

Video and hybrid group clinics

A quick guide for practitioners

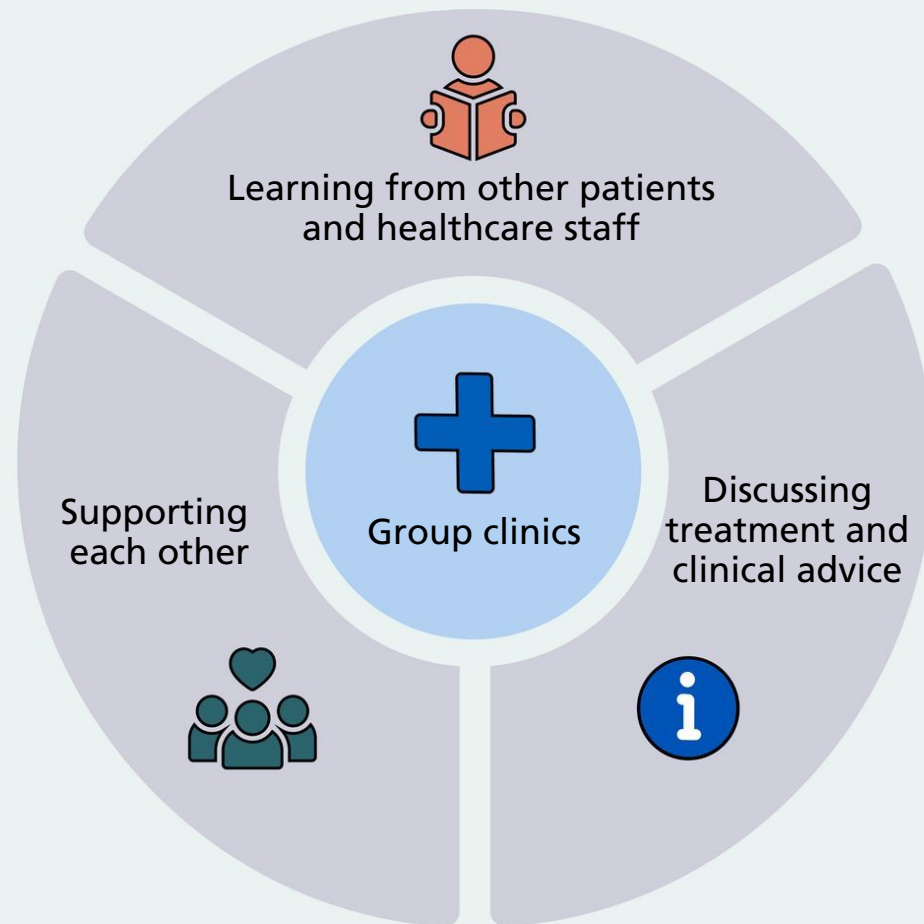
Start



This guide will help you deliver video and hybrid group clinics that are inclusive and efficient.

Video participation in group clinics may be suitable for patients who do not need a physical examination and who can communicate via video.

Deciding when to offer a clinic on video (with all participants attending remotely), in person (with all participants attending on site), in hybrid format (involving some in-person and some remote participants), or on a one-to-one basis, should be clinically led.



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

Informed by research, this guide aims to help sessions run smoothly and efficiently and create an environment that feels inclusive for everyone.



Why choose video and hybrid group clinics?



To review and discuss clinical treatment alongside patients' everyday life experiences.



To encourage a sense of peer support and community.



To provide clinical support more quickly.

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



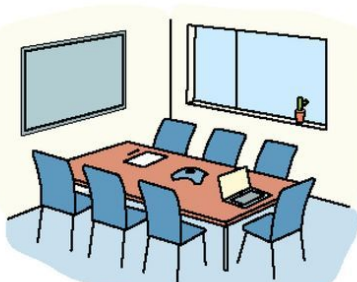
Principles of group clinics

1. **Create an environment** (both physical and digital) that works for your patients whether they are joining online or in person.
2. **Plan the administrative processes and resources** that you need to invite, schedule, follow up and remind patients about future sessions.
3. **Ensure your patients know what to expect**, especially around sharing personal results and experiences, and see if they prefer alternatives.
4. **Help your patients access and participate** in the session.
5. **Ensure that staff involved are adequately resourced**, both for clinical consulting and for organising and coordinating.

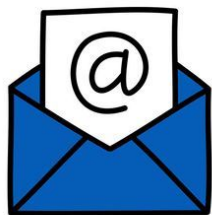
Think about the support patients need before, during and after a group consultation – and remember to tell them how long the session will last



Preparation

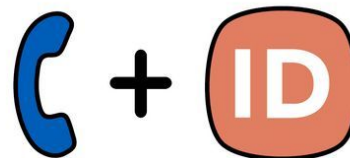


Use a well-lit, private room with a good internet connection and appropriate computer, well-placed camera, sound system and screen.



Provide instructions via a call, email or letter on:

1. What will happen
2. How to join, including the offer of a test call
3. What is expected from patients



Have patients' contact numbers ready and any details needed for identification and in case of emergencies. Check they feel able and confident to participate.

Send reminders as a way to increase attendance rates



In hybrid sessions make sure **all participants can take part equally well** through facilitation. Set the camera angle so that everyone is faced towards each other.

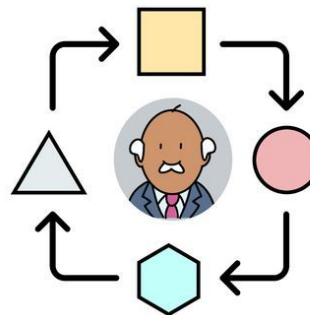
Preparation



In video group clinics it's **best to have two screens**, if possible, to read or take notes on one and see patients on the other.



Prepare materials to use during the session and decide how you'll make follow-up notes. Make sure the **group size** is appropriate for your room and equipment.



Adapt your approach and information depending on your patients' needs and abilities, e.g. medical condition, literacy, disability.

Consider accessibility and participation needs and how you will manage them, e.g. through supporting turn-taking, screen reading, providing audio description, etc



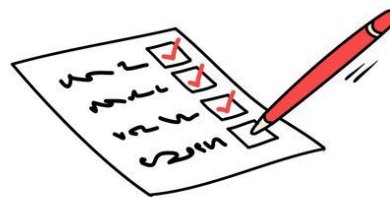
Starting your clinic



Confirm **patients' identity** and their **accessibility and participation needs** before starting the clinic.



Start the clinic early and ensure everyone can see and hear each other. Encourage patients to keep cameras on to help the session, but reassure them it is optional.



Ensure patients are clear about **ground rules**, the structure of the session and what you'd like from them. Let them know how long the session will last for.



Introduce colleagues and provide some information about the group. Allow flexibility for patients to introduce themselves so they feel comfortable.

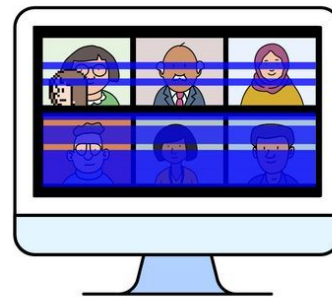
Running your clinic



Try to make eye contact with all participants, in person and video. This helps people focus on the conversation and can improve understanding.



Inform patients when you are otherwise occupied, e.g. taking notes.

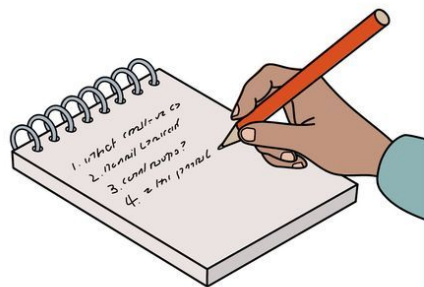


Video consulting can be **similar to face to face**, but be prepared for technical glitches, e.g. audio delays or blurry images.



Let patients know about **alternative consultation options** if they want to discuss anything privately, e.g. show an area of pain.

Running your clinic



Make notes for each patient so they can be recorded as in a one-to-one appointment. Encourage patients to make notes too, when relevant.

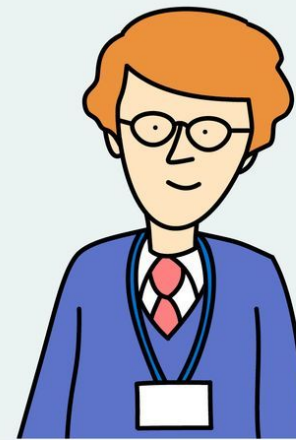


Try to sustain energy and participation so **everyone feels they are benefitting** and has a turn to speak.

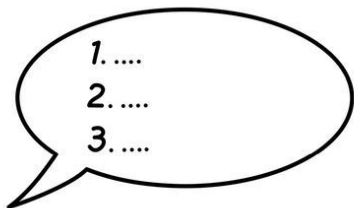


Remain aware of group dynamics and individual body language, and allow patients to decide what they would like to reveal in the session.

Make sure that everyone is able to participate meaningfully



Ending your clinic



Summarise the main points of the clinic to ensure nothing is missed and check each patient is happy with their personal plan.



Arrange any follow-up depending on clinical indications and patient preferences.

If you share resources or leaflets at the end of a hybrid session, remember to email digital versions to any patients who joined online



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 consultations in English general practice as part of the Together 2 study.

Produced by



 Design Science

Funded by



In collaboration with



Further resources

Publicly available support resources from other organisations can be found using the links below:

- [NHS England elearning programme](#)
- [Experience led care programme](#)
- [Group consultations](#)
- [Microsoft Teams disability support](#)
- [RNIB accessibility support](#)
- [AbilityNet online meeting support](#)
- [Internet Society disability support](#)
- [The Commons Library tips](#)