

Video and hybrid group clinics

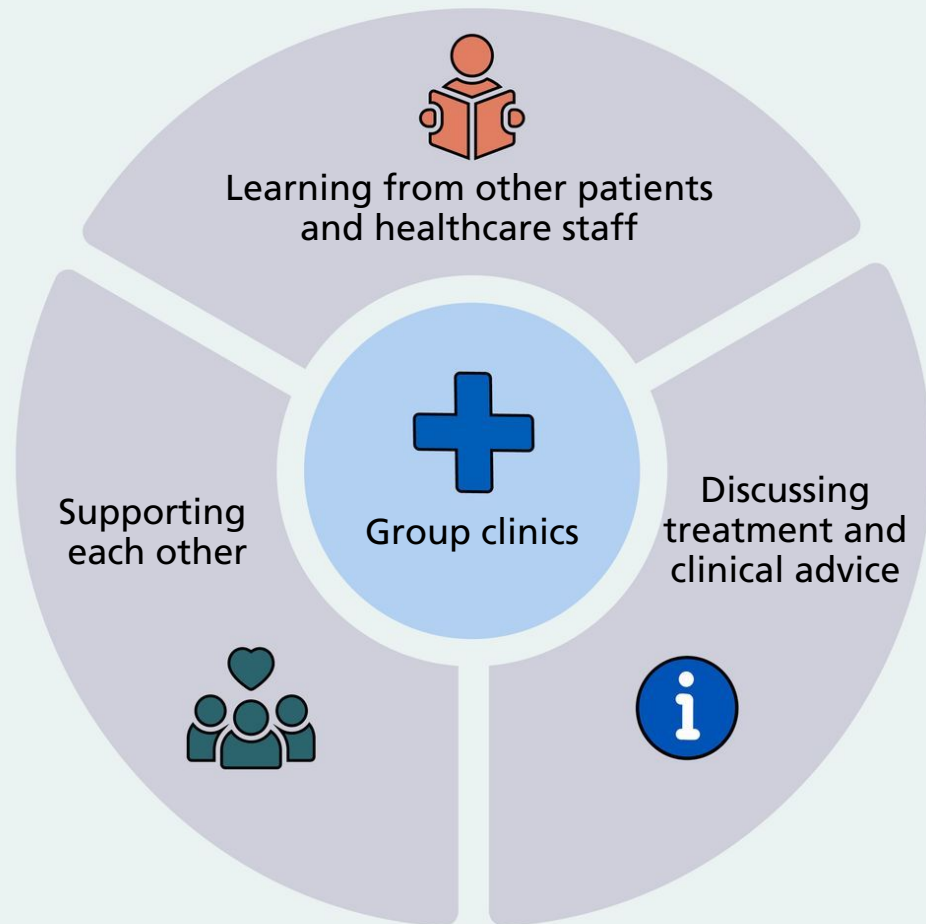
A quick guide for patients

[Start](#)

Some NHS clinics are able to offer a group option for selected consultations, sometimes with the option to participate remotely.

A video or hybrid (part video/part in person) group clinic lets you connect with your health professional and other patients at the same time. You can either join remotely or in-person if your clinic has the facilities.

This guide will help you or your carers prepare for a group clinic and get the most out of it.



We know that video and hybrid group clinics can sometimes be challenging.

This guide aims to help sessions run more smoothly and efficiently and create an environment that feels inclusive for everyone.



Why choose video and hybrid clinics?



You can have a consultation with your clinician while sharing and listening to other people's experience of care and treatment.

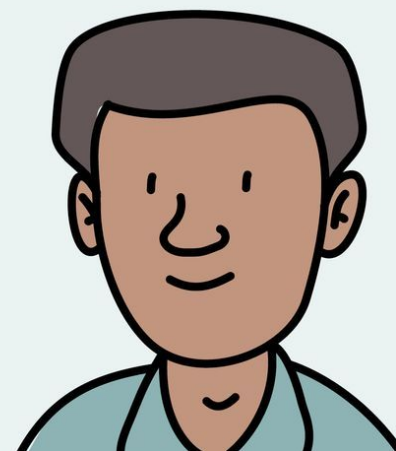


The discussion may help you draw links between clinical advice and everyday life.



You may be able to have a consultation more quickly depending on the set-up of the local service.

If run well, they can offer helpful access options for those who find in-person attendance difficult



Principles of group clinics

1. **Ask for help or a test session if you need it** and consider how you'd like to access and participate depending on your needs and abilities.
2. **Decide if you're happy sharing your personal results** or tell your healthcare provider if you'd prefer to keep them confidential.
3. **Be prepared to stay for the duration of the session** (1–1.5 hours) unless you are feeling unwell or something urgent comes up. If this is too long, ask for a one-to-one consultation instead.

If you're joining online:

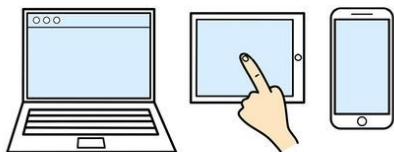
4. **Make sure you're set up in a private space.**
5. **Check you know how to use the software** that your clinician has asked you to use.

We normally share results or symptoms in group clinics (where applicable) to be able to help you manage them within the context of your everyday lives

Ask for support if you need it



What you need if you are joining online

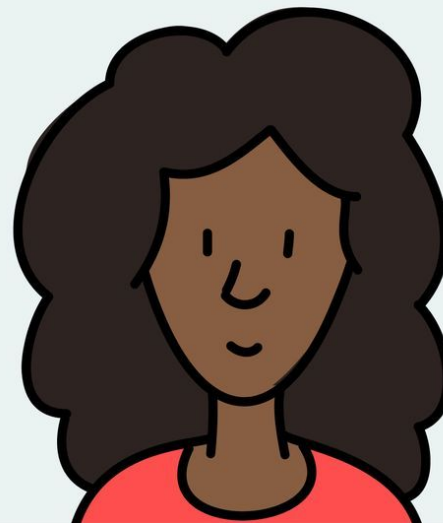


A charged up computer, tablet or smartphone with a built-in camera and microphone. Earphones can be useful.



A quiet, well-lit space where you won't be disturbed and a good internet connection.

I like to prepare a cup of tea or glass of water to bring to online sessions



Setting up



You will receive a call, email or letter explaining:

1. What will happen
2. How to join and a test call if needed
3. What to expect from the session



You may also receive a reminder by text or call.

Do tell your healthcare provider if you have any accessibility and participation needs.

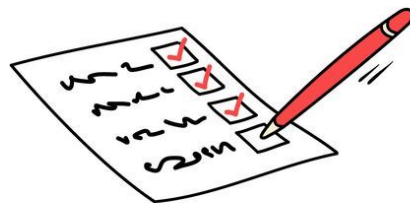
It's helpful to know how long the session will last for – do ask if you haven't been told



Setting up

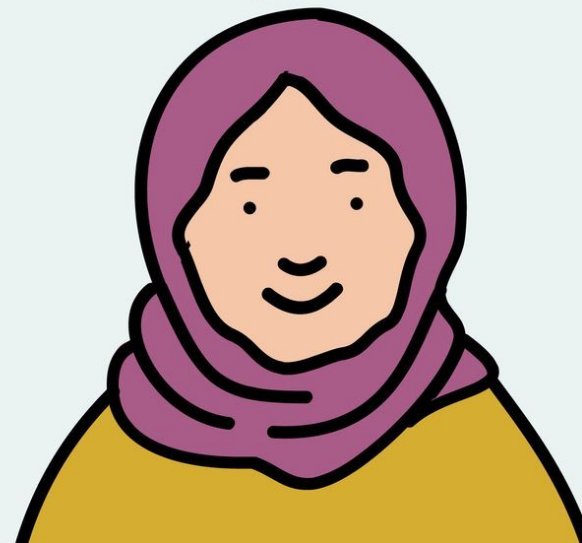


If you're joining online, **make sure you're familiar with the software.** Do a test run before the session to make sure everything is working ok.

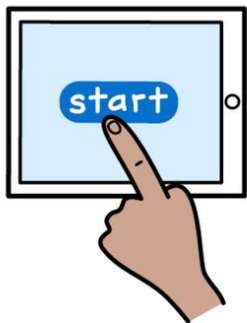


Make a list of symptoms, questions or issues before the consultation so you can get the most from your time.

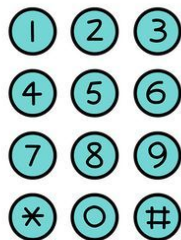
It's helpful to have your medical information to hand – I have diabetes so I always bring my blood glucose level



Starting the video call



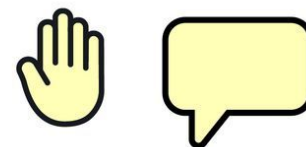
Join the video call **5 minutes early** or when your healthcare provider advises, to make sure you are comfortable and set up correctly before it starts.



You may be asked to **confirm your date of birth or other identification**, and told what to do if your internet connection stops working.



Make sure you can see and hear the clinician and other people who are joining, as well as any content that is shared on the screen.



If you're struggling to see or understand anything please **ask for help** by raising your hand or sending a chat message.

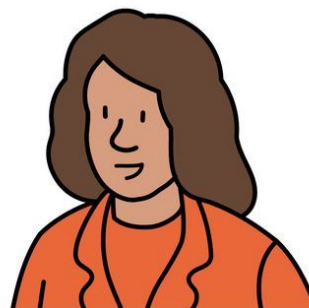
The consultation



Your healthcare provider will **introduce their colleagues**, and will provide some information about the group without identifying individuals.



Keeping your camera on during video calls is recommended to improve understanding and help you feel connected with the group, but it's optional.



Try to follow the **ground rules** set by the facilitator – including taking turns when speaking – so everyone has a chance to follow and participate.

It can be helpful to take notes during a session



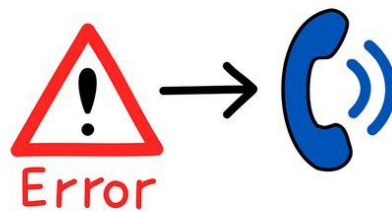
The consultation



If you want to show **something**, like where it hurts, you can try to use the screen camera. Only do this if you and other people are comfortable.



In some ways, video consulting is **similar to face-to-face**, but be prepared for technical glitches, e.g. audio delays or blurry images.

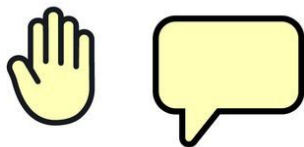


If **something goes wrong** and you get disconnected try to log back in. If that doesn't work, contact your healthcare provider to arrange a follow-up.

Let us know if you'd prefer to follow up another time in private



Ending the video call



Ask any questions before the session ends, either by raising your (virtual) hand or through the chat function.



Your healthcare provider will arrange for **next steps as needed** and share any relevant information after the session.



You can **leave your feedback** to help make future consultations better.

Partners

This guide has been developed drawing on data collected from observations and interviews with patients, staff and other stakeholders involved in video and hybrid group clinics in English general practice as part of the Together 2 study.

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