

Section and approx. timings	Steps and what to cover
<p>Set up Virtual Group Consultation (VGC) session with the group</p> <p>10 mins</p>	<p>Introduce yourself to the group outline why you are seeing patients this way (and outline the key benefits, e.g.</p> <ul style="list-style-type: none"> • A way Connecting people with the healthcare team through periods of self-isolation / lockdown / shielding • Connecting people together who have the same or similar challenges/condition during COVID • How review appointments are being done to ensure people with insert can get advice on how to many their condition keep well • Patients get to spend longer with their healthcare team / doctor /nurse, and everyone can see each other (benefit over telephone consultations) <p>Share on screen or just walk through virtual templates with the group this will help you manage the session:</p> <ol style="list-style-type: none"> 1. UNDERSTANDINGS/ETIQUETTE - reinforce confidentiality of patients and any family members and carers joining the session 2. FLOW OF SESSION - reinforce that clinician will be joining session later and answering their questions and importance of listening to each other. (note clinician may be present for all of session in some cases but important that facilitator takes the lead in setting the session up) 3. CAR PARK - explain how this will be used in session, to capture anything that falls outside of remit / focus of sessions. Remembering to come back to any questions you post on this at the end of the session

<p>Patient Introductions</p> <p>5 mins</p>	<p>Set this up for patients to take no more than 30 secs by asking a simple question like;</p> <p><i>'introduce yourself and tell us how long they have lived with your insert condition'</i> (e.g. my name is xxx and I have had COPD for 7 years)</p>
<p>Quick look at any results/discussion board</p> <p>5 -10 mins</p>	<p>Share on screen results/discussion board with group and explain how this may be used in session and run over top line only</p> <p>Get everyone to reflect on their own and to start to think about question or issue they want to discuss with clinician today</p> <p>Note: you may choose not to use a discussion / results board, if this is the case advise patients that clinician will run through some key information and guidance relating to their condition when they join.</p>
<p>Patients specific questions /queries for clinician</p> <p>10 mins</p>	<p>Check in with each patient in the group:</p> <ul style="list-style-type: none"> • Ask them to share any question/concern they want to discuss with the clinician • Make sure you capture each patients' question, so you have it at hand when clinician joins the session • If someone does not have question. go back to them when everyone has shared their question and see if they have one then. If some members of the group don't have a specific question don't worry, something may come up later in session and if not, clinician will still check in with them and may have a question for them.
<p>Clinician does overview for group on key themes / general advice and guidance</p> <p>10 mins</p>	<p>CLINICIAN – joins session introduces themselves and looks over questions and then does overview of any general themes (before going around everyone and answering individual questions)</p>

<p>Clinician answers individual patients' questions</p> <p>15 - 30 mins</p>	<p>Clinician does the 1:1 consultations and answers patients individual questions talking directly to the patient who raised the question</p> <p>The clinician or facilitator may want to mute the other patients at this point until the clinician has answered the question, all the patients will still be able to hear and benefit from the advice given advise patients that you are doing this and why</p> <p>Clinician should maintain communication, with the facilitator so they can 'move things along' if needed (clinician and facilitator need to have an agreed move on signal)</p> <p>Facilitator should:</p> <ul style="list-style-type: none"> • Monitor time • Keep the session flowing using understandings and flow and car park templates. • Support the clinician • Nudge patients to share their experiences (when appropriate)
<p>Patients agree any next steps / goals</p> <p>5 - 10 mins</p>	<ul style="list-style-type: none"> • Support everyone to reflect on what they have learnt from the session and if appropriate to think about bite size goals /intentions they will set themselves • Get participants to capture their goals (which you can follow up on at next session, if appropriate)
<p>Feedback and session close</p> <p>5 mins</p>	<p>Ask participants to share what worked well and what can be improved Thank everyone and close session.</p>
<p>Clinician and Facilitator Debrief</p>	<p>FACILITATOR AND CLINICIAN:</p> <ul style="list-style-type: none"> • Remember after session to do debrief and go over real time feedback • Send out evaluation link to patients