

Virtual Group Consultations Route Map – Internal Document

Section & approx timings	Steps and what to cover
<p>Holding Lobby Open 10 - 15 mins prior to session</p>	<p>A space where participants can log on before session and the practice can go through confidentiality and privacy process and ensure participants are registered prior to start of the session. Any technical issues e.g. sound, video connectivity can also be handled here , this allows the session to kick off on time and keeps everyone on track /timing</p> <p>Note: Identity and location process should be applied here.</p> <p>This can be manned by a member of your administration team</p>
<p>Set up Virtual Group Consultation (VGC) session with the group</p> <p><i>Start slide deck which should have all of templates and information pre-loaded onto</i></p> <p><i>Approx 10 mins</i></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 of 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 manage their condition and keep well • Patients get to spend longer with their healthcare team / doctor /nurse, and everyone can see each other (benefit over telephone consultations) • Patients get to learn and share advice and tips, on how to keep well, with each other

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	<p>Walk through virtual templates (embedded in slide deck), 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)
<p>Patient Introductions</p> <p><i>Approx 5 mins</i></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 you have lived with your insert condition'</i></p> <p>(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><i>Approx 5 -10 mins</i></p>	<p>Share on screen results/discussion board (embedded in slide deck), 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>Patients specific questions /queries for clinician</p> <p><i>Approx 10 mins</i></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

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	<ul style="list-style-type: none"> • 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 joins group and does overview for group on key themes / general advice and guidance</p> <p><i>Approx 10 mins</i></p>	<p>CLINICIAN – joins session introduces themselves and facilitator shares patients with them. The clinician can then do upfront overview of any general themes, from slides embedded in slide deck, before going around everyone and answering individual questions. Note to not become too reliant on slides as patient feedback tells us they like to see each other on the screen and not lots of slides.</p>
<p>Clinician answers individual patients' questions</p> <p><i>Approx 15 - 30 mins</i></p>	<p>Clinician does the 1:1 consultations and answers patients individual questions talking directly to the patient who raised the question, with rest of group listening and learning</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>

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	<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 and if appropriate)
<p>Patients agree any next steps / goals</p> <p><i>Approx 5 - 10 mins</i></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><i>Approx 5 mins</i></p>	<p>Ask participants to share what worked well and what can be improved. Real time feedback is really important for continuous learning and improvements.</p> <p>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 remember this is really important for continuous learning and improvements • Send out evaluation link to patients • Plan next session