

# Video Group Clinics

## Microsoft Teams – Frequently Asked Questions



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- Can a patient/participant record the session?

No, only organiser of the meeting can record and share the session

- Why should I use a headset?

It's not essential but wearing a headset ensures privacy of conversation and clarity of voice. You need to be in a space without lots of background noise and distractions

- How many participants does MS Teams allow?

A maximum of 250 participants

- How many people can be seen in the video at the same time?

MS Teams allows up to 9. All other participants names can be seen by clicking participants in the toolbar and when each one allows their video and microphone to speak, they will appear in the main window

- Can I download the chat?

No, you will need to screenshot or copy and paste the chat, you can do this by highlighting, then cntr+c then cntrl+ v or right click, copy & paste. Or save specific chat messages then come back to them at the end

- Can I make a video call to someone who is not in the team?

No

- How do I set up a meeting?

You need to go into Outlook>meetings>create new teams meeting using the button on the toolbar

- I don't use outlook - what can I do?

You need to speak to your IT support Local Administrator for both NHS.net email set up and Microsoft Teams permissions

- Can I set up a separate calendar for clinical work i.e. a separate outlook calendar for clinics?

Yes here's a link that can support you - <https://support.office.com/en-gb/article/create-additional-calendars-4b5570c4-e95d-4673-b38a-2b8ead5f00ee>

- How do I stop patients seeing my email address?

Creating a generic practice team account with the practice's generic email address will protect clinicians' NHS email address, however if this is used, you might have to type your name in the chat bar with each message, so the group know who is chatting

- Can patients edit their background?

Patients are unable to edit their background; this functionality is not available for those joining a team's meeting without on account.

- Can you see if a patient has joined the VGC using an account?

There isn't an exact way, but usually if someone signs in on an MS teams account you will be able to see their email address or second name. You can remove the attendee if you have concerns.

- I'm having trouble accessing backgrounds and the live captions when on a call? Accessing Teams via the web rather than the app has limited functionalities.

Or

You may need to update your MS Teams app, if you still don't have the functions it's because your IT provider hasn't switched them on.

- What personal information is stored on device after a VGC?

The type of information stored on remote consultation/video conferencing platforms differs from system to system. Information is stored before, during and after sessions and normally controlled via the privacy settings of the platform. Most platforms will provide information on privacy settings, the information they store and how to maintain confidentiality. Those running the session should make themselves aware of their systems capabilities and advise participants on protecting their own privacy and maintaining the confidentiality of others. Common issues to highlight to participants is the adjustment of privacy settings so full names and contact details are not widely shared and that written discussions in group chat facilities are seen by all and available after the session closes. An example of advice on the subject for the Zoom platform is included as an example (Source: National Police Chiefs Council). More information can be found in the [Digital First Primary Care Implementation Toolkit](#).

### **Helpful resources**

- [Finding your nhs.net mail Local Administrator](#)
- [Quick Reference Guide Microsoft Teams – Initial Set up](#)
- [Microsoft Teams Meetings and calls](#)
- [How to use MS Teams for General Practice](#)
- <https://support.nhs.net/article-categories/teams/>
- <https://docs.microsoft.com/en-us/microsoftteams/teams-add-in-for-outlook>

We also have a Microsoft Teams helpdesk and helpline number...

Helpdesk email - [hello@redmoorhealth.co.uk](mailto:hello@redmoorhealth.co.uk)

Helpline – 01785 553039

### **Step by step demos**

The video below includes a step by step video demonstration in how to set up a video group clinic within the Outlook calendar.

[Setting up a Video Group Clinic on Outlook \(Microsoft Teams\)](#)