

Running a Video Group Clinic

The Technical Tips

Helpline:

01785 553039

Helpdesk:

hello@redmoorhealth.co.uk





The two support roles for running video group clinics are...

Clinic Co-Ordinator

Your role in running a video group clinic

Before the session

- interact with the patient to facilitate session booking.
- confirm their identity, intended location and contact details and complete the patient registration template for confirmation in the session.
- establish the patients have the correct equipment to join.
- send the invitation, VGC Patient agreement and any documents required for the session.
- gather data for results board and create using the template provided.
- ask patients to avoid joining the VGC via an existing personal or work account they already have.

During the session

- can be on standby during the clinic to offer extra support to the other practice staff who are running the clinic.

After the session

- follow up the patient's car-parked questions.
- record session detail in medical records.

Technical Facilitator

Your role in running a video group clinic

Before the session - work with the clinic co-ordinator to:

- establish privacy settings of the software – and signpost patients to the good practice cyber security information in the Patient Invitation Template.
- establish confidentiality policies & indemnity cover (DPIA, MDO and make available on website).
- set up the session on your chosen software, be ready at least 15 mins before the start. You are the person responsible for patients joining the session so must be contactable by patients who are experiencing problems.
- advise on technical equipment required.
- make sure you have had a test run and understand how to use the software.

During the session

- welcome the patients and help them understand the technical functionalities needed during the VGC.
- confirm elements of identity, location and consent at the start of the session.
- discuss the results board and capture questions.
- introduce the clinician and manage the chat.
- you can also mute participants if needed.

After the session

- copy and pasting car parked questions into the VGC improvement planner.



The process of confirming identity and location

While booking a video group clinic session the clinic co-ordinator should ask the following. Elements of the information will be used in the session to confirm both identity and location:



1) Confirm identity

“Please provide a security word that you will confirm at the start of the session (in each session).”

This is to ensure that the right patient is in the group.



2) Emergency Contact

“Please provide the telephone number/s we can reach you on during the video group clinic.”

Ask for random numbers from the telephone number provided at invite stage. This is in case the patient leaves the session and someone needs to contact to check they are ok.



3) Emergency Location

“Please provide us with your location during the video group clinic (including postcode).”

This is in unlikely circumstance that emergency services need to attend their location.



4) Please Note

“If you want a family member, carer or friend to accompany you during the video group clinic, please provide the same information as above for them and an e-mail address so we can send them an invite and further information.”

To collect this information the clinic co-ordinator can use a combination of different technology before the session, as the online consultation and video conferencing solutions may not allow this. The clinic co-ordinator could use telephone, SMS messaging systems or email to retrieve this information from patients.



Before the video group clinic the technical facilitator must think about the following...

Make sure you have the correct equipment to run a video group clinic. Ideally a headset, camera, microphone, good WIFI connection and a screen (a dual screen ideally). Think about lighting onto yourself and the clinician and if using a conference room, sound quality and lack of background disturbances

You should send any documents you will be referring to patients prior to the clinic. Remember that some patients will be using their phones to take part, so may not be able to open documents. In this case, advise them to print the document in advance.

You need to check your patients have a device that is capable of taking part in a video group clinic. For example, a smartphone, laptop, desktop pc or tablet device with camera and microphone either as extras or inbuilt. Also that they have wifi/ broadband or if not their data package is suitable for an 90 minutes call. If they don't have this equipment they may not be able to take part in a video group clinic.

Your patients may already have an account on your chosen software, you should ask your patients to make sure they are logged out of any personal accounts and access the video group clinic as a guest.

Explain to your patients how they enter the video group clinic depending on your chosen software – you will receive invitation wording after your training. Patients adding first name & Surname initial only to ensure confidentiality.

It would also be beneficial to watch the animation below as it runs through the preparation and etiquette practice staff should think about when conducting video consultations and video group clinics.



Preparation and etiquette when conducting video consultations

Animations

The animations link to the right can be downloaded and used as a tool to promote video group clinics to your patients and advertise that your practice is now running them. You can post this on your website and social media to inform patients about video group clinics and the positives that can come out of taking part in one.



Did you know you can now book a video group clinic with a clinician at your GP practice?



Subtitled Version



Step by step demo videos

The videos links here include a step by step video demonstration in how to set up a video group clinic within different video conferencing solutions.



When using Zoom please adhere to the [police commissioners guide](#) to tighten your security settings.

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Setting up a Video Group Clinic on Outlook (Microsoft Teams)



Setting up a Video Group Clinic on Webex



Setting up a Video Group Clinic on Zoom



Setting up a Video Group Clinic on Google Meet



Setting up a Video Group on Clinic Skype