

## Information about your Video Group Clinic

### What will happen in your Video Group Clinic (VGC)

Your VGC lasts around 90 minutes. There are usually 6-8 people in a group.

A facilitator supports the session, sets it up and helps with any technical issues. He or she will also discuss what will happen when the clinician joins, and help you to get the most out of the time with your clinician. You will get answers to your specific questions and there will be group discussions about your health issues.

### This is how we recommend you join:

#### 1. Check your privacy settings

You might want to read about how to keep safe whilst using on-line systems here:

<https://www.ncsc.gov.uk/guidance/video-conferencing-services-using-them-securely>

and here <https://www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online>.

#### 2. Agree consent and confidentiality

Before you join the group, please read our patient agreement attached. In the session you will be asked to indicate if you are happy to join a group based upon this agreement and that you agree to keep all information about group participants confidential

#### 3. Make sure you are in a comfortable private space

It is better if anyone you have not invited to attend with you from your household is outside the room you are in. The sessions last 60-90 minutes, so ensure you are comfortable and either have enough charge to last this period or have your device plugged in.

#### 4. Join the group 10 minutes early

If you already use or have an account for Microsoft Teams it is important that you 'Log Out' before you follow the link

Click on the link 10 minutes before the start time. This provides time for us to help with your technology if you need it; especially the first time

Join as a guest, using your first name and initial e.g. John S.

If you have a family member, carer or friend with you, enter their first name and initial as well as yours

The facilitator will greet you and ask you a few questions to confirm your identity

#### 5. Follow-up

If you have any private issues or need some more one to one time, then you can book in for a follow-up one to one appointment as usual. You may also want to book in to another group.