

## **Attending a group video consultation**

### **Have you been invited to a group session to be attended online using Microsoft Teams?**

Here's some general advice which may help you prepare for your group session

In line with Camden and Islington NHS Trust policy, the Trust is now offering both individual and group sessions remotely via online video consultation.

If you have been invited to an online group session, we will be running your group session over the Microsoft Teams or Zoom app. There are many types of groups. Your online group session could be part of group therapy, or it could be a skills group, a symptom management group or even an online yoga group. Ask your clinician for more detail on the type of group you have been invited to.

Please note that confidentiality and privacy are taken very seriously in both online group sessions and individual session. Recording is not allowed without prior permission. Please find a quiet space for your session where you can talk freely and not be overheard. If you have any queries around the setup of your online group session, please speak to your clinician in advance of your session.

Microsoft Teams is very easy to use and works with a range of devices. Simply click on the 'Join meeting' link, which the service will send to your email address or phone number prior to your session.

### **If you need to install Microsoft Teams on your device**

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

### **Before your group session**

Once you click on your link to join your group session, please open the meeting in your internet browser (eg Chrome). Type in your name (first name is enough) and adjust your background if you wish.

When you are ready, click 'join'. You will then be added to a virtual waiting room. Please wait and someone will let you into the meeting shortly.

### **Need more help?**

Please let your clinician or service know if you need technical support before, during or after the session. Your clinician should be able to help you with last minute difficulties around setting up, for example how to mute and unmute yourself, or with technical difficulties during the call.

If you disconnect from the session because of technical issues, click on the same link as before to re-join the meeting. If you have to leave a session early, please let your clinician know beforehand or use the Microsoft Teams chat onscreen. If you are having technical problems, you can also let others know using the same Microsoft Teams chat.

If you need help joining a Microsoft Teams meeting, please watch the following short YouTube video:

<https://www.youtube.com/watch?v=MEsaFMWn0Vc&feature=youtu.be>

If you need to change your background, please watch the following short YouTube video:

[https://www.youtube.com/watch?v=KC\\_tQR5\\_eLM](https://www.youtube.com/watch?v=KC_tQR5_eLM)