

## Video Group Consultation – FAQs

**Q: What are video group consultations?**

**A:** They are a way for you to join people with similar health issues and consult with your GP, nurse or health care advisor for longer. They are also known as video group clinics or shared medical appointments. We are currently trialling this new method of offering you healthcare and welcome your feedback.

**Q: How will I benefit from a video group consultation?**

**A:** People who have participated in face to face group clinics say that they enjoy hearing from other people in a similar situation and having longer to talk about their worries. They say they enjoy sharing their concerns, what has worked for them and what doesn't but also hearing from other people's success. They report feeling a sense of belonging and that they are no longer alone in trying to manage their condition such as asthma, diabetes or depression.

This alternative delivery method is not just in response to COVID-19. We see it as a real alternative for some (not all!) that offers all involved key benefits.

**Q: Can I still have a one to one video or face to face consultation with my GP or nurse?**

**A:** Yes, practices will always offer face to face appointments and one to one appointments. Video group consultations are used as an extra way to support those who want to join in.

**Q: How do I join a video group consultation?**

**A:** You will need an email account or mobile phone with internet access and access to the internet in a private place. You don't need any special programs as you will be sent a link to click on and access one of the suitable video platforms such as Microsoft Teams or Zoom. We find that patients seem to find it easier to participate on a tablet, PC or laptop (though a mobile is still possible).

**Q: What happens in a video group consultation?**

**A:** Once you've clicked the link to join in, you will be welcomed by a member of your GP practice team who will have been trained to be a facilitator. The facilitator will keep the group secure by asking you to confirm your identity and will start the session by reminding everyone in the group to keep information confidential.

They will then explain how the session will flow and each member of the group (often 8-10 participants) will introduce themselves. You will have time to review and understand the results you have agreed to share such as blood pressure, peak flow etc and come up with questions for your clinician who will join the group and have one to one consultations with each member. During this time people often join in and share ideas and problem-solve together. The facilitator will wrap up after 60-90 minutes and you might want to set goals for yourself.

**Following the session you may want to make a 1:1 appointment to go through anything you didn't want to share in the group situation or your clinician may want to arrange follow-up tests or referrals.**