BEST PRACTICE CHECKLIST:

How To Reduce Patient DNA in your Virtual Group Consultations

group consultations®

Experience shows the typical DNA rate for Group Consultations are lower than routine appointments. Use this checklist to ensure successful engagement when setting up your programme or to help improve patient attendance at your Virtual Group Consultations.

Patients think they have been invited to an education session?

- Ensure all your team know the difference between a VGC & a traditional education programme. Have opt-out as your default.
- Use the invitation template, emphasise that this is a routine clinical or review appointment where they get to spend longer with their health care teams.
- Share the VGC patient information video or create your own.

Patients are unclear about the benefits of attending a VGC?

- Be clear that VGCs create a safe space for patients to spend longer with their healthcare team; learn from others & focus on things that matter to them.
- Evidence shows that patients seen in this way enjoy it & tell us they feel more confident to manage their condition after attending Group Consultations.

Patients do not see this as a routine 1-2-1 consultation/appointment?

- Reinforce that as part of the VGC, there will be an opportunity & time for them to have 1-2-1 clinical advice & guidance from their healthcare team.
- Use invite templates; text reminders & patient information video to reinforce this.

Patients tell us they would prefer a face-to-face consultation?

- Use patient information video to reinforce benefits of VGC appointments.
- Encourage them to give VGCs a go & reassure them they can return to face-to-face appointments, if they wish.
- Consider running face-to-face Group Consultations in your practice.

Patients are hesitant about sharing health details in a group setting?

- Ensure everyone understands the confidentiality & consent process is there to create a safe consultation space for all.
- Emphasis that only relevant information will be shared around the focus of the VGC
- If they refuse to share or give consent, then you may have to consider an alterative type of appointment for them.

Patients having technical difficulties logging on?

- Use the patient log-on video resource to provide step-by-step guidance.
- Set 15 minutes at the start of the session, to allow an admin team member to check patients in & support those with any IT difficulties.

Are the timing of your sessions suiting your patients?

- Vary the timings of the sessions to accommodate a wider range of patient availability. e.g. hold some sessions in the evenings & weekends.
- Many people with long term conditions do not like early morning sessions.
- Be mindful of religious or cultural time commitments within your community.

Language barriers causing an issue?

- Consider holding specific VGCs for patients in their spoken language.
- Consider having a translator present during the VGC session. This is an efficient use of translation services. Ensure the interpreter understands the VGC process.
- Consider translating important documents in their spoken language.

Patients forgetting about their appointment?

- Ensure that you use your usual SMS/telephone reminder system.
- Overbook your sessions to account for any last minute cancellations/DNA