

## VIDEO GROUP CLINIC AGREEMENT

By participating in this video group clinic (VGC) I agree that:

1. I am happy to share some information about my condition that relates to the group's topic. For example, this might include my average blood sugar readings, peak flow meter readings, my blood pressure or cholesterol levels etc. These results will be shared with the group on a "results board" to support group discussion and my learning. I will then have a one to one discussion about my concerns. Other members of the group will listen in, and in turn, I will listen to their one to one discussions, so that we can all benefit from hearing and understanding common problems and solutions.
2. I am under no obligation to share any other personal information with the group unless I choose to do so and that if I have health concerns I do not want to discuss in the group setting, I may ask to discuss them privately in a 1:1 consultation.
3. At any time, I can withdraw my consent to participate in the video group clinic and book a 1:1 consultation.
4. All information I learn about group members is confidential. I agree that I will neither record nor share any information about other members of the group in conversations outside the group, or on social media such as Facebook, Twitter etc or in any other public forum.

If you have any questions about video group clinics, read our frequently asked questions on the following page or call the surgery to speak to our co-ordinator Fathima Zuhair.

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## FREQUENTLY ASKED QUESTIONS

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

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, meaning they learn more, cope better and often succeed in keeping themselves well.

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 private, 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**

When you sign in for the session, use your first name and the first letter of your surname e.g. "Bob T" only to preserve your privacy.

#### **2. Consent**

Before the group, read the VGC agreement (see page 1 of this document).

## ABBEY ROAD MEDICAL PRACTICE

In the session, you will be asked to confirm that you are happy to participate on this basis, and that you agree to keep all information that group members share confidential

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

Remember, the clinic lasts 60-90 minutes. Please make sure you are comfortable and have battery power to last this time - or even better, plug your device in.

Be on your own unless you have invited someone to attend with you. We understand you may be joining from home. If there is anyone from your household in the room and they can hear, they either need to leave or sign the VGC agreement.

### **4. Join the group 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 are joining.

- Join the clinic 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. We expect you will have a positive experience and will book in to further video group clinics.