

Subject: GP appointment at Virtual Group Consultations – Confirmation and next steps

Dear <forename surname>

We are looking forward to seeing you at your Virtual Group Consultations Appointment.

Click here to join your appointment on DATE:

COPY & PASTE Join Microsoft Teams Meeting Link here

Topic: Virtual Group Consultations

Start Time: XXXX

End Time: XXXX

Clinician: XXXX

Group Consultations support you to keep well, review your condition and spend longer with your healthcare team, especially important during the Covid -19 pandemic. You will have a one-to-one consultation and get to spend more time with your healthcare team via video in a group setting with fellow patients with the same condition. This allows you to consult with your clinician as if they are in the room with you. Having other people in this appointment allows you to be connected and support each other. Patients who receive care in this way tell us they prefer it to shorter one to one appointments.

What will happen in your Virtual Group Consultation

The sessions last around 90 minutes.

We use Microsoft Teams, the NHS approved secure platform for healthcare consultations, which allows you to fully participate and interact with our healthcare team and other participants via video, audio and chat.

Once you click on the Join Teams Meeting link and enter your first name, you will be held in a virtual waiting room briefly before you enter the live virtual consultation room, where our Facilitator will greet and guide you through the session.

All you need is an internet connected device (tablet/computer/smartphone) that has a camera and microphone and a quiet space.

What to do next

- Keep this email in a safe location as it has the joining link & add this meeting to your calendar.
- Read the attached consent documents. By joining the Virtual Group Consultation you confirm you consent to the confidentiality agreement.
- Update our team with your contact number if this has changed from the one we have on your records, so we can call you if needed on the day in case of emergency.*

On the Day of your Virtual Group Consultation

- Make sure you are in a **private quiet space** with your device plugged into power. Please check that your **camera** and **microphone** are working.
- Use either **Chrome or Internet Explorer/Edge** web-browser to join (Safari does not work for this)
- If you already use or have an account for Microsoft Teams it is important that you **'Log Out'** before you click the meeting link to protect your privacy

- Join the clinic 5 minutes early, and **add your first name and day/month of birthday** e.g. Sanghita 10/07, so the facilitator can match you with your records. If your carer is joining you, they must also add their name too. We request that other people beside your carer are not in the room with you for confidentiality.
- You will be asked again to confirm that you are happy to join a group based upon the attached **consent** form and that you agree to keep all information about group participants confidential
- Get ready to participate and make lasting changes to improve your health!

We know that Group Consultations improve health outcomes and experience of care for people living with **xxxxx** and we look forward to seeing you at your Group Consultation appointment.

Yours sincerely,
Dr **XXXX**

Additional Information

- Virtual Group Consultations are voluntary and you can change your appointment to a face-to-face appointment if needed. 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 will not be permitted to record the session and or take screenshots / pictures of the session.
- 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>
- For further information, please contact our Administrator at the Surgery