

A Step by Step Guide to Planning and Implementing Virtual Group Consultations (VGC's)



Design Task 1

Which patient groups will you start with to deliver VGC's and why?



TOP TIP

Look at where you have current challenges and/or poor outcomes



Design Task 2

Which IT platform will you use to deliver VGC's and what do you need to know to deliver VGC's on this platform?



TOP TIP

Ensure you confirm this with the Governance/IT lead in your organisation



Design Task 3

Who will do what in your team?
Key Roles:
Clinician, Facilitator, Administrator



TOP TIP

Allocate roles and don't try to go it alone – a team approach is critical to success and if possible have more than one facilitator trained



Design Task 4

How will you recruit patients and send out appointment letters and confidentiality forms?



TOP TIP

Keep it simple and use templates provided, perhaps record a short video to send out to patients



Design Task 5

How will you record consent and confirm patients Identity before each session?



TOP TIP

Remember to get patients to log on 10 mins before start of session and get administrator or facilitator to carry out these checks



Design Task 6

What will you include in your results/discussion board headings?



TOP TIP

Remember to balance this with what we need to measure and what matters to patients – use the templates in your resources as a guide



Design Task 7

How will you record and document VGC sessions in patient's notes?



TOP TIP

Keep notes as you go along and document in patients records after the session



Design Task 8

How will you evaluate and measure the impact of VGC's?



TOP TIP

Remember to include patient experience + clinical outcomes, staff experience and efficiency gains



Design Task 9

How will you share your learnings and scale up VGC's?



TOP TIP

Share learnings with your team and networks use Case Study Template and embed VGC's across your patient pathways moving forward