

Video and hybrid group clinics

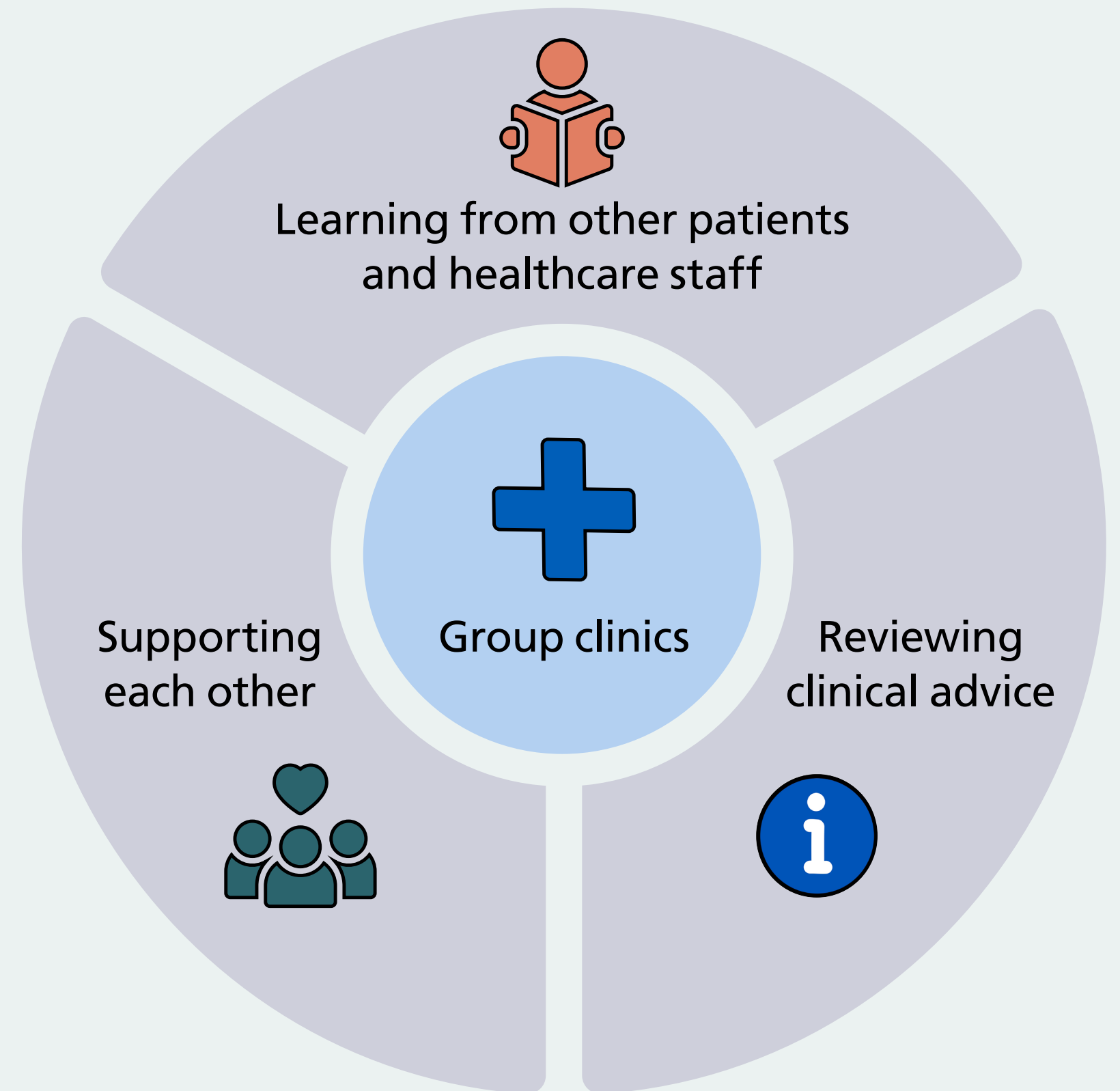
A quick guide for patients



Some NHS clinics are able to offer a group video option for selected consultations.

A video or hybrid (part video/part in person) group consultation lets you connect with your health professional and other patients at the same time. You can either join remotely or in-person if your clinic has the facilities.

This guide will help you or your carers prepare for a group consultation and get the most out of it.



We know that video and hybrid group consultations can be challenging.

This guide aims to help sessions run more smoothly and efficiently and create an environment that feels inclusive for everyone.



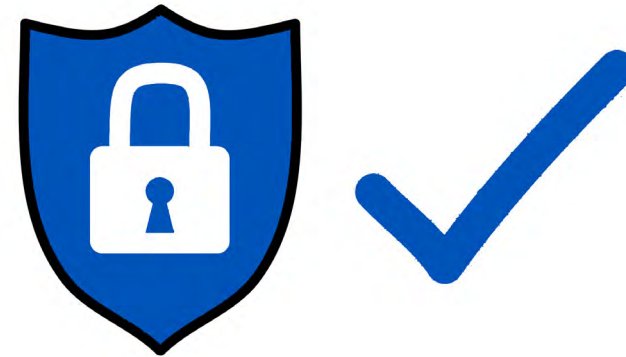
Why choose video and hybrid clinics?



They let you have a clinical consultation while sharing and listening to other people's experience of care and treatment.

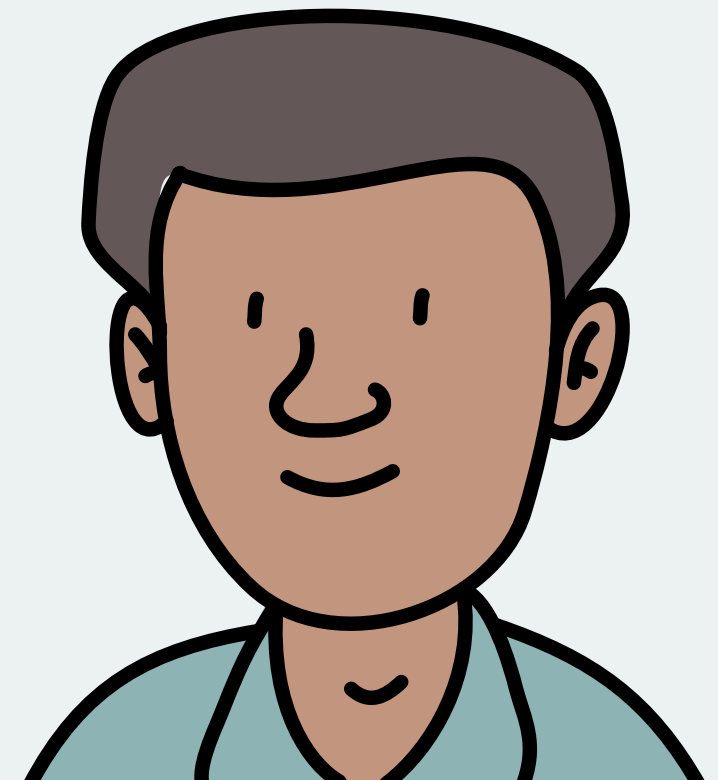


They help to create links between clinical advice and your everyday life.



Video calls are safe and secure.

If run well, they can offer helpful access options for people with additional needs



Principles

1. **Ask for a test session if you need it** and consider how you'd like to access and participate depending on your needs and abilities.
2. **Decide if you're happy sharing your personal results** or tell your healthcare provider if you'd prefer to keep them confidential.
3. **Be prepared to stay for the duration of the session** (1–1.5 hours) unless you are feeling unwell or something urgent comes up. If this is too long, ask for a one to one meeting instead.

If you're joining online:

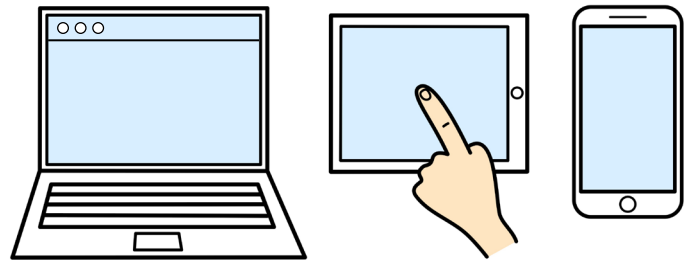
4. **Make sure you're set up in a private space**
5. **Check you know how to use the software** that your clinician has asked you to use.

We normally share results or symptoms in group clinics to be able to help you manage them within the context of your everyday lives

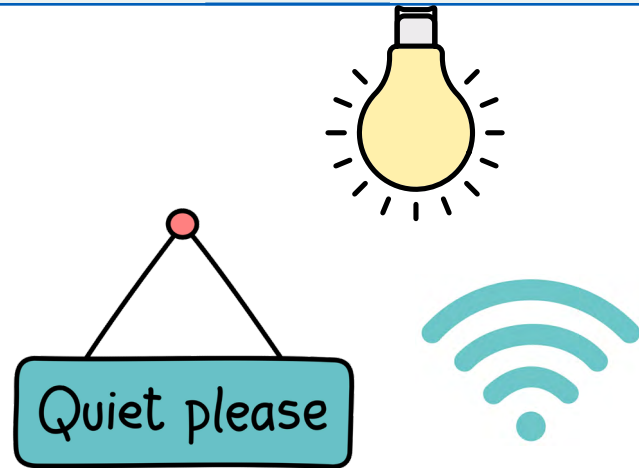
Ask for support if you need it



What you need if you are joining online

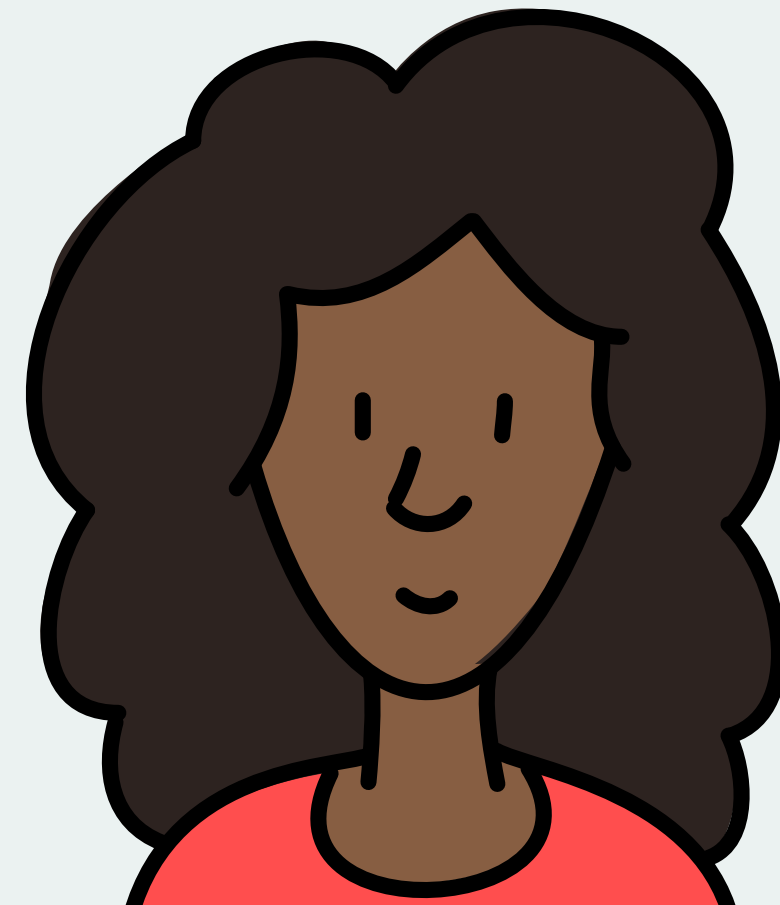


A charged up computer, tablet or smartphone with a built in camera and microphone. Earphones can be useful. A larger screen helps for viewing presentations.

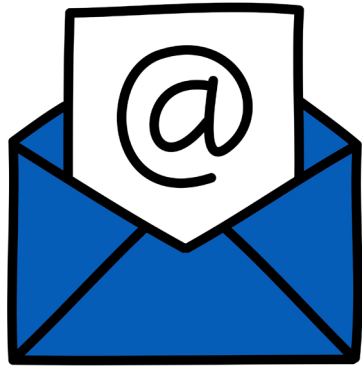


A quiet, well-lit space where you won't be disturbed and a good internet connection. If you don't have a quiet space please let your GP know.

I like to prepare a cup of tea or glass of water to bring to online sessions

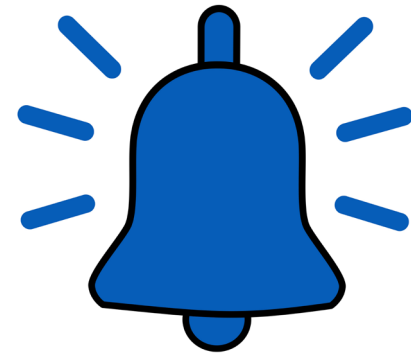


Setting up



You will receive a call, email or letter explaining:

1. What will happen
2. How to join and a test call if needed
3. What we expect from patients



They may also send you a reminder by text or call. Do tell them if you have any accessibility or communication needs.

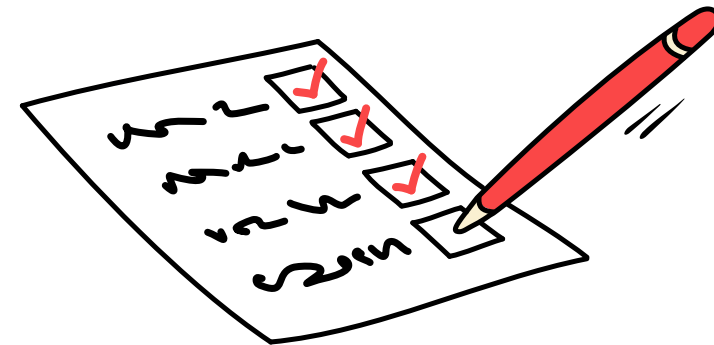
It's helpful to know how long the session will last for – do ask if you haven't been told



Setting up

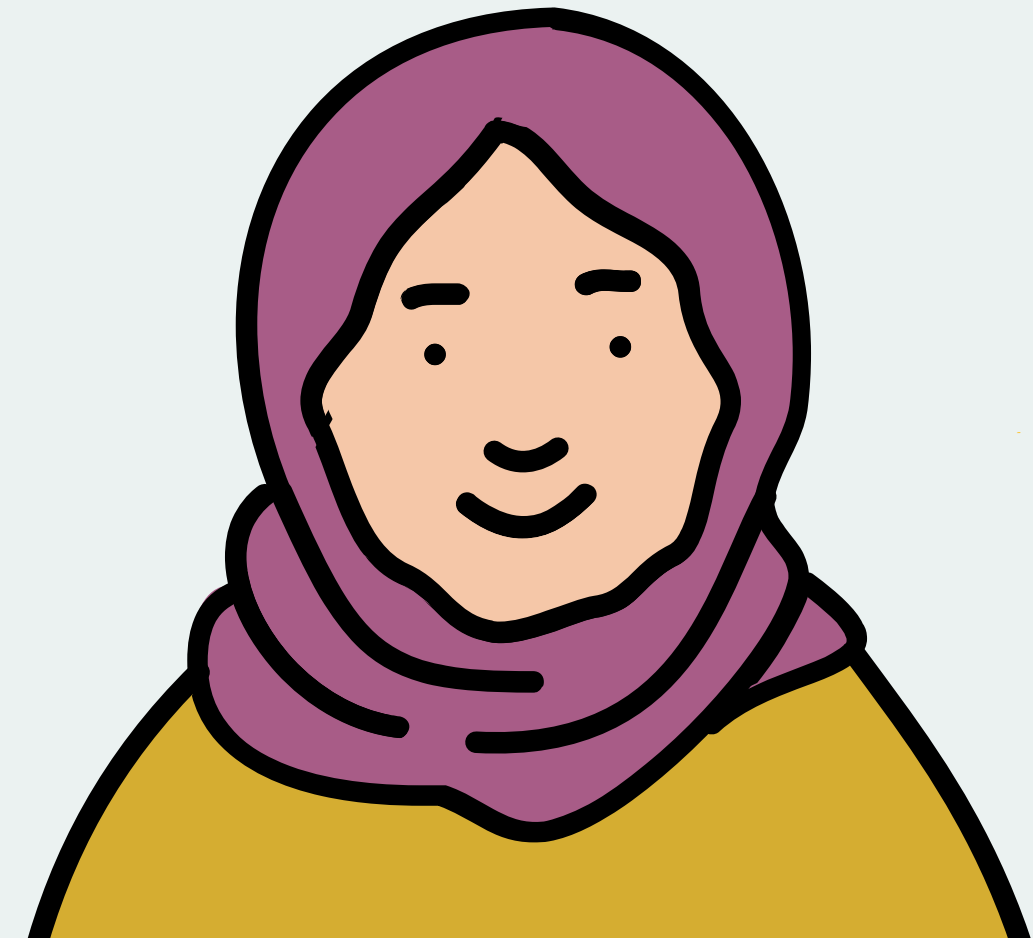


If you're joining online, make sure you're familiar with the software before your appointment. Test it before you start to make sure it's up to date.

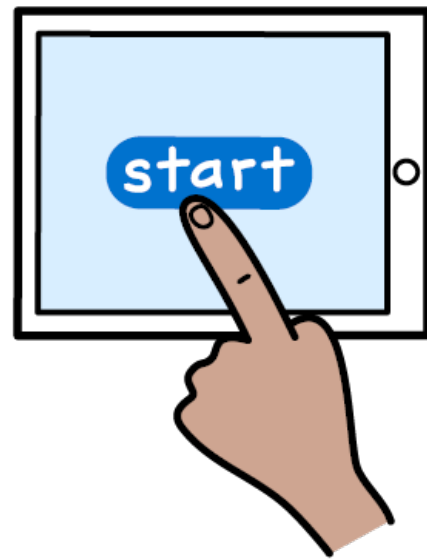


Make a list of symptoms, questions or issues before the consultation so you can get the most from your time.

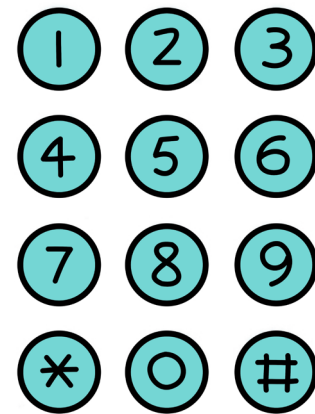
It's helpful to have your medical information to hand – I have diabetes so I always bring my blood readings



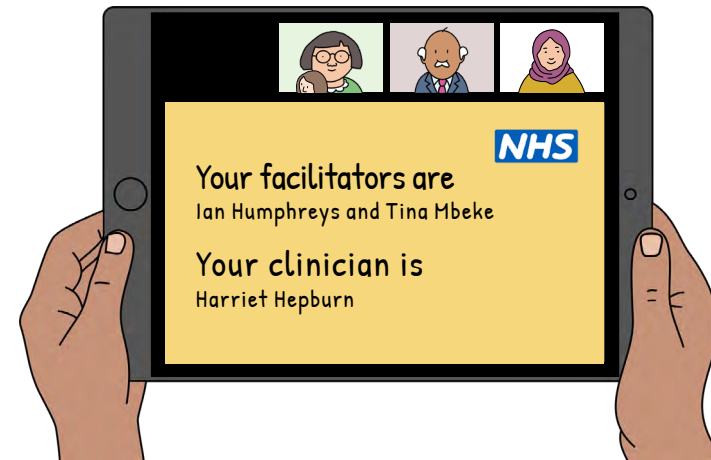
Starting the video call



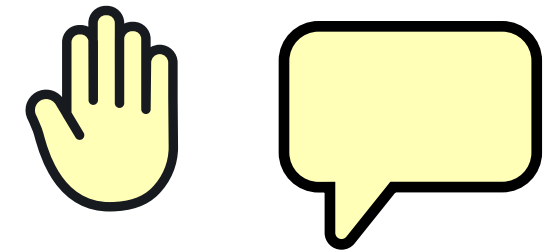
Join the video call 5 minutes early or when your clinic advises, so you can make sure you are comfortable and set up correctly before it starts.



You may be asked to confirm your date of birth or other identification, and told what to do if your internet connection stops working.



Make sure you can see and hear the clinician and other people who are joining, as well as any content that is shared on the screen.



If you're struggling to see or understand anything please ask for help by raising your hand or sending a chat message.

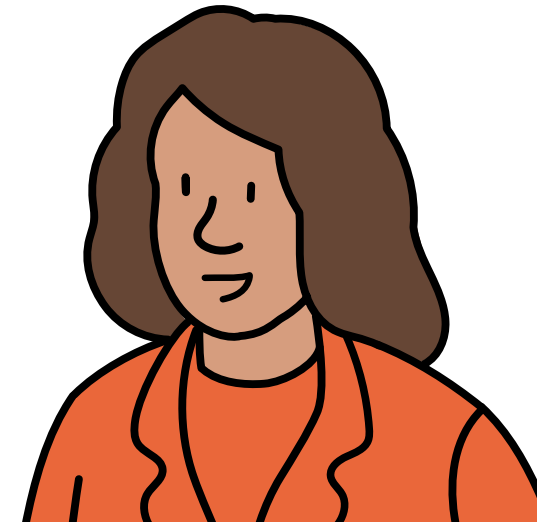
The consultation



Your healthcare provider will introduce their colleagues, and will provide some information about the group without identifying individuals.



Keeping your camera on during video calls is recommended to improve understanding and help you feel connected with the group, but it's optional.



Try to speak clearly so that everyone can hear you. This allows more time for your healthcare provider to give advice and support.

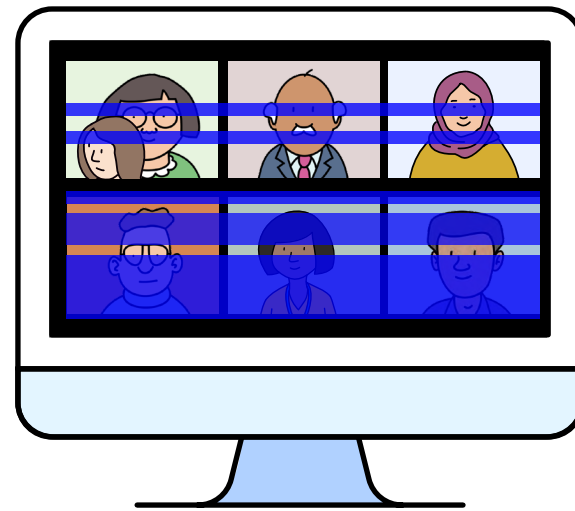
It can be helpful to take notes during a session



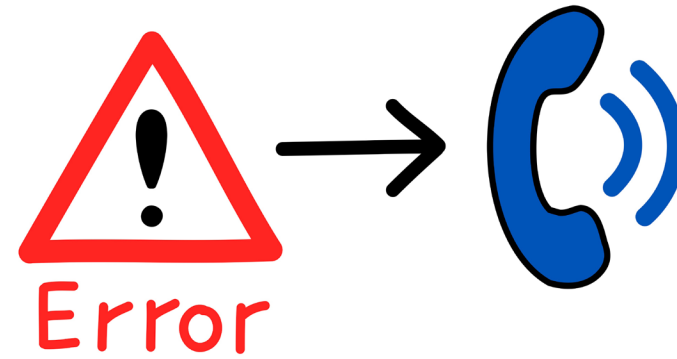
The consultation



If you want to show something, like where it hurts, you can try to use the screen camera. Only do this if you and other people are comfortable.

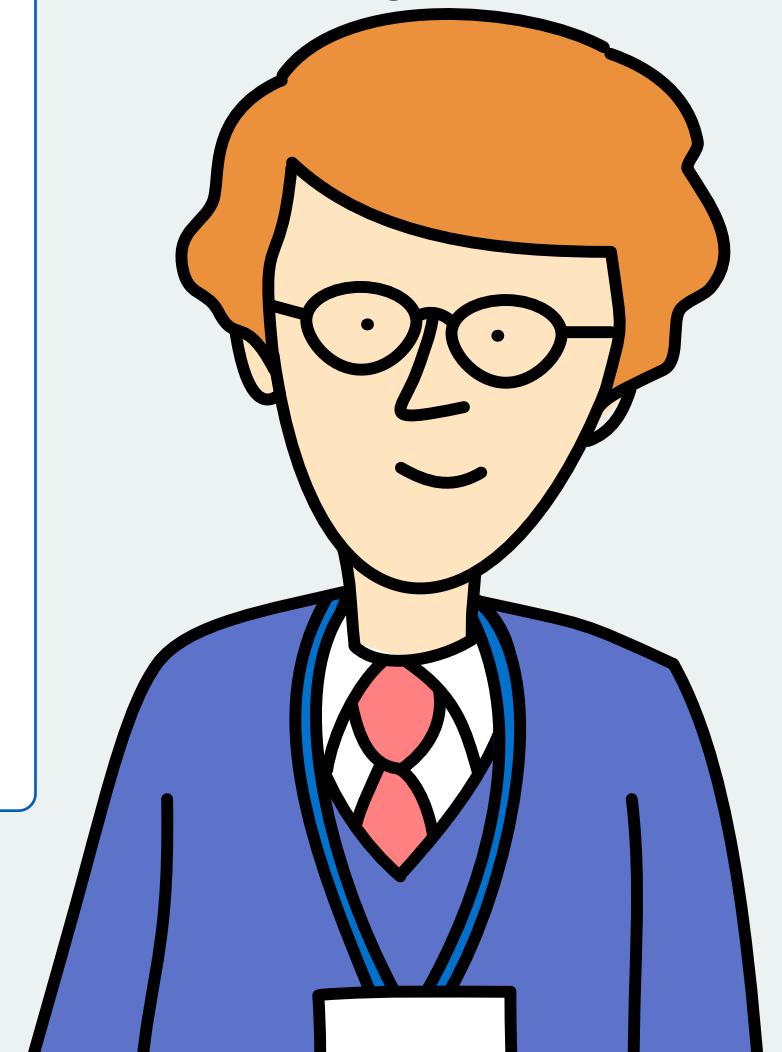


Video consulting is similar to face to face, but be prepared for technical glitches, e.g. audio delays or blurry images.

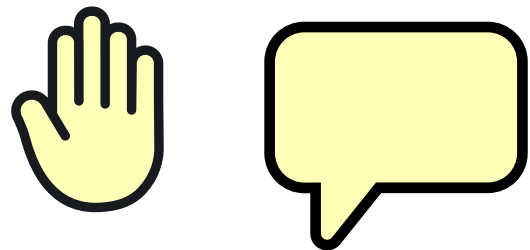


If something goes wrong and you get disconnected try to log back in. If that doesn't work, contact your healthcare provider to arrange a follow-up.

Let us know if you'd prefer to follow up another time in private



Ending the video call



Ask any questions you like before you go either by raising your hand or through the chat function.



Your healthcare provider will arrange your next video appointment, prescription or a face to face visit.



They'll say goodbye and send any follow up information by email or as handouts if you're attending in person.



You can leave your feedback to help make future consultations better.

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Produced by



Funded by



In collaboration with



Further resources

Publicly available support resources from other organisations can be found using the links below:

- [NHS England elearning programme](#)
- [Experience Led Care programme](#)
- [Group Consultations](#)