ATTEND ANYWHERE

GROUPS INFORMATION PACK

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BACKGROUND

History of Attend Anywhere in NHS Wales:

Attend Anywhere is a platform to facilitate virtual consultations, allowing patients to attend appointments and group sessions from their homes. Initially introduced to provide remote care, particularly during the COVID-19 pandemic, it has since become an essential tool in delivering flexible healthcare across NHS Wales

Virtual consultations via Attend Anywhere have made it easier for patients to access healthcare services, particularly for those living in rural or remote areas, those with mobility issues, and those with busy schedules. The platform supports both individual and group sessions, offering a range of care options to suit different patient needs

BENEFITS OF ATTEND ANYWHERE

Improved Access: Patients & Service Providers can attend appointments remotely, reducing the need to travel

Cost-effectiveness: Virtual consultations reduce travel expenses and the need for in-person facilities

Patient Satisfaction: Many patients report high levels of satisfaction due to the convenience and time-saving aspect of virtual consultations

Environmental Impact: By reducing the need for travel, Attend Anywhere contributes to lowering the environmental footprint of healthcare services

PATIENT SAFETY BEST PRACTICE

- **Distressed Person:**
  - Have an emergency contact number during call
  - Know the location of participants during call (This may not be their home address)
  - Follow up by phone with participants who leave suddenly to ensure safety
  - Offer distressed participants the option to leave or to continue on a 1-on-1 call if preferred (Breakout room)

PATIENT SAFETY BEST PRACTICE

- **Accidents or Illnesses on Screen:**
  - Have an emergency contact number during call
  - Know the location of participants during call (This may not be their home address)
  - If you feel confident to deal with incident on screen either yourself or a second member of staff can deal with this
  - If a serious incident occurs, ask the remaining group members to leave the call or remove them from the meeting, follow up with them as soon as practical they may well be upset
  - Phone for an ambulance if required, stay on screen and liaise with ambulance control

CONFIDENTIALITY BEST PRACTICE

Consider the following when facilitating virtual group calls:

- Confidentiality – Service Provider Side:
  - Ensure all attendees have been sent the patient confidentiality and behavioural agreement
  - Private Environment
  - Use headsets where possible
  - Be mindful of patient confidentiality (email addresses etc)

- Confidentiality – Patient Side:
  - Ensure all attendees have completed and understood the patient confidentiality and behavioural agreement
  - Advise participants to blur/change backgrounds
  - Private Environment
  - Agree cameras on or off

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TECHNICAL CONSIDERATIONS

What do Service Providers and Attendees need?

- **Device**
  - Laptop,Computer, tablet, or smartphone
- **Web browser:**
  - Compatible with Google Chrome, Microsoft Edge, and Apple Safari - Ensure latest versions are installed
- **Internet Connection**
  - A reliable internet connection (Wired, WiFi, or Mobile Data)
- **Camera, Microphone, and Speakers**
  - Built-in or external camera, Microphone and Speakers or Headphones

DATA BEST PRACTICE

- **Collect only what is necessary to facilitate the group call**

- **Store any necessary data securely**

- **Destroy when no longer needed**

OTHER CONSIDERATIONS

Define purpose, content and process of group

Risk Assess according to the patient cohort

Behavioural Expectations:
- Set clear ground rules for group participation (This can be added to the confidentiality and behavioural agreement)

Home Distractions:
- Where possible ask participants to limit distractions (e.g., other people, children, pets etc)

Group Dynamics:
- Consider starting with introductions to break the ice
- Consider using group and individual questions to engage participants
- Make a mental note of those who haven't participated much
- Have phrases ready to manage dominant clients, e.g., "Thanks, X, I'd also like to hear Y's experience"

HELPFUL DOCUMENTS

Template example - Group Agreement (Behavioural Contract): A document outlining the rules for participation, including confidentiality and behaviour, for all participants to sign

Legal Advice for 3rd Party Disclosure

Full Virtual Groups Resources