.uk/privacy-notice/>

Contact information

Medical Photography

Tel: 0300 422 4095

Monday to Friday, 9:00 am to 5:00 pm

Content reviewed: March 2025

Making a choice

Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



Ask 3 Questions

To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation

* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>