

Online video sessions enable you to...

- Access information and support for your condition, whilst maintaining social distancing
- Save time and money, as you will not need to travel to one of our hospital sites

MS Teams



We are using Microsoft Teams (MS Teams) for online video sessions.

This is free to access as a guest, using the links provided to you for your session.

You can access online video consultations using a computer / laptop / iPad / tablet or mobile phone; however, we recommend that you use the biggest screen available to you to allow a better experience during the session.

Video Session Functions

There are a range of in call functions you can use whilst on a video session. Please see the handy guide below. Your clinician will advise which functions you will need to use during the session.



Click this to turn your camera on/off.



Turn your microphone on/off. Ideal for preventing feedback, echo and background noise from interrupting the meeting. Please turn off your microphone when not talking to avoid interruptions, but please remember to turn back on when you want to talk.



Raise your hand to get the attention of staff members.



Click to view and send instant messages to the other meeting participants. This is a great way to interact with the group and to ask and answer questions. Depending on the device you are using you may be taken to another screen for this function.



Click here to end your call or meeting.



Herefordshire
and Worcestershire
Safe and effective
health and care services

Virtual Video Group Sessions



Our face-to-face group sessions have been redesigned to offer you a safe way of accessing education sessions. This will support you with the management of your condition, without needing to travel to a clinic.

If you cannot join the virtual education session or are unable to access the session on the day due to technical difficulties, please contact us using the contact details provided with your appointment.

Produced by:

Herefordshire & Worcestershire CCG in partnership with Wye Valley Trust and Worcestershire Acute Hospitals NHS Trust

Step 1: Getting started

If you have been invited to attend a virtual video group session, you will receive a telephone call/text message, letter or an email confirming;

- Date and time of your session
- A link to join the virtual session.

You may also receive a text message reminder with the date and time of the session. If you need any specific equipment or to have anything available for the session, you will be informed of this before your session.

We recommend you check and test your devices in advance to ensure your microphone and camera are set up correctly and you have placed yourself in a room with the strongest internet signal in your home. Position yourself so that you are in the centre of the screen, without too much glare and in addition you will need to check your speakers are turned up to an appropriate volume.

Please Note:

You **do not need** to register for a Microsoft Teams account, for your appointment you can join as a guest to connect with your health professional by a video call. Please use your first name and initial of surname only e.g. John Smith - type John S, this will be seen by all participants on the call.

Step 2: Joining the online video session

Please Note:



If you already have a Microsoft Teams account, please ensure you **logout of this account** before joining the session, to ensure that your details remain private and are not shared with the rest of the group. You can do this by going into settings on MS Teams and clicking 'sign out'. You can then join the session as a guest, where your details will remain private.

To access the Video Session:

You will be sent a web link to access the video session. A video tutorial to access and set up a video session call can be found via the following link:

<https://youtu.be/M8edM5YzxLE>

Accessing the session



Please make sure you are sitting in a private well-lit area where you will not be disturbed by others around you.

Once you have joined the call as a guest, you will be directed to the 'waiting room / lobby'. The clinician will then add you into the video group session. Once added, please wait for the educator to greet you.

You may be asked to 'pin' the clinicians screen throughout the video session, the clinician will advise you when to do this.

Computer / Laptop users:

Right click on the clinicians's image and select 'pin'.

Tablet / Smartphone users:

Tap and hold screen on the clinician's image and select 'pin'.

This will mean even with multiple attendees, you will always be able to see the clinician – please do this at the start of the session. You will be advised when to do this.