



Bringing Group Consultations  
to your patients & organisation

Why NOW is  
the time to be delivering  
Group Consultations?

# Delivering more efficient & effective healthcare



Re-mobilise routine care & reviews through COVID-19 & beyond



Reduce backlogs and waiting times to meet patient & system demands, whilst delivering high quality & personalised care



Proactively manage & support high risk patients, preventing the need for acute admissions & tackling health inequalities

# Supporting personalised care for your patients

Patients become more activated to self-care



Patients get to spend longer with their health care teams & are connected with their communities



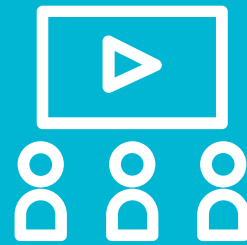
Patients report increased confidence to self-manage their condition



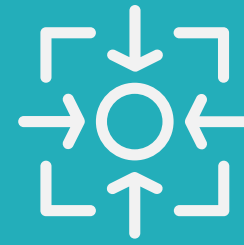
## Building your healthcare teams impact & resilience



Reduce clinician  
burnout & fatigue



Embrace new ways of  
delivering healthcare  
& technology



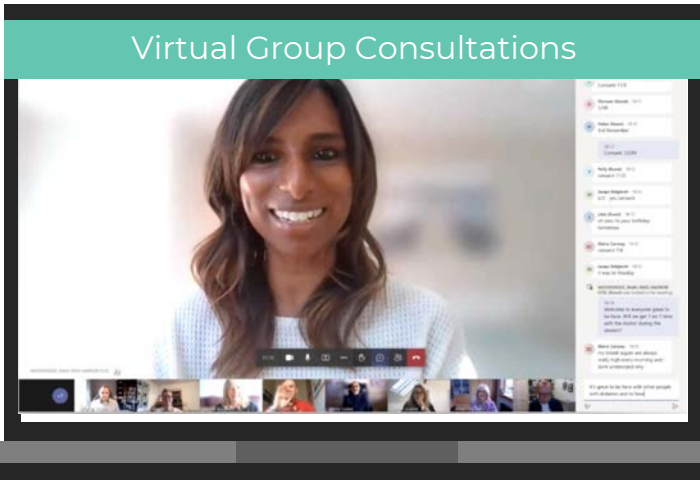
Create more time for a  
multi disciplinary  
team (MDT) &  
integrated approach  
to patient care

What are  
Group Consultations?

# What are Group Consultations?

One-to-One routine care delivered in a supportive group setting

Flexible delivery models for you & your patients:



Face-to-Face Group Consultations

A consultation with a group of 8-15 patients with a similar condition or challenges

Replaces traditional one-to-one appointments, with group appointments typically lasting 90 minutes

Typically led by a trained Group Consultations Facilitator & Clinician

Embeds clinical care, lifestyle advice & education, in a supportive peer group setting

An efficient & effective alternative to one-to-one face-to-face; telephone & video consultations

What impact can  
Group Consultations  
have for you & your patients?



# What the evidence tells ...

## 1. Better Outcomes

- >50% remission type II diabetes
- Reduction in HbA1c & BP
- Effective weight loss
- Reduce pain scores
- Increased patient activation

## 2. Leveraging Resources

- High efficiency (300-900%)
- Speedy implementation
- Improved choice & access
- Reduce waiting lists & times

## 3. ↑ Patient Satisfaction

- Over 90% satisfaction rating
- Peer support/empowerment
- Supports shared decision making

## 4. ↑ Staff Satisfaction

- Excellent satisfaction
- MDT approach embeds learning for teams and students
- Promotes wider team working



**“Group Consultations are a safe and effective care option even in a pandemic.  
Done right they meet healthcare’s quadruple aim:  
better outcomes, leveraging resources, high patient/staff satisfaction”**

(Birrell, Mirsky & Frates, 2021)

[Click here to read more about the evidence & research around Group Consultations](#)

# What patients have told us about their Group Consultations experience

Patients reported feeling more listened to & satisfied

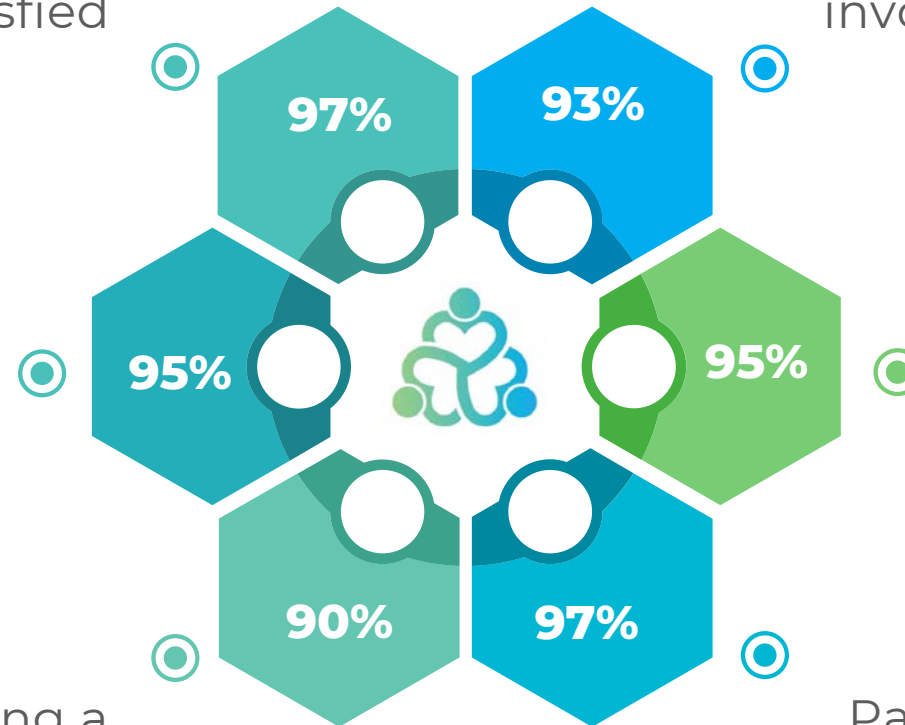
Patients said they felt more involved in decision making

Patients report having improved access & spending more time with their clinician

Patients felt more able to cope with their condition & keep themselves healthy

Patients report having a better understanding of their condition

Patients would recommend Group Consultations to friends & family



Where will  
you start to  
implement  
Group  
Consultations?



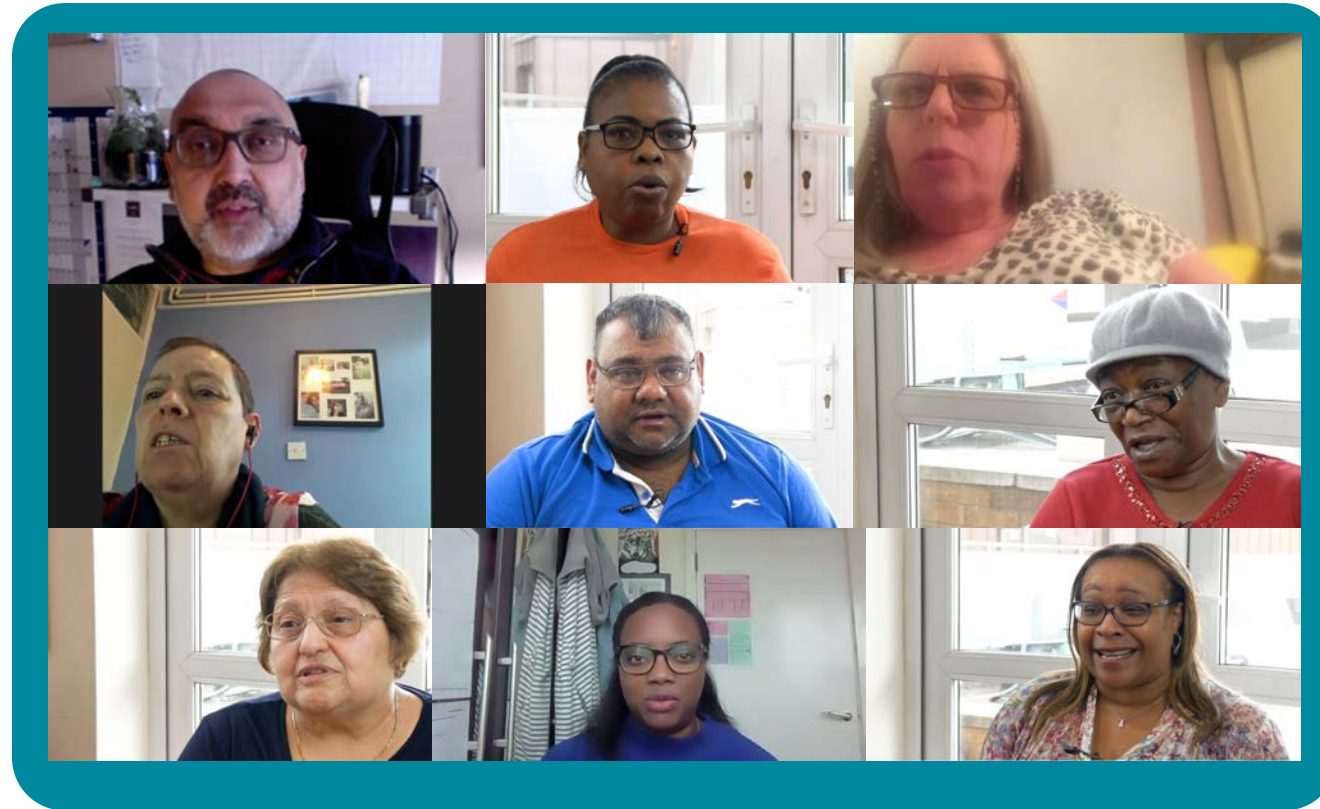
# Hear more about patient experiences

'I felt like I got more from each session than I would have in a one-to-one session'

- Christine Stokoes -

'I got to spend more time with Dr Wong ... we were able to ask more questions.'

- Natasha Allman -



'I really enjoyed it. It makes you feel like you're not alone. I've learned more about my condition by talking with other people.'

- Angela Hood-

'It didn't feel rushed at all. We were all able to talk & say whatever we wanted to say. We were also spoken to individually & the others were still there.'

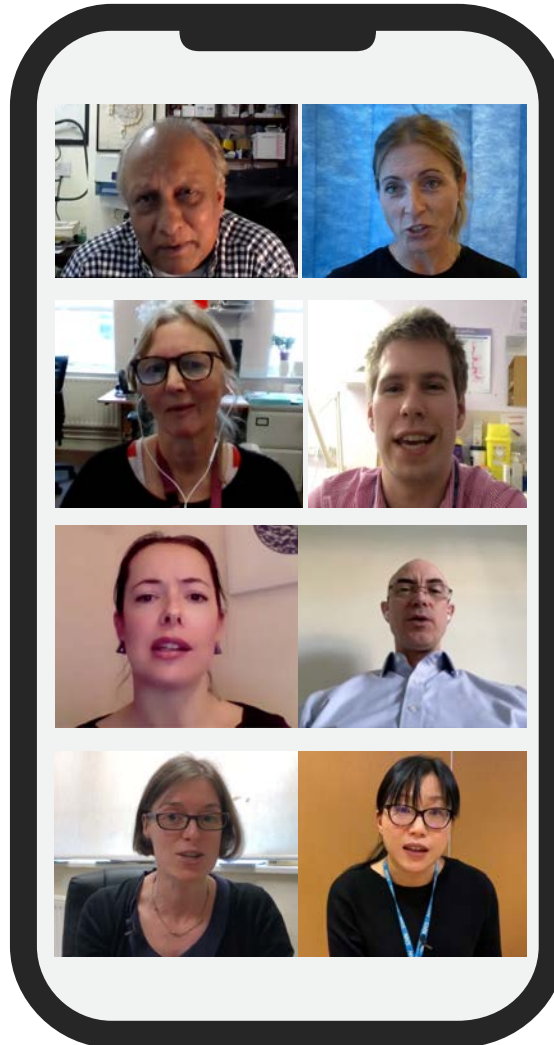
- Lorraine Julien-

[Click here to watch short videos from patients who have experienced Group Consultations](#)

# See what your peers have to say

'It will help you to deliver individualised patient centred care & improve patient experiences along the way.'

- Dr Katharine Towers -



'Group Consultations offers something very different. There is an energy on the screen. Patients bounce ideas off each other. They share their knowledge & expertise.'

- Dr Clare Neiland -

'It worked & is fit for purpose. I'm glad I participated in Virtual Group Consultations & patients really loved it.'

- Dr Dilip Patel-

'A senior clinician fed back how it's transformed the way he is able to deliver care for patients.'

- Jason Parker:  
Lead for Long Term Conditions  
Prevention & Management -

Let us help you & your team  
to get started

# Our training & implementation programme sets you up to deliver Face-to-Face & Virtual Group Consultations



Live  
training  
events



Resource &  
templates



Implementation  
support &  
helpdesk



Online  
learning  
platform

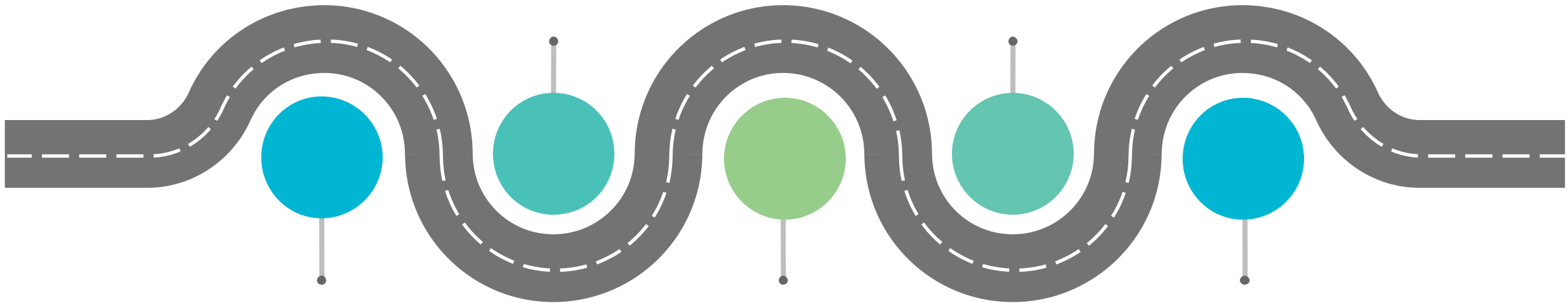
# 1. Live Training Events

We will bring our expertise to help your team through our interactive workshops:



Train your team to plan, deliver & implement your Group Consultations programme

Skill up your Group Consultations Facilitators to confidently deliver the sessions



Co-design the right Group Consultations programme for you & your patients

Support you to embed this way of working in your current systems

Coach you through 'mock-up' sessions prior to going live



# 2. Resources & Templates



Your team will get to access all our tried & tested materials to get set up for success.

**GROUP CONSULTATIONS YOUR RESOURCES**

**QUICK START GUIDE:**

Welcome to your Group Consultations programme. In addition to your interactive training sessions, you will be provided with templates & resources that you will need to help set you up for success. These checklists will be a handy reference guide for you to ensure you have all the resources from our online resource hub.

**GROUP CONSULTATIONS YOUR RESOURCES CHECKLIST**

**PATIENT RESOURCES:**

RESOURCES	KEY POINTS
VCC: Patient FAQ	• Answers most commonly asked questions that patients have about Group Consultations
Preparing for your Microsoft Teams Group Consultation	• Flowchart for patients outlining how to join a part in a VCC using Microsoft Teams • Helps patients prepare for the session at confidence in using Microsoft Teams
	• This video has been recorded for patients and outlines what to expect in a VCC the session

**GROUP CONSULTATIONS YOUR RESOURCES CHECKLIST**

**DELIVERY & IN SESSION RESOURCES:**

RESOURCES	KEY POINTS
In Session Flow Slides	• 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
VCC: In Session Checklist	• A great high level overview of what you have to think about in your VCC first session • Walks through the 5 key steps as you go live
VCC: Session ONE	• This folder contains all of the resources that live clinicians can use for session ONE of the Fresh Start Programme • Includes Results Board TEMPLATE, Fresh Start videos with a focus on what the programme can offer

**GROUP CONSULTATIONS YOUR RESOURCES CHECKLIST**

**PLANNING RESOURCES:**

RESOURCES	KEY POINTS
VCC: Pre Session Checklist	• 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
VCC: Critical Success Factors	• The 6 key critical areas for successful implementation of Group Consultations • See how to set your team up for success
VCC: Design Tasks	• 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 focused design tool
VCC: Internal FAQ	• Answers to all of the most common questions asked • Useful to disseminate general information about Group Consultations to the wider team
Patient Start Sign up	• Use the link at the start of the programme to sign patient up to the twice weekly Fresh Start email
VCC: Workbook	• If you need a copy of the workbook you need your initial training session just use the link

**GROUP CONSULTATIONS YOUR RESOURCES CHECKLIST**

**EVALUATION RESOURCES & CASE STUDIES:**

RESOURCES	KEY POINTS
VCC: Pre Session Evaluation Form	• Our pre session patient questionnaire TEMPLATE should be completed before first VCC session
VCC: Post Session Evaluation Form	• Our post session patient questionnaire TEMPLATE which should be completed at end of each session or programme please contact Alex Silverstein for further information on evaluation of this NWL post session
VCC: Post Session Checklist	• A great high level overview of what you need to do • Includes documentation, debrief and evaluation tips
Case Studies	• 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

**GROUP CONSULTATIONS YOUR RESOURCES CHECKLIST**

**GOVERNANCE RESOURCES:**

RESOURCES	KEY POINTS
VCC: Digital Inclusion	• A guide on what is meant by digital inclusion, why it is important and how to support patients with poor digital access
VCC: DINA TEMPLATE	• A Group Consultations data protection impact assessment template example for guidance, if required by your organisation
VCC: Risk Management	• An overview of how to mitigate and manage risk when planning and delivering Group Consultations
VCC: Cyber Insurance	• An overview of cyber insurance
VCC: MCO Communications	• Indemnity cover for Group Consultations • Includes what your MCO does and does not cover

**How to access your resource hub & your resource checklists**

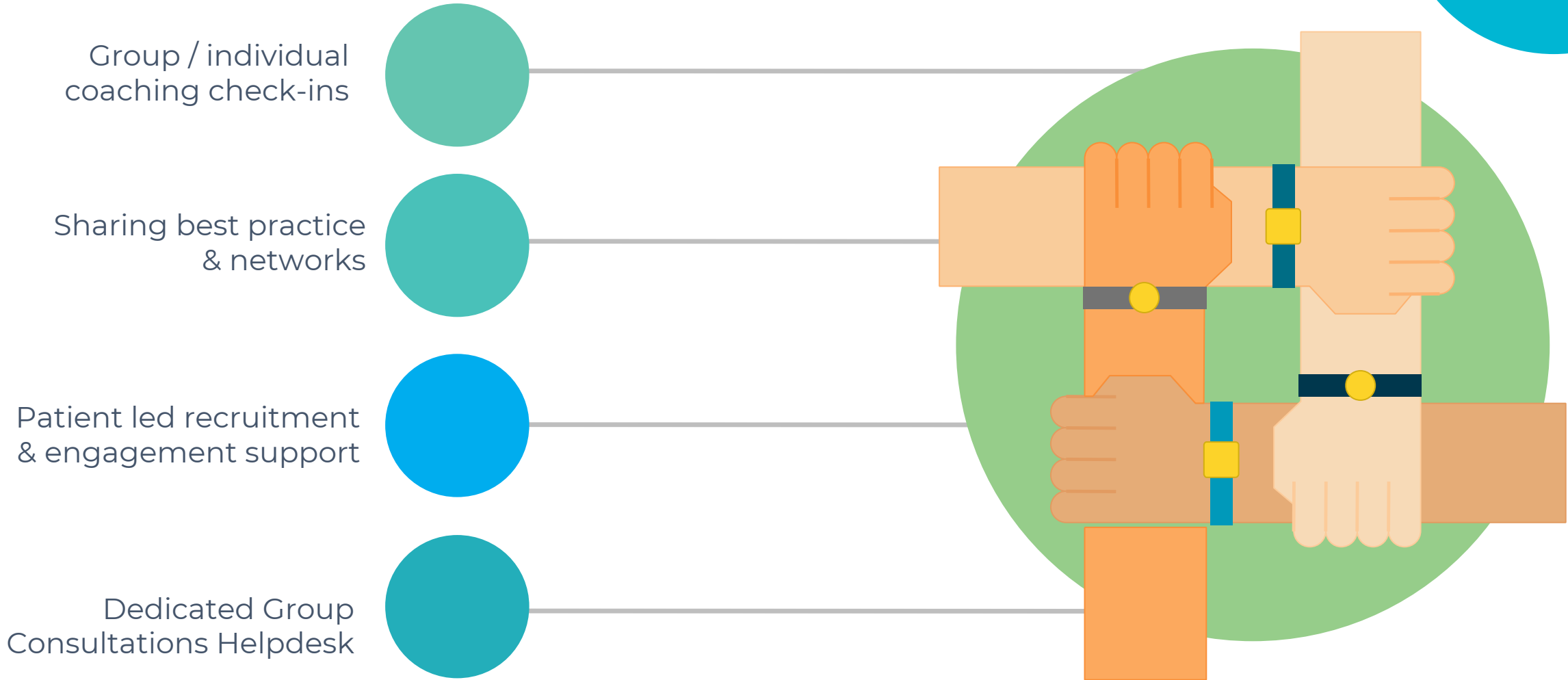
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# 3. Implementation Support & Helpdesk



We will support you to overcome any challenges or obstacles throughout your Group Consultations journey



# 4. Online Learning Platform



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## Group Consultations

Face-to-Face & Virtual Group Consultations e-Learning Programme

Start Course

### Modules

- 1 - Time For Change
- 2 - Our Group Consultations Approach
- 3 - The Nuts & Bolts of Group Consultations
- 4 - Facilitating Confidently
- 5 - Real life experiences
- 6 - Growing The Evidence Base
- 7 - Best practice solutions
- 8 - Virtual Group Consultations
- 9 - Conclusion & your next steps

Module 1.0  
Welcome  
Time for Change

Flexible learning for  
your team

Allows you to scale  
up delivery of  
Group Consultations

Train new members  
as you grow your  
team



We have been pioneering Group Consultations in the UK since 2014

We bring our experience to help you to implement & scale up Group Consultations (virtual & face-to-face)

We work in collaboration with the British Society of Lifestyle Medicine (BSLM) & other academic partners

We are proud to have been trusted by many organisations throughout the UK to help them bring both Face-to-Face Group Consultations & Virtual Group Consultations to their patients & teams.



Federation Windsor Ascot Maidenhead Practices



PLANT BASED HEALTH ONLINE For a Healthier Future



Bwrdd Iechyd Prifysgol Cardiff and Vale University Health Board



# How our team has helped bring Group Consultations to these teams & organisations ....

*'Despite previous attempts to encourage practices to adopt Virtual Group Consultations for diabetes care, we had limited success. We then turned to the Group Consultation team for their training & implementation support.'*

*Through their simplicity, professionalism & enthusiasm, within the space of 6 weeks, they had the majority of our PCNs trained up in the delivery and implementation of Virtual Group Consultations for diabetes.*

*We are now six months on, and despite the COVID-19 pandemic have been able to successfully implement and deliver diabetes Virtual Group Consultations with incredible results.'*

**Dr Mathi Woodhouse**  
GP, Clinical Lead Diabetes – Harrow CCG & NWL VGC Lead

*'Our teams confidence levels went from 2 to over 9 (out of 10) within 6 weeks of training with Group Consultations.'*

*It was absolutely fantastic & it's been a good experience working with Group consultations. They have done a great job in Harrow.'*

**Jason Parker**  
Lead for Long Term Conditions Prevention & Management  
Harrow CCG

*'Working with the Group Consultations team has really helped bring this project to life & to implement in City & Hackney.'*

*It has been such a pleasure to work with them. They've been really professional but also efficient, warm & enthusiastic.*

*They do have years of experience & they've been working to perfect this model & use the evidence to make it as effective as possible. This experience really does show.'*

**Dr Katharine Towers**  
GP & Clinical Lead for Group Consultations  
City & Hackney GGC



Click here to hear or read more about how we have helped organisations to bring Group Consultations to their teams & patients

# Ready to get started?

Click here to

GET IN TOUCH  
WITH ONE OF OUR TEAM  
TO DISCUSS HOW WE CAN HELP YOU

Contact us at [\*\*info@groupconsultations.com\*\*](mailto:info@groupconsultations.com)  
if you have any further questions

