

Using Microsoft Teams[®] for Occupational Therapy treatment groups

Physiotherapy & Occupational Therapy

Who is this leaflet for?

This leaflet is for patients who are likely to take part in video groups.

Why can we not run the groups face to face?

The COVID-19 pandemic has meant that we have had to think about working in different ways. This is because the virus is more likely to be passed from person to person during close personal contact (such as in group situations). The Royal Wolverhampton NHS Trust is, wherever possible, complying with national guidance in relation to social distancing, and conducting group sessions by video calls is an example of this.

We recognise the importance of the social aspects of the groups and the support and encouragement that is generated through group treatment situations. We have therefore looked at an alternative approach during the pandemic, by running the groups through Microsoft Teams[®]

How will the video calls work?

A member of the team will have discussed the group with you and you will have consented to be included in the group.

You will need:

- A computer, smart phone or tablet with a web camera and microphone/speaker
- Internet connection
- An email address

We will send you an email link and the group will start when you click on the link.

We will undertake a trial link before the group to ensure that the link is working and we can work through any technical issues, if they arise, prior to the group starting.

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- **Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available**
- **If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111**
- **Keep the environment clean and tidy**
- **Let's work together to keep infections out of our hospitals and care homes.**

What happens during the group session?

The session will be led by a member of staff or a volunteer. Please ensure that you are in a private room for the duration of the session to ensure confidentiality of the other members of the group.

If your therapist has instructed you to have any specific items to hand for the session please have these ready.

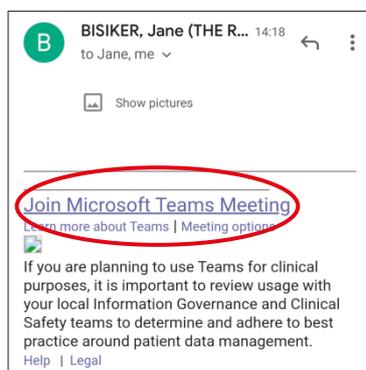
During the session there will be times when all group members will be able to chat between themselves and times when the session will be led by the staff member. At times when the staff member is leading the session you will be asked to press the 'mute' button to ensure the group leader remains on the screen.

We ask you to be courteous to all in the group and maintain the confidentiality of other group members. The sessions will not be recorded by the host and therefore can we ask that you do not record the sessions either.

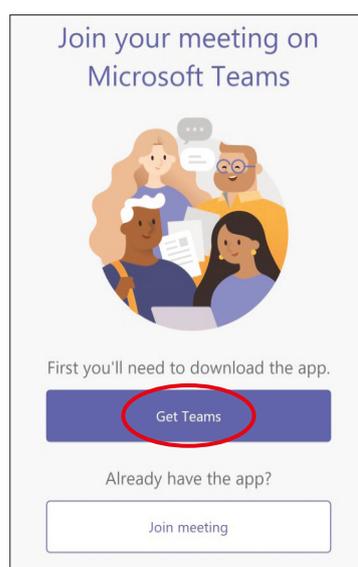
How do I set up Microsoft Teams® in preparation for the group?

The group will be hosted by a staff member from West Park Hospital.

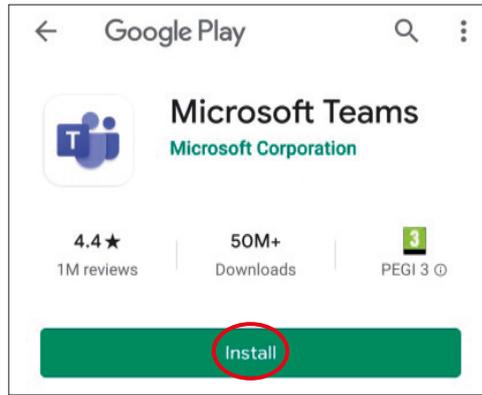
1. You will receive an email asking you to join a Microsoft Teams Meeting. Click on 'join Microsoft teams meeting'.



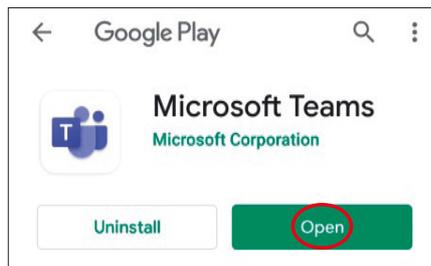
2. Click on the Blue 'Get Teams' link which will ask you to download the app if you do not already have it. You will need to install the app only on the first use.



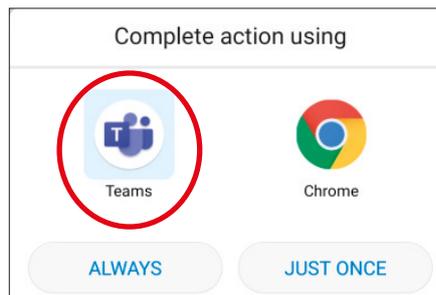
3. Click on green 'install' and wait for it to load.



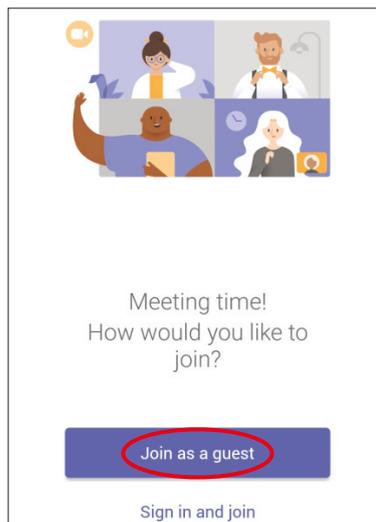
4. After it has loaded click on 'open'.



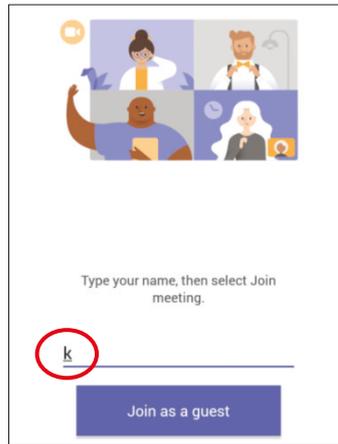
5. If you have already downloaded the app - select 'complete action using' Teams.



6. Select option to 'Join as a guest'.

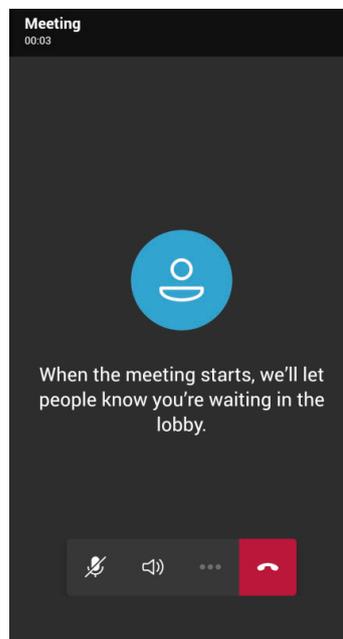


7. Type in your first name or initials only and join.

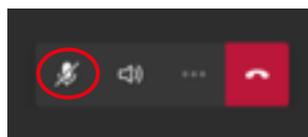


8. You will be asked to allow Teams to use your microphone and camera - click allow.

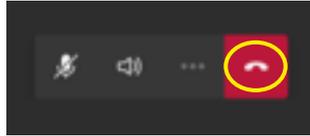
9. You will be asked to wait in the lobby while the host (staff at West Park) authorises you to join the meeting.



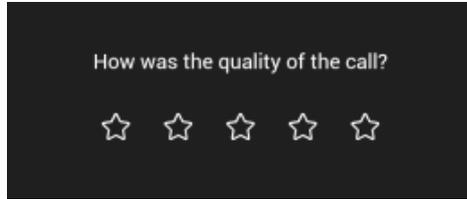
10. When you are authorised to join the meeting ensure your microphone and your camera are switched on to allow the rest of the group to see and hear you. You will be asked to mute at times to allow the group leader to run the session.



11. When the group is finished click to end the call using the phone icon.



12. To finish you will be asked to rate the quality of the call.



If you are unable to join the group or decide not to participate, please call 01902 444286 so we are aware.

Who can I contact if I have any queries or concerns about group video sessions?

If you have any questions about taking part in a video group session please talk to your therapist.

Therapist's name:.....

Telephone:

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。