



Fresh Start North West London:
How to access your resource hub
& your resource checklists



QUICK START GUIDE:

Welcome to your Fresh Start Group Consultations programme.

In addition to your interactive training sessions, you will be provided with all the templates & resources that you will need to help set you up for success in delivering Group Consultations.

The resources checklists will be a handy reference guide for you to ensure you have got everything you need downloaded & also a reminder of when & how you can best use them.

You can download all these resources from our online resource hub at:

www.groupconsultations.com/course

Please watch this short video below to see how you can log on & download your resources:



How to login to the online resource hub

How to access & download your resources

Forgotten your password? How to reset it.

*(Simply click on the box above to access the video or visit:
www.groupconsultations.com/resourcehubvideo)*

If you still require any further support or have any questions, please email us at:
helpdesk@groupconsultations.com



PLANNING RESOURCES:

RESOURCES	KEY POINTS	✓
VGC: Pre Session Checklist	<ul style="list-style-type: none"> • A great high level overview of what you have to think about prior to your first session • Walks through the 5 key steps before you go live 	
VGC: Critical Success Factors	<ul style="list-style-type: none"> • The 6 key critical steps for successful implementation of Group Consultations • See how to set your team up for success 	
VGC: Design Tasks	<ul style="list-style-type: none"> • A step by step co design flow that walks you through how to design the right Group Consultations programme for your patients • A practical task focussed design tool 	
VGC: Internal FAQ	<ul style="list-style-type: none"> • Answers to all of the most common questions asked • Useful to disseminate general information about Group Consultations to the wider team 	
FRESH START: Patient Start Sign up	<ul style="list-style-type: none"> • Use the link at the start of the programme to sign each patient up to the twice weekly Fresh Start emails 	
VGC Workbook	<ul style="list-style-type: none"> • If you need a copy of the workbook you received at your initial training session just use the link below 	



RECRUITMENT RESOURCES:

RESOURCES	KEY POINTS	✓
<p>VGC: 5 Steps to Recruiting</p>	<ul style="list-style-type: none"> • A guide for administrators on how to recruit patients for Group Consultations • Includes how best to use the templates and key messages for patients 	
<p>Patient Invite TEMPLATE</p>	<ul style="list-style-type: none"> • The Group Consultation appointment invite that should be sent to patients via email or text attachment • Outlines what a Group Consultation is and when the appointment is, for patients 	
<p>VGC: Patient Recruitment Guidance</p>	<ul style="list-style-type: none"> • Further advice on recruiting patients for Group Consultations appointments, including suggested verbatim for texts and phone calls 	
<p>Patient Confidentiality TEMPLATE</p>	<ul style="list-style-type: none"> • Outlines what we mean by confidentiality and why this is important in Group Consultations • Should be attached to patient appointment letter or text 	
<p>VGC: Patient FAQ's</p>	<ul style="list-style-type: none"> • Answers most commonly asked questions that patients may have about Group Consultations 	
<p>How to create a VGC invite VIDEO</p>	<ul style="list-style-type: none"> • A step by step instructional video walking you through how to create a VGC invite on Microsoft Teams 	



GOVERNANCE RESOURCES:

RESOURCES	KEY POINTS	✓
VGC: Digital Inclusion	<ul style="list-style-type: none"> • A guide on what is meant by digital inclusion, why its important and how to support people with poor digital access 	
VGC: DPIA TEMPLATE	<ul style="list-style-type: none"> • A Group Consultations data protection impact assessment template example for guidance, if required by your organisation 	
VGC: Risk Management	<ul style="list-style-type: none"> • An overview of how to mitigate and manage risk when planning and delivering Group Consultations 	
VGC: Cyber Insurance	<ul style="list-style-type: none"> • An overview of cyber insurance 	
VGC: MDO Communications	<ul style="list-style-type: none"> • Indemnity cover for Group Consultations • Includes what your MDO does and does not cover 	



DELIVERY & IN SESSION RESOURCES:

RESOURCES	KEY POINTS	✓
<p>FRESH START: In Session Flow Slides</p>	<ul style="list-style-type: none"> • This slide deck should be used by the facilitator in every session to ensure flow of session • Includes pre session check in and consent process 	
<p>VGC: In Session Checklist</p>	<ul style="list-style-type: none"> • A great high level overview of what you have to think about in your VGC first session • Walks through the 5 key steps as you go live 	
<p>VGC: Session ONE</p>	<ul style="list-style-type: none"> • This folder contains all of the resources that the clinician can use for Session ONE of the Fresh Start Programme • Includes Results Board TEMPLATE, Fresh Start slides and videos with a focus on what the numbers mean in diabetes 	
<p>VGC: Session TWO</p>	<ul style="list-style-type: none"> • This folder contains all of the resources that the clinician can use for Session TWO of the Fresh Start Programme • Includes Results Board TEMPLATE, Fresh Start slides and videos with a focus on diet and lifestyle 	
<p>VGC: Session THREE</p>	<ul style="list-style-type: none"> • This folder contains all of the resources that the clinician can use for Session THREE of the Fresh Start Programme • Includes Results Board TEMPLATE, Fresh Start slides and videos with a focus on making sustainable change 	



PATIENT RESOURCES:

RESOURCES	KEY POINTS	✓
VGC: Patient FAQ	<ul style="list-style-type: none"> Answers most commonly asked questions that patients have about Group Consultations 	
Preparing for your Microsoft Teams Group Consultation	<ul style="list-style-type: none"> Flowchart for patients outlining how to join and take part in a VGC using Microsoft Teams Helps patients prepare for the session and build confidence in using Microsoft Teams 	
How to join a VGC - Video	<ul style="list-style-type: none"> This video has been recorded for patients by patients and outlines what to expect in a VGC and how to join the session A practical and highly visual guide for patients to let them see what is involved in a Group Consultation appointment 	
FRESH START: Habit Changer TEMPLATE	<ul style="list-style-type: none"> Habit changer worksheet that can be given to patients to support behaviour change as they go through this programme 	
FRESH START: Living Your Life Purpose TEMPLATE	<ul style="list-style-type: none"> A guided worksheet that patients can use to identify what matters to them and how they can plan to integrate this into their day to day life 	
FRESH START: Rainbow Food Chart	<ul style="list-style-type: none"> A food chart that helps patients see what the different food and nutrients mean for them and how to introduce and monitor this in their daily eating habits 	



EVALUATION RESOURCES & CASE STUDIES:

RESOURCES	KEY POINTS	✓
<p>VGC: Pre Session Evaluation Form</p>	<ul style="list-style-type: none"> • Our pre session patient questionnaire TEMPLATE • Should be completed before first VGC session 	
<p>VGC: Post Session Evaluation Form</p>	<ul style="list-style-type: none"> • Our post session patient questionnaire TEMPLATE which should be completed at end of each session or programme • For further information on evaluation of this NWL programme please contact Alex Silverstein 	
<p>VGC: Post Session Checklist</p>	<ul style="list-style-type: none"> • A great high level overview of what you need to do post session • Includes documentation, debrief and evaluation top tips 	
<p>Case Studies</p>	<ul style="list-style-type: none"> • A selection of case studies to bring Group Consultations to life for you • We will add to these to share key learnings as you produce your own case studies 	



FACILITATOR RESOURCES:

RESOURCES	KEY POINTS	✓
VGC: FRESH START Route Map	<ul style="list-style-type: none">• A detailed breakdown of the VGC session, documenting what happens & when with approx timings allocated to each section of a VGC• Many facilitators use this to produce their own crib sheets / cards for the session• Great to run through with clinician pre session to ensure clarity on roles	
VGC: Facilitators FAQ	<ul style="list-style-type: none">• Aimed at supporting facilitators to manage group dynamics within the session• Includes a breakdown and strategy for several 'what if' scenarios.	