



## **Our Role**

*(please add this to your clinical consent forms)*

TEC Cymru have an important role in supporting and evaluating the virtual groups.

TEC Cymru will be supporting the roll out of virtual groups, and to ensure its safety, use and value to the NHS and the Welsh Government, a robust evaluation framework of virtual groups will be conducted using a Quality Improvement approach throughout, with regular PDSA cycles. The purpose for this approach is to ensure that issues or problems are identified and resolved quickly to ensure quality improvements are made and best practice is delivered.

To do this, the initial support and evaluation approach will include:

- Feedback Surveys
- Observations & Group Support
- Interviews with Clinicians and Patients & One-to-One Support for clinical teams.

## **Surveys**

A feedback survey link will be sent to the group facilitator, and it will be the role of the group facilitator to add this link to the 'chat feature' of the platform at the end of the group session. The patients in the group and the clinician facilitating it (and others) will be asked to fill this survey out to provide feedback on that group. This will provide live data of the experience of virtual groups. *Please ensure that the 'group name' is clearly entered in the survey so we can provide you with your specific data once analysed.*

Here is the link: <http://www.surveymonkey.co.uk/r/7GFWD5Y>

## **Observations /Group Support**

To provide a wraparound service from TEC Cymru of both support and evaluation TEC Cymru will be happy to sit in on some of the group sessions to observe the group. This may include a TEC Cymru team member from either research, technical support or service delivery.

## **Interviews / Virtual Focus Groups**

Interviews or focus groups with patients and/or professionals attending the groups will help provide a more in-depth understanding of the virtual groups. These will be conducted retrospectively (e.g., in the final session). *If you are interested in us running interviews/focus groups, please arrange this with us in advance, to ensure we can attend a set session time/date.*

Thank you  
The TEC Cymru Team

For more information please contact the National Programme Manager at [Scott.Kuperus@wales.nhs.uk](mailto:Scott.Kuperus@wales.nhs.uk)

For more information about the evaluation & to arrange a focus group, please contact the Research & Evaluation Lead at [Gemma.Johns3@wales.nhs.uk](mailto:Gemma.Johns3@wales.nhs.uk)