



You will be sent a joining link prior to the session date by Moulton Surgery.

**Click on the link below 10 minutes before the start time to join your video group clinic. By clicking on this link, you are agreeing to participate in the clinic and abide by the agreement we sent you.**

At your video group clinic, you get a review and the support you need. You get answers to your specific questions and there is group discussion about health issues too. You spend longer with the clinician than you would in a one-to-one appointment. People find having more time for questions and the chance to learn from other people's experiences and share their own mean they learn more, cope better and often succeed in keeping themselves well.

### **What happens at a video group clinic (VGC)**

Your VGC lasts between 60 and 90 minutes.

There are usually 6-8 people in a group.

A facilitator supports the session, sets it up and helps with any technical issues.

He or she also discusses what will happen when the clinician joins and helps you to get the most out of the time with your clinician.

### **How do I join?**

This is how we recommend you join:

#### **1. Check your privacy settings**

To keep your personal information, provide, you might want to change the privacy settings on your device. Read about how to keep safe whilst using on-line systems here:

<https://www.ncsc.gov.uk/guidance/video-conferencing-services-using-them-securely>

and here <https://www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online>

**If you already use or have an account for Microsoft Teams it is important that you 'Log Out' before you join the group clinic**

#### **2. Agree consent and confidentiality**

Before the group, please read the attached VGC agreement. In the session, you will be asked to agree that you are happy to join your group clinic on this basis, and that you agree to keep all information that group members share confidential.

#### **3. Join from a comfortable, private space**

It is better if you are on your own apart from anyone you have invited to attend with you when you join. We appreciate you may be joining from home. If there is anyone from your household in the room and they can hear, they will need to either leave or also sign up to the VGC agreement.

The group clinic last 60-90 minutes so please make sure you are comfortable and have enough battery to last this time - or even better, have your device plugged in.

#### **4. Join the group 10 minutes early**

Click on the group clinic link 10 minutes before the start time. This provides time for us to help with your technology if you need it; especially the first time you join.

- Join the as a guest
- Use your first name and initial only e.g. John S



- If you have a family member, carer or friend with you, enter their first name and initial as well as yours

When you join, the facilitator will greet you and ask you a few questions to confirm your identity, location and contact details.

#### **5. Follow-up**

If you have any private concerns or the clinician feels you needs some further one to one time or follow up, then you can be booked in for a follow-up one to one appointment as usual.