

FAQs

Can I still speak to my usual clinician?

We hope to cover all your questions regarding your long term condition within your group consultation. However, you are still able to book an appointment with your usual clinician if you have any other concerns.

What happens if I decline a group consultation?

We will invite those patients who we feel would benefit most from a group consultation so would strongly advise you attend. If you don't want to participate, you will need to book an appointment with the nurse to complete your review.

How do I get my medication?

The clinician present during the group consultation will review your medication and send this to your chosen pharmacy after the group consultation has taken place.

Can I bring a friend or family member?

Our group consultations have a limited capacity but if you have a carer or require additional support during consultations, do let our reception team know so we can accommodate this.

How do I book?

You will be asked to book following your appointment with the HCA via the phone or at reception.

What if I need to cancel?

You can cancel the usual way - via the NHS App, our website, over the phone or at reception.

Group Consultations



Introduction

Managing ongoing health concerns and long term conditions can be challenging and often people can feel quite isolated as they manage it by themselves day to day. This is why we are introducing group consultations to our patients.

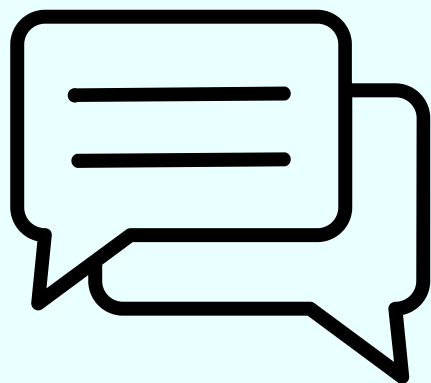
Group consultations are becoming an increasingly popular way for patients to learn how to effectively manage their health conditions. Several GP practices in the UK have been running these for many years. They have found it to be a more effective way to help patients take significant steps to a happier, healthier life. So, we're on a mission to do the same.

Benefits

- More quality time with the clinician
- Learn together with other patients
- Share experiences and ask questions
- Opportunity to build ongoing support and accountability with other patients
- Personalised care and support
- Understand the impacts of lifestyle on your health



Who will be invited?



We will be inviting specific groups of patients who we feel will benefit most from group consultations. We will invite you to book when your annual review appointment is due. They will run at various times in the week so you can choose a time that suits you best.

What happens in a Group Consultation?

A group consultation is made up of 10-12 patients and will give you approximately 1.5hrs together with a clinician and a facilitator.

Agenda:

- 1 Introductions
- 2 Results
- 3 Consultation with clinician
- 4 Facilitated health and wellbeing discussion
- 5 Goal setting, next steps and share contacts if patients want to

What about confidentiality?

All will be expected to sign a patient agreement before beginning the group consultation. This ensures that any personal information shared during the consultation is only used for the purposes of group discussion and learning and is not shared outside of the session.